

Cornerstone Courier's Multi-year Accessibility plan is an active document which is to be reviewed annually and updated every five years or as the need arises. The plan is public and will be posted accordingly.

A. By **January 1, 2014**, the Integrated Accessibility standards Regulation (IASR) requires us:

TO DEVELOP ACESIBILITY POLICIES FOR OUR ORGANIZATION

- **POLICIES:** We will develop, implement and maintain one or more policies about what our organization will do to meet the ISAR requirements and become more accessible. This is our strategy to prevent and remove barriers to accessibility. These policies can fit in with our existing policies. We can think about areas in our business that are not accessible and answer the question, how can we improve? Which accessibility requirements would benefit from having policies? These policies need to be in writing.
- **STATEMENT OF COMMITMENT:** We will write a statement of commitment confirming our commitment to meeting the accessibility needs of people with disabilities and make our policies available to the public, posting it on a bulletin board or on our website. This expresses our vision and goals in this regards.
- **MULTI-YEAR ACCESSIBILITY PLAN:** We will create a multi-year accessibility plan that outlines what we will do to remove and prevent accessibility barriers in our organization. This plan should be reviewed annually and updated every five years or as the need arises. We will need to report our achievements every three years. Once developed the plan should be posted on our website or in another public location.

B. By **January 1, 2015**, the Integrated Accessibility standards Regulation (IASR) requires us:

TO ENSURE EMPLOYEES ARE PROVIDED WITH THE TRAINING NEEDED.

- We will provide training for staff who work directly with customers on how to interact and communicate with customers/people who have disabilities. We will train existing employees and new employees through the new employee orientation. We will record who has been trained and when they received training.

TO BE SURE WE ARE READY AND ABLE TO RECEIVE FEEDBACK.

- We will be ready to receive and respond to feedback from people with disabilities about our customer service. This feedback will help us insure our ongoing effectiveness in accessibility.

c. By **January 1, 2016**, the Integrated Accessibility standards Regulation (IASR) requires us:

TO TAKE STEPS TO MAKE SURE ALL PUBLICALLY AVAILABLE INFORMATION IS MADE ACCESSIBLE

TO TELL STAFF ABOUT OUR POLICIES RELATED TO ACCESSIBILITY

TO INSURE OUR HIRING PROCESSES ARE ACCESSIBLE

TO OFFER INDIVIDUAL ACCOMODATION PLANS TO ACCOMMODATE EMPLOYEES WITH DISABILTIES

- We will take steps to be continue to be compliant with the IASR Regulations indicated above.

D. By **January 1, 2021**, the Integrated Accessibility standards Regulation (IASR) requires us:

TO MAKE ALL WEBSITES AND CONTENT CONFORM WITH WCAG 2.0 LEVEL AA.

- We will take the steps needed to be compliant with the IASR Regulation indicated above.