MULTI-YEAR ACCESSIBILITY PLAN

Ontario | 2026–2030

Purpose and Regulatory Context:

Gateway Services established this 2026–2030 Multi-Year Accessibility Plan to outline its strategy to identify, prevent, and remove barriers and to meet applicable requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and Ontario Regulation 191/11, Integrated Accessibility Standards (IASR).

This plan supports Gateway's Ontario Accessibility Policy and is intended to meet IASR section 4 requirements applicable to large organizations. It will be made publicly available, posted on Gateway's website if required, and provided in an accessible format upon request. Nothing in this plan postpones or extends a statutory compliance deadline; any identified non-compliance will be addressed promptly.

Plan Period and Review:

Item	Plan Control
Plan period	July 20, 2026, through December 31, 2030
Progress review	At least annually, led by Human Resources with accountable functions
Formal update	A replacement plan will be approved and published by December 31, 2030; in all cases, this plan will be reviewed and updated no later than five years after approval.
Public availability	Posted publicly where required and provided in an accessible format upon request, in consultation with the requester.
Status language	"Ongoing" means a continuing legal or operational obligation. "Milestone" means a planned enhancement and does not delay an existing requirement.

Statement of Commitment:

Gateway is committed to meeting the accessibility needs of people with disabilities in a timely manner. Gateway will prevent and remove barriers, incorporate accessibility into decision-making and service delivery, provide accommodation consistent with the Ontario Human Rights Code, and promote dignity, independence, integration, and equal opportunity.

Governance and Accountability:

Role	Accountability
Executive Leadership	Approve the plan, provide resources, review material risks and annual progress, and hold accountable functions responsible for delivery.
Human Resources / Plan Owner	Coordinate the plan, legal monitoring, employment accessibility, training, records, public reporting, annual reviews, and the five-year update.
Business and Functional Owners	Complete assigned actions, incorporate accessibility into normal processes, retain evidence, report barriers, and provide progress updates.
Managers and Supervisors	Implement accessible practices, respond to accommodation needs promptly, complete training, and escalate barriers or delays.

Role	Accountability
Team Members and Representatives	Follow accessible practices, participate in training, support accommodation, and identify barriers and improvement opportunities.

How Progress Will Be Managed:

- **Annual review.** Human Resources will obtain written status updates from accountable owners, review evidence, risks, feedback, complaints, and overdue actions, and report material findings to Executive Leadership.
- **Barrier log.** Gateway will maintain or designate a method to record material accessibility barriers, owners, target dates, corrective actions, and closure evidence.
- **Consultation.** Gateway will seek input from persons with disabilities, Team Members, clients, partners, and subject-matter experts when it would improve the design or evaluation of an accessibility measure.
- **Change management.** New or materially changed policies, technology, facilities, communications, procurement, and employment processes will be assessed for accessibility impact.
- **Evidence.** Owners will retain appropriate records such as training data, audits, accommodation-process reviews, web assessments, procurement documentation, feedback, notices, and corrective-action verification.

2026–2030 Accessibility Action Plan:

Area	Timing	Planned Actions	Accountable Owner(s)	Measures / Evidence
Governance and policy	Ongoing; 2026 baseline	Confirm Ontario employee-count classification and applicable IASR obligations; approve and publish the Accessibility Policy and this plan; designate plan and action owners; establish an annual review calendar and barrier-tracking method.	Human Resources; Legal; Executive Leadership	Approved documents; owners assigned; annual review completed; overdue actions tracked.
Regulatory reporting	Ongoing; 2026 and reporting cycles	Confirm reporting profile and filing deadlines; maintain evidence supporting accessibility compliance reports; assign filing authority and retain submitted reports.	Human Resources; Legal	Reports filed by applicable deadlines; supporting evidence retained.
Training	Ongoing; validate in 2026	Inventory covered roles; verify training content addresses applicable IASR standards and the Ontario Human Rights Code; train new covered people as soon as practicable; refresh training when policies change; maintain required records.	Human Resources; Learning & Development; Managers	Completion rate; time from assignment to completion; dates and number trained; overdue training.
Accessible customer service	Ongoing; review 2026–2027	Review customer-service procedures for assistive devices, service animals, support people, communication needs, service disruptions, and accessible feedback. Provide location-level guidance and verify public notices and escalation routes.	Operations; Client Services; Human Resources	Procedures current; locations reviewed; feedback resolved; disruption notices issued when required.
Information and communications	Ongoing; enhancement 2026–2028	Publish a clear accessible-format request channel; create response and consultation guidance; review frequently used public documents and templates; provide accessible formats and communication support in a timely manner and at no additional cost beyond the regular charge.	Marketing & Communications; Operations; Human Resources	Requests acknowledged and completed; response time; accessible templates adopted; unresolved requests.
Websites and digital content	Ongoing; audit 2026–2027; remediation through 2028	Confirm applicable websites and content in scope; perform an accessibility audit against the IASR-required WCAG level; prioritize barriers by impact; remediate and retest; incorporate accessibility into content publishing, design, development, procurement, and quality assurance.	Technology; Digital; Marketing; Procurement	Audit coverage; defects by severity; remediation closure rate; sampled pages passing verification.
Employment accessibility	Ongoing; process review 2026–2027	Review recruitment notices, selection accommodation, employee accommodation, individualized plans, return-to-work, workplace emergency-response information, performance management, career development, and redeployment practices. Close gaps and provide manager tools.	Human Resources; Talent Acquisition; Managers	Processes documented; applicant/employee notices present; requests handled; manager training; review findings closed.

