

**OTTAWA-CARLETON LIFESKILLS (OCL)
ACCESSIBILITY PLAN and COMPLIANCE with the
ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) 2005**

SUPPORTING POLICY STATEMENT and PROCEDURE # 10

SUBJECT: DOCUMENTS and ANNUAL FILING

Documents

The Accessibility Standards for Customer Service, Ontario Regulation 429/07 require all documents to be made available in accessible formats upon request. This Supporting Policy Statement and Procedure is also available in accessible formats and communication supports.

Annual Filing

OCL will file Accessibility Compliance Reports with the Ontario government as required.

PROCEDURES

DOCUMENTS

- a) OCL will post notice at its head office and on the OCL website advising that documents will be available in accessible formats to persons with disabilities upon request.
- b) When a request is received, OCL will work with the individual to determine how best to provide the document or the information contained in the document in a format that takes the person's disability into account.

ANNUAL REPORTING

- a) An Accessibility Standard Report shall be filed by the Executive Assistant to:
<http://www.ontario.ca/page/how-complete-your-accessibility-compliance-report>

as per the time table below or at such other time as required.

December 31, 2014
December 31, 2017
December 31, 2020
December 31, 2023

- b) Reports will include:
 - a) General policies regarding the provision of goods and services to the public.
 - b) Policies on the use of assistive devices including what devices are available.
 - c) Policies on permitting services animals and support persons.
 - d) Steps to provide notice of temporary disruption and emergencies
 - e) Summary of the training program and when it was provided.
- c) The report shall be made available to the public on the OCL website and in accessible formats upon request.