

**BRENLO'S MULTI-YEAR PLAN**

**2014**

Requirements	Action Items
<p>Accessibility Policy</p> <p>Develop and implement policies on how Brenlo will achieve accessibility requirements</p>	<ul style="list-style-type: none"> <li>Published Accessibility policy on Brenlo.com and communicated to Brenlo team</li> </ul>
<p>Accessibility Plan</p> <p>Create a multi-year accessibility plan and post on website</p>	<ul style="list-style-type: none"> <li>Published Accessibility plan on Brenlo.com</li> </ul>
<p>Self-Service Kiosks</p> <p>Consider accessibility when designing, or acquiring self-service kiosks in the future</p>	<ul style="list-style-type: none"> <li>Create awareness of requirement of responsibility to consider this in future equipment changes</li> </ul>
<p>Website Accessibility</p> <p>Conform to WCAG 2.0 Level A requirements</p>	<ul style="list-style-type: none"> <li>Website conforms to required standards</li> </ul>

**2015**

Requirements	Action Items
<p>Training</p> <p>Ensure training on requirements of Regulation and Human Rights Code to all team members</p>	<ul style="list-style-type: none"> <li>Design a training course</li> <li>Communicate training requirements to all customer service team members</li> <li>Track completion of required training</li> <li>Update employees, as changes take place</li> </ul>
<p>Feedback Process</p> <p>Ensure existing feedback processes are accessible to persons with disabilities</p>	<ul style="list-style-type: none"> <li>Communicate accessible options to all team members</li> </ul>

**2016**

Requirements	Action Items
<p>Accessible Formats and Communication Supports</p> <p>Make information accessible by providing accessible formats and communication supports in a timely manner</p>	<ul style="list-style-type: none"> <li>Develop and implement accessible communication options</li> <li>Inform Brenlo staff of these options</li> </ul>
<p>Recruitment</p>	<ul style="list-style-type: none"> <li>Prepare communication to accompany job posting regarding availability of</li> </ul>

<p>Notify applicants about availability of accommodation during recruitment process  Provide and arrange for accommodation upon request for a person with a disability  Inform successful applicants about policies in place for accommodating employees with disabilities</p>	<p>accommodation</p> <ul style="list-style-type: none"> <li>• Create an accommodation request form and train staff as required</li> <li>• Include information regarding accommodating disabilities in employment letter</li> </ul>
<p>Accommodation during employment</p> <p>Advise employees of policies to support employees with disabilities  Upon request make information accessible  Take accessibility needs into account re (a) performance management (b) career development and advancement and (c) re-deployment</p>	<ul style="list-style-type: none"> <li>• Create an accommodation request form and train staff as required</li> <li>• Communicate support available to all new and existing employees</li> </ul>

**2017**

Requirements	Action Items
<p>Design of Public Spaces Standards</p> <p>Construct or redevelop any public space in accordance with Part IV.1 of the Regulation</p>	<ul style="list-style-type: none"> <li>• Communicate accessibility requirements to landlords of all locations</li> </ul>

**2021**

Requirements	Action Items
<p>Internet Websites and Content</p> <p>All internet websites and web content must conform with WCAG 2.0 Level AA</p>	<ul style="list-style-type: none"> <li>• Create awareness of responsibility to ensure all new web content continues to adhere to guidelines</li> </ul>