Area	Timing	Planned Actions	Accountable Owner(s)	Measures / Evidence
Emergency information	Ongoing; verify annually	Confirm publicly available emergency and safety information can be provided accessibly upon request; maintain individualized workplace emergency-response information for Team Members who require it and review it when legally required.	Health & Safety; Facilities; Human Resources; Managers	Annual verification; individualized information reviewed; identified gaps corrected.
Procurement and kiosks	Ongoing; embed 2027–2028	Add accessibility criteria to procurement intake, evaluation, contracting, and renewal where practicable; document explanations where required criteria are not practicable; inventory self-service kiosks and consider accessibility in design or acquisition.	Procurement; Technology; Facilities; Business Owners	Procurements screened; exceptions documented; standard clauses used; kiosk inventory reviewed.
Design of public spaces	As applicable; assessment 2027–2029	Identify Ontario public-space projects subject to the IASR; incorporate requirements into design and project reviews; document preventive and emergency maintenance procedures and alternatives during temporary disruptions.	Facilities; Real Estate; Operations; Project Owners	Applicable projects reviewed; accessible elements maintained; disruption procedures documented.
Feedback and barrier removal	Ongoing; strengthen 2026–2029	Maintain accessible feedback channels; categorize accessibility feedback and complaints; assign owners and response dates; analyze recurring themes; consult affected persons on suitable resolutions and verify completed corrective action.	Human Resources; Operations; Marketing & Communications	Volume and themes; acknowledgement and resolution time; repeat barriers; corrective-action effectiveness.
Supplier and representative readiness	2027–2029	Identify third parties providing goods, services, or facilities on Gateway's behalf; communicate accessibility expectations; assign appropriate training; include accessibility obligations in relevant agreements and oversight.	Procurement; Human Resources; Business Owners	Covered third parties identified; clauses included; training/evidence obtained; issues resolved.
Plan renewal	2030	Complete a comprehensive review of progress, barriers, feedback, legal changes, and remaining actions; consult stakeholders where useful; approve and publish the next Multi-Year Accessibility Plan before this plan expires.	Human Resources; Legal; Executive Leadership; Functional Owners	Final review completed; next plan approved and published by December 31, 2030.

Annual Progress Checklist:

Review Area	Annual Verification
Governance	Policy and plan remain current; owners confirmed; annual review completed; material barriers and overdue actions escalated.
People	Required training assigned and completed; accommodation and emergency-response processes reviewed; privacy maintained.
Clients and public	Accessible service practices operating; feedback channels available; requests and service disruptions handled appropriately.
Information and technology	Accessible formats provided; public digital content assessed; significant defects prioritized and verified after remediation.
Facilities and procurement	Applicable projects and purchases screened; accessible features maintained; exceptions and disruption alternatives documented.
Reporting	Required public documents available; compliance-reporting obligations checked; evidence retained.

Feedback and Accessible Formats:

Feedback about this plan, accessibility barriers, or accessible-format needs may be submitted to Human Resources or Gateway's published accessibility contact. Gateway will consult with the requester and respond in a manner that takes disability-related needs into account.