

# Gold Line Accessibility Plan

## 1. Introduction

- **Purpose:** This accessibility plan outlines the steps our organization will take to become more accessible and inclusive for people with disabilities. It demonstrates our commitment to the Accessible Canada Act and our dedication to creating a barrier-free environment for all employees, consultants, customers and partners of Gold Line.
- **Commitment:** Our organization is committed to promoting equality and inclusion by eliminating barriers and ensuring that our services, programs, and employment opportunities are accessible to everyone, regardless of ability.
- **Legislation:** This plan aligns with the *Accessible Canada Act*, the *Canadian Human Rights Act*, and other relevant provincial and federal regulations.

## 2. Top Three Priorities (T3)

- **Priority 1: Accessible Communication**
  - **Description:** Ensure that all internal and external communications are accessible to people with disabilities.
  - **Goals:**
    - All documents, websites, and digital content meet Web Content Accessibility Guidelines (WCAG) 2.1 AA standards.
    - Implement accessible communication training for all staff.
  - **Actions:**
    - Conduct an audit of all existing communication materials.
    - Update the website and digital content to meet WCAG 2.1 AA standards.
    - Develop and deliver training programs on accessible communication.
  - **Timeline:**
    - Audit: 2024
    - Website updates: 2024-2025
    - Training programs: 2024
  - **Performance Indicators:**
    - Percentage of digital content meeting accessibility standards.
    - Number of staff trained in accessible communication.
    - Feedback from users with disabilities.
- **Priority 2: Physical Accessibility**
  - **Description:** Ensure that all physical locations are accessible to people with disabilities.
  - **Goals:**
    - Conduct accessibility audits of all buildings and facilities.
    - Implement necessary modifications to meet accessibility standards.
  - **Actions:**
    - Develop a prioritized list of necessary modifications.
    - Execute modifications, including ramps, elevators, signage, and accessible restrooms.
  - **Timeline:**

- Audits: 2024
  - Modifications planning: 2024
  - Modifications execution: 2025
- **Performance Indicators:**
  - Number of facilities audited.
  - Number of modifications completed.
  - User satisfaction surveys.
- **Priority 3: Inclusive Hiring Practices**
  - **Description:** Foster an inclusive workplace by improving hiring practices to attract and retain employees with disabilities.
  - **Goals:**
    - Review and update hiring practices to eliminate barriers.
    - Increase the representation of employees with disabilities.
  - **Actions:**
    - Review current hiring practices and policies.
    - Develop and implement inclusive hiring guidelines.
    - Partner with organizations that support employment for people with disabilities.
  - **Timeline:**
    - Review and update practices: 2024
    - Implementation: 2024
    - Partnerships: Ongoing
  - **Performance Indicators:**
    - Percentage increase in employees with disabilities.
    - Employee satisfaction and retention rates.
    - Feedback from new hires with disabilities.

### 3. Beyond Barriers 3-Year Plan (B3)

- **Year 1 (2024):**
  - **Actions:**
    - Complete accessibility audits of all facilities.
    - Update communication materials to meet accessibility standards.
    - Begin modifications to physical locations.
  - **Responsible Parties:**
    - Facilities Management
    - Communications Team
    - HR Department
  - **Performance Indicators:**
    - Number of audits completed.
    - Percentage of updated communication materials.
    - Number of modifications initiated.
- **Year 2 (2025):**
  - **Actions:**
    - Continue facility modifications.
    - Implement inclusive hiring practices.

- Conduct training for staff on accessibility and inclusion.
  - **Responsible Parties:**
    - Facilities Management
    - HR Department
    - Training and Development Team
  - **Performance Indicators:**
    - Percentage of facilities modified.
    - Number of inclusive hiring initiatives implemented.
    - Number of staff trained.
- **Year 3 (2026):**
  - **Actions:**
    - Complete remaining facility modifications.
    - Evaluate the effectiveness of inclusive hiring practices.
    - Review and update the accessibility plan based on feedback and progress.
  - **Responsible Parties:**
    - Facilities Management
    - HR Department
    - Accessibility Committee
  - **Performance Indicators:**
    - Completion rate of facility modifications.
    - Evaluation reports on hiring practices.
    - Updated accessibility plan published.

#### 4. Consultation and Engagement

- **Stakeholders:**
  - Employees with disabilities
  - Clients and customers with disabilities
  - Disability advocacy groups
  - Accessibility experts
- **Consultation Process:**
  - Conduct surveys and focus groups with stakeholders.
  - Hold public consultations and town hall meetings.
  - Collaborate with disability advocacy organizations.
- **Feedback:**
  - Summarize key themes and suggestions from consultations.
- **Incorporation of Feedback:**
  - Explain how feedback was used to shape the priorities and actions in the plan.

#### 5. Monitoring and Reporting

- **Monitoring:**
  - Establish an accessibility committee to oversee the implementation of the plan.
  - Regularly review progress against performance indicators.
- **Reporting:**
  - Publish annual progress reports on the organization's website.

- Report progress to senior management and stakeholders.
- **Adjustments:**
  - Use feedback and monitoring results to make necessary adjustments to the plan.
  - Conduct a formal review and update of the plan every three years.

## **6. Conclusion**

- **Summary:** Reaffirm the organization's commitment to accessibility and the key actions outlined in the plan.
- **Contact Information:** Provide contact details for the accessibility officer or relevant department for further information or questions.

This detailed plan ensures that every aspect of the organization's operations is examined and improved for accessibility, with clear goals, actions, and metrics for success.