

<i>AODA Standard</i>	<i>AODA Requirement</i>	<i>Deadline</i>	<i>Strategy/Activity</i>	<i>Target Date</i>	<i>Status</i>
Customer Service Standard	Develop a Customer Service Accessibility Policy	Jan 1, 2012	Reviewed all requirements and establish a Customer Service Accessibility Policy	Jan 23/11	Completed
Communication	Develop a process to communicate based on individual needs	Jan 1, 2012	Reviewed all processes with Management team and develop a process.	Jan 23/11	Completed
Service Animals	Develop a policy regarding access for people with service animals	Jan 1, 2012	Reviewed all processes with Management Team and develop a process.	Jan 23/11	Completed
Support Persons	Develop a policy regarding access for people with support persons	Jan 1, 2012	Reviewed all processes with Management Team and develop a process.	Jan 23/11	Completed
Notice of Temporary Disruptions	Develop a process for notifying public of any disruption in services	Jan 1, 2012	Developed a process for both physical posting and website posting of any disruption in services.	Jan 23/11	Completed
Training	Develop a training process to ensure all existing staff and any new staff, are trained in all aspects of Customer Service Standards	Jan 1, 2012	All existing employees were trained on all aspects of the customer service standard and all new employees are trained as part of their orientation.	Dec 1 st -22 nd /11	Completed
Feedback	Develop a process for public to provide feedback	Jan 1, 2012	Developed an online process for feedback as well as respond to direct requests; comment cards and verbal processes through Management	Jan 23/11 Jan 1/16	Completed

Modification to other policies	Review all Flamboro Downs policies to ensure that they consider persons with disabilities and the customer service standard.	Jan 1, 2012	Review current practices with Management team & JHSC on an ongoing basis	Dec 1/11	Annually
General Requirements	Develop Accessibility Policy Statement	Jan 1, 2012	Develop, implement company policies to achieve accessibility requirements	Jan 23/11 revised Sept 6/11	Completed
	Make Accessibility Policy available on website	Jan 1, 2012	Post Accessibility Policy on Flamboro website	March 15/11	Completed
	Develop Multi-Year Accessibility Plan	Jan 1, 2014	Human Resources to establish multi-year plan	Dec 31/12	Completed
	Post Multi-Year Accessibility online	Jan 1, 2014	Post multi-year plan on Flamboro website	Nov 05/14	Completed
Training	Train all Flamboro employees/contract workers/volunteers on Human Rights Code	Jan 1, 2015	Set-up training sessions for existing staff, utilizing OHRC training video. Incorporate OHRC training as part of orientation for new employees	Nov 10 th -14 th /14	Completed
Reporting	File 1 st Accessibility Compliance Report	Dec 31, 2012	File with Government of Ontario	Nov 16/12	Completed
	File 2 nd Accessibility Compliance Report	Dec 31, 2014	File with Government of Ontario	Nov 28/14	Completed
	Accessibility Reports to be reviewed, updated and filed every 3 years	Dec 31, 2017	File with Government of Ontario	Dec 31/17	Ongoing
	Accessibility Reports to be reviewed, updated and filed every 3 years	Dec 31, 2020 moved to June 30, 2021	File with Government of Ontario	June 30/21	Ongoing

Information & Communication Standard	Develop processes for receiving and responding to feedback	Jan 1, 2012	Developed a process for feedback on Flamboro web site as well as verbal process through Management Team	March 15/11	Completed
Feedback	Public to be notified of availability of accessible formats and communication supports	Jan 1, 2012	Develop online notice on website that accessible formats and communication supports are available and how to obtain them.	March 15/11	Completed
Accessible Formats	Provide/arrange for accessible formats and communication supports in a timely basis, individual needs to be considered.	Jan 1, 2016	Accessibility for Ontarians with Disabilities Policy & Procedure posted and revised July 1, 2016 Updated April 23, 2021	Dec 15/14 Apr 23/21	Completed Updated
Accessible Website & Web Content	New Public websites and web content on those sites must conform with WWW consortium Web Content Accessibility Guidelines (WCAG) Level A	Jan 1, 2014	Flamboro Downs Web Site AODA Policy updated and revised July 1, 2016	Revised July 1, 2016	Ongoing
	Web Content Accessibility (WCAG) Level AA Guidelines	Jan 1, 2021	Flamboro Downs Web Site compliant with WCAG Level AA Guidelines	Jan 1, 2021	Completed

<p>Employment Standard Recruitment/Assessment/Selection</p>	<p>Notify applicants that accommodation is available during recruitment, assessment and selection process and consult and notify of suitable accommodation if applicable.</p>	<p>Jan 1, 2016</p>	<p>Accommodation on the Basis of Disability Policy & Procedure – Posted Interview process /job postings candidates advised if accommodation is required it is available to meet their needs – Jan 1/16</p>	<p>Nov 3/14 Jan 1/16</p>	<p>Completed</p>
<p>Information for Employees</p>	<p>Inform Employees of Accommodation policies, and keep employees updated. Provide job information in accessible formats or with communication supports as needed</p>	<p>Jan 1, 2016</p>	<p>Accommodation on the Basis of Disability Policy & Procedure – Posted Nov 3/14 Interview process /job postings candidates advised if accommodation is required it is available to meet their needs – Jan 1/16</p>	<p>Nov 3/14 Jan 1/16</p>	<p>Completed</p>

<p>Individual Accommodation</p>	<p>Create a written process for developing and documenting individual accommodation plans with employees with disabilities</p>	<p>Jan 1, 2012</p>	<p>Individual Employee Emergency Response Information Form</p>	<p>Dec 31/11</p>	<p>Completed</p>
	<p>Create individual accommodation plans for any existing employees with disabilities</p>	<p>Jan 1, 2012</p>	<p>Department Manager and employee to develop an accommodation plan which will be jointly finalized with Human Resources</p>	<p>Dec 31/11</p>	<p>As required</p>

	Create Return to Work (RTW) processes for employees absent due to disability who require accommodations to return	Jan 1, 2012	Return to Work Case Plan developed and provided to all managers for follow-up and management	Dec 31/11	Completed
Emergency Procedure, plan, public safety information	Provide employees with disabilities with individualized emergency response plans	Jan 1, 2012	Individual Employee Emergency Response Plan developed using the Individual Employee Emergency Response Information form	Dec 31/11	As required
Built Environment	Take steps to identify and remove barriers to physical spaces for employees and public	Dec 31, 2016	Ramp installed for easier access to outdoor Tarmac	April 2016	Completed
		Dec 31, 2016	Lower height of Guest computer available to the public	April 2016	Completed
		Dec 31, 2016	Lower height of one self-serve betting machine available to the public	April 2016	Completed