

Designated Public Sector Annual Status Report Template

Casey House

Annual Status Report

Name of Organization

Casey House

has established a multi-year

Name of Organization

accessibility plan to prevent and remove barriers to accessibility and to meet requirements under the *Accessibility for Ontarians with Disabilities Act* and the Integrated Accessibility Standards.

This Annual Status Report details the required annual update for (year) 3 on the progress of measures taken to improve accessibility. The purpose of this report is to track our organization's progress and make the public aware of our initiatives.

This report is available online at <https://caseyhouse.ca/about-us/accountability/accessibility>

To request an alternate format of this annual status report, please contact:

Name (last name, first name) Accessibility Officer

Email accessibility@caseyhouse.ca

Telephone number 416-962-4040

ext. 7503

Accessibility Accomplishments in (year) 3

General Accomplishments Applicable Not applicable

Enter in general initiatives related to accessibility that may or may not be directly related to a regulatory requirement or initiatives that don't fall within a particular standard.

[Update to OHR-01 Integrated Accessibility Policy, followed by organization-wide training / re-training](#)

Customer Service Accomplishments Applicable Not applicable

Enter in initiatives implemented related to the Customer Service Standards. For example, this can include training employees, updating/establishing policies, follow up on feedback received.

[Comprehensive update to Policy update in August 2022, which included training / retraining in AODA Customer Service Standards Training \(Comprehensive Content\) and Understanding Human Rights \(AODA\), followed by Desk Audits completed in March 2023.](#)

Information and Communications Accomplishments Applicable Not applicable

Enter in initiatives implemented related to the Information and Communications Standards. For example, this can include creating accessible documents, updating websites to meet accessibility requirements, developing new policies to ensure information/documents are provided in alternate formats, follow up on feedback.

Employment Accomplishments Applicable Not applicable

Enter in initiatives implemented related to the Employment Standards. This can include, for example, accommodating all candidates during the recruitment process and employment life cycle, steps taken to ensure accommodation plans and ensuring employees have accessible emergency information.

Creation of new policy supporting employee individual accommodations and return to work.

Transportation Accomplishments Applicable Not applicable

Enter in initiatives implemented related to the Transportation Standards. This can include, for example, installing signage for priority seating, training staff on appropriate use of a vehicle's accessibility features.

Design of Public Spaces Accomplishments Applicable Not applicable

Enter in initiatives implemented related to the Design of Public Spaces Standards. This can include, for example, installing accessible playgrounds, tactile walking surface indicators and establishing design guidelines that take into account accessibility. [No physical updates to the building / public spaces have occurred in this calendar year.](#)

Summary of Consultations Applicable Not applicable

All designated public sector organizations must establish, review and update multi-year accessibility plans in consultation with persons with disabilities and, when applicable, with a municipal accessibility advisory committee. All municipalities with 10,000 and more residents must establish an accessibility advisory committee. Obligated organizations are also required to consult with the public and persons with disabilities when building new trails and outdoor play spaces. Use this section of the report to outline any consultation that took place during the year.

[Consultations to be scheduled as part of next scheduled update to multi-year plan.](#)

Next Steps

What will be the focus of the new year? Highlight key upcoming initiatives.

[Continue to make improvements towards AODA compliance and adherence as new initiatives are launched as part of the updated multi-year accessibility plan.](#)