



Accessibility Table

- Conducted quarterly table meetings to assess and address accessibility matters.

Accessibility Policies

- Reviewed Accessibility policies to eliminate barriers to accessibility.
- Accessibility policies are accessible on the TBDSSAB website.

Accessibility Plan

- Reviewed the 2025-2030 Multi-Year Accessibility Plan, reaffirming TBDSSAB's commitment to creating an inclusive and accessible environment where all members of the public have equal access to its services and are treated with dignity and respect.
- Multi-Year Accessibility Plan is posted on the TBDSSAB website.

Accessibility Compliance Report

- Completed the 2023 Accessibility Compliance Report. Next one is due December 31, 2026.

Procurement

- Committed to integrating accessibility criteria and features in the procurement process, in accordance with Ontario Regulation 429/07.

Training

- Ensured all staff completed Accessible Customer Service training and Integrated Accessibility Standards Regulation (IASR) training.

Information and Communication

- Reviewed accommodation supports and resources available to staff when alternative formats or information are requested.
- Translation services are available via iPad at intake.
- Ensured the website meets WCAG 2.0 Level AA (excluding live captioning and audio description).
- Reviewed the Accessible Formats Request Form.
- Reviewed the Accessible Customer Service Guide.

Employment

- Committed to an accessible recruitment and selection process.
- Developed individual accommodation plans and accommodated employees returning to work after disability-related absences.
- Considered employees' accessibility needs for all employment opportunities.

Built Environment

- Conducted a thorough assessment of the office's-built environment and implemented required modifications to improve functionality.
- Elizabeth Court Apartments recently added new accessible features to enhance accessibility for residents and visitors.
- Currently reviewing interior handrails across our buildings to ensure mobility and safety compliance.

TBDSSAB remains committed to continuous improvement and ensuring that our organization is accessible to everyone.