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## Multi-Year Accessibility Plan Requirement

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[Regulation 191/11: Integrated Accessibility Standards](#) under the [Accessibility for Ontarians with Disabilities Act, 2005](#) requires organizations to create multi-year accessibility plans, update them at least once every five years and post them on their websites if they have one. An accessibility plan outlines what steps an organization will take to prevent and remove barriers to accessibility and when it will do so.

The law is flexible, so you can develop your accessibility plan in a way that works best for your organization. There is no right or wrong way. This form includes sample information to help you comply with section 4 of the [Regulation](#).

This section applies to the Government of Ontario, Legislative Assembly of Ontario, Designated Public Sector organizations as well as business/non-profit organizations with 50 or more employees.

### General Disclaimer

This document is provided for general information only as a sample reference to assist organizations in meeting their obligations under the *Accessibility for Ontarians with Disabilities Act, 2005*. Each organization is responsible for understanding and complying with its legal obligations and developing its own policies, procedures and material based on its particular situation. Users are encouraged to seek independent advice and the Government of Ontario, in providing public information on accessibility is not responsible for its usage.

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## Sample Plan

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### Message from the CEO

Nishnawbe Aski Legal Services Corporation ("NALSC") is committed to providing a barrier-free environment for all stakeholders including our clients, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), and its associated standards and regulations which sets out a process for developing and enforcing accessibility standards.

NALSC understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, training, and best practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.

Providing an accessible and barrier-free environment is a shared effort, and as an organization, NALSC is committed to working with the necessary parties to make accessibility for all a reality. For more detailed information on our accessibility policies, plans, and training programs, please contact the NALSC Human Resources Department.

## Introduction

Since 1990, Nishnawbe-Aski Legal Services Corporation ("NALSC") has grown steadily and worked hard to develop a professional image, and to hire qualified staff to carry out the corporation's mandate.

NALSC serves the 49 NAN communities and is unique in that its staff are located across much of the northern part of Ontario. NALSC has 5 satellite offices in Sioux Lookout, Kenora, Red Lake, Timmins and Thunder Bay, including many staff located in remote areas or in a NAN first nation community.

With such a diverse client base, NALSC has taken many steps to ensure their clients are provided accommodations and barrier free access to our staff and services. We have added new client interview rooms that are fully accessible, and ensured all current and new staff have proper training in accommodating our clients and removing any barriers to services. We have also added a "interactive map" to our company website to assist those visiting the website, visually navigate the NAN communities we serve, services we offer for clients and how to contact staff who offer the services.

Innovative and creative programs have made NALSC a leader, and at times – an example, in alternatives to justice options. NALSC has been successful in all these areas and continues to ensure there is barrier free access for our clients and stakeholders.

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### Nishnawbe-Aski Legal Services ("NALSC")

Name of Organization

strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

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### Nishnawbe-Aski Legal Services ("NALSC")

Name of Organization

is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

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## Section 1. Past Achievements to Remove and Prevent Barriers

In this section, you have the opportunity to highlight specific projects and programs your organization has implemented to improve accessibility for people with disabilities and to meet requirements of the *Accessibility for Ontarians with Disabilities Act*. Under each heading, add an introductory paragraph, if you wish, and provide information in bullets. You may also want to add a paragraph describing the corporate approach to addressing barriers. Disregard any headings that do not apply.



has completed the following accessibility initiatives.

### Customer Service

Provide information detailing actions your organization took to comply with the customer services standard. Include a statement confirming that your organization has remained in compliance with the Customer Service Standards, how customer feedback was submitted, actions to address the feedback received and actions your organization took to identify/address potential barriers that may prevent people from giving feedback.

Detail actions and list initiatives from past years.

Renovations were done for all our offices to create accessible interview rooms. We are in the process of installing a stair lift in our Sioux Lookout office to accommodate staff/clients to the second floor. We also created a reception and client waiting space in our Sioux Lookout office. Our Thunder Bay and Timmins office have staff in reception.

### Information and Communications

Detail actions and list initiatives from past years.

Since COVID, we have installed "ring" doorbells in our Timmins office for clients to use. This will let staff know when clients arrive but also allows 2 way communication. We have also reassigned staff to reception duties so that we have a regular staff in the Timmins office to add face to face interactions with clients along with improving our website.

### Employment

Detail actions and list initiatives from past years.

All new staff are required to complete AODA training as part of their on boarding. Current staff are required to complete AODA training online annually.

### Procurement

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

N/A

### Self-service kiosks

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

N/A

### Training

List initiatives from past years, if applicable.

