



Accessibility Plan 2023 - 2026

Statement of Commitment

Cota is committed to creating an environment that is accessible to all persons and that treats all members of the community with respect and dignity. As such, and in keeping with the standards of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Ontario Human Rights Code, Cota will strive to continuously improve the accessibility of services and meet the needs of individuals with disabilities. Cota will do this by working to eliminate or reduce barriers, including physical, environmental, attitudinal, communication, technological, and systemic that may prevent the full participation of persons with disabilities in Cota's services and supports. Everyone has a role in creating an equitable and inclusive environment, as well as in the accommodation process and the identification, removal, and/or reduction of accessibility barriers.

Cota is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. Cota understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Cota is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Workplan 2023-2026

AODA Integrated Accessibility Standard Regulation	Items for Enhancement	Accountability	Status
Statement of Commitment	<ul style="list-style-type: none"> Review statement of commitment to ensure alignment with updated Cota mission, vision, values To be reviewed by IDEA committee and Service User & Family Advisory Committee 	Director, Performance & QI Communications Lead	Pending
Accessibility Plan	<ul style="list-style-type: none"> Include accessibility plan in AODA compliance policy Upload revised policy on website 	Director, Performance & QI Communications Lead	Complete
Training	<ul style="list-style-type: none"> Update Orientation slides to include commitment statement and deeper dive into AODA to allow for review of iLearn content 	Director, Performance & QI Manager, HR Manager, Clinical Best Practice	In Progress
Information & Communications	<ul style="list-style-type: none"> Update feedback poster and website page to better align messaging across both mediums Refresh branding & accessibility guidelines and train leadership team 	Director, Performance & QI Communications Lead	In Progress
Notice of Temporary Disruptions	<ul style="list-style-type: none"> Design a standard template for posters; script for emails and telephone calls to standardize communications Add all of the above materials as an appendix to AODA policy 	Director, Performance & QI Manager, Facilities Communications Lead	Pending
Design of Public Spaces	<ul style="list-style-type: none"> Create standardized, regularly occurring accessibility reviews of non-public spaces such as reception desks, med counters and waiting areas to assess for accessibility barriers and address as well as supportive housing units 	Director, Performance & QI Manager, Facilities	Pending