All new staff receive AODA training through HR Downloads, on-line modules and are required to complete them successfully. All current staff were required to refresh their AODA training in 2020. Human Resources will continue to be responsible for ensuring all staff are properly trained in AODA requirements -primarily front line staff.

### Design of Public Spaces

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

Our reception area and client meeting rooms are all accessible to our clients. Our larger offices are staffed with reception workers and doorbells for clients to use when they arrive. Our Thunder Bay office is moving to a new space now being renovated and will also have an accessible reception/greeting space for clients and stakeholders.

## Transportation

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

N/A

## Other

If your organization implemented initiatives that do not apply to any of the above headings, please list them here.

NALSC is currently relocating the Thunder Bay office and clients do not often come to our current office. Clients have been redirected to our new space at the Chapple Building, where possible, where we have set up a temporary reception area that's AODA compliant. Staff currently work from the Arthur Street office only 2 days per week.

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## Section 2. Strategies and Actions

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Identify the projects and programs your organization plans to accomplish to meet the requirements of the *Accessibility for Ontarians with Disabilities Act* and to remove and prevent barriers to people with disabilities.

### Customer Service

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Nishnawbe-Aski Legal Services ("NALSC")

Name of Organization

is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.

List the initiatives your organization is planning to continue in order to comply with the Customer Service Standard (e.g., training new staff) and specify the timeframe for each.

- 1) All staff -new and current -will continue to be required to complete AODA training modules.
  - All new staff will continue to complete AODA training upon hiring.
  - All current reception staff will be sent our refresher AODA courses starting 2023 and yearly moving forward.

### Information and Communications

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Nishnawbe-Aski Legal Services ("NALSC")

Name of Organization

is committed to making our information and communications accessible to people with disabilities.

List the initiatives your organization is planning and specify the timeframe for each.

We will continue to upgrade our website to ensure our services are barrier free and easily accessed by all who visit our website. We will continue to update the recently added "interactive map" located on our website so that clients and stakeholders can visually see who we serve, where our staff are located, what services are offered and who to contact. We will also resume offering face to face services for clients. This was paused during COVID.

### Employment

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Nishnawbe-Aski Legal Services ("NALSC")

Name of Organization

is committed to fair and accessible employment practices.

List the initiatives your organization is planning and specify the timeframe for each.

We will continue to welcome and encourage applications from people with disabilities and offer accommodations upon request to candidates taking part in the recruitment process. We will also continue to require mandatory AODA training for all new staff during on-boarding.

## Procurement

Nishnawbe-Aski Legal Services ("NALSC")

Name of Organization

is committed to fair and accessible employment practices.

List the initiatives your organization is planning and specify the timeframe for each, if applicable.

N/A

## Self-service kiosks

Nishnawbe-Aski Legal Services ("NALSC")

Name of Organization

is committed to incorporating accessibility features/ considering accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

If applicable, list the initiatives your organization is planning and specify the timeframe for each.

N/A

## Training

Nishnawbe-Aski Legal Services ("NALSC")

Name of Organization

is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

List initiatives your organization is planning and specify the timeframe for each.

We will continue to offer AODA training to all staff with a focus on all reception staff -new and current. All staff will be required to complete AODA training with annual course renewals moving forward.

## Design of Public Spaces

Nishnawbe-Aski Legal Services ("NALSC")

Name of Organization

will meet accessibility laws when building or making major changes to public spaces.

If applicable, list initiatives your organization is planning and specify the timeframe for each.

NALSC will continue to review and work with our landlords to make any necessary changes to accommodate all persons entering all our office spaces. Our main office is being relocated and will be completed in mid 2023. The new office space plans include reception and client spaces that are AODA compliant and accommodate all who will visit our office.

Nishnawbe-Aski Legal Services ("NALSC")

Name of Organization

will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

## Transportation

Nishnawbe-Aski Legal Services ("NALSC")

Name of Organization

is committed to accessible transportation services.

List the initiatives your organization is planning and specify the timeframe for each, if applicable

N/A

### Other

If your organization has planned initiatives that do not fit any of the above headings, list them here in bullet format and specify the timeframe.

N/A

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## For More Information

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For more information on this accessibility plan, please contact at

Last Name Shwetz	First Name Colette	Middle Initial
Telephone Number 807-633-8158	Email Address cshwetz@nanlegal.on.ca	

Our accessibility plan is publicly posted at

Website and/or Social Media Addresses

[www.nanlegal.on.ca](http://www.nanlegal.on.ca)

Standard and accessible formats of this document are free on request from

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