

# **MULTI-YEAR ACCESSIBILITY PLAN**

**1499817 Ontario Limited – Wooden Heads**

**2026-2031**

**Effective Date:** January 2026

**Applies to:** All employees and members of the public

**Number of Employees:** 53

## **Statement of Commitment**

Wooden Heads is committed to meeting the accessibility needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting the requirements of the **Accessibility for Ontarians with Disabilities Act, 2005 (AODA)** and the **Integrated Accessibility Standards Regulation (IASR)**.

We are committed to providing equal access, dignity, and independence for all individuals.

## **Accessibility Policies**

Wooden Heads has developed accessibility policies that govern how we provide goods, services, and employment in an accessible manner. These policies are reviewed as required and are available upon request in accessible formats.

Requests can be made by contacting:

[whead@cogeco.ca](mailto:whead@cogeco.ca)

## **Past Accessibility Actions**

The following accessibility measures are currently in place:

- Accessibility policies have been developed in accordance with AODA and IASR requirements.
- A process for receiving and responding to accessibility feedback has been implemented.

- Accessible formats and communication supports are provided upon request
- Staff receive training on AODA requirements and the Ontario Human Rights Code
- Service animals and support persons are permitted in public areas, in accordance with the law
- Recruitment and employment practices include accommodation processes
- Workplace emergency response procedures consider accessibility needs where applicable

## **Identification of Barriers**

Wooden Heads recognizes that barriers to accessibility may be physical, informational, communicational, or attitudinal.

At this time:

- No significant accessibility barriers have been formally identified
- Any barriers brought to our attention will be addressed on a case-by-case basis through consultation with the individual involved

## **Planned Accessibility Actions (2026 – 2031)**

Over the duration of this plan, Wooden Heads will:

- Continue to review and update accessibility policies as required
- Continue to provide accessibility training to all employees and managers
- Respond to accessibility feedback in a timely and respectful manner
- Provide accessible formats and communication supports upon request
- Review employment practices to ensure accommodation needs are considered
- Address identified accessibility barriers where reasonable and applicable

These actions will be implemented as needed and reviewed during the life of this plan.

## **Training**

Wooden Heads provided training to employees and managers on:

- The requirements of the Accessibility for Ontarians with Disabilities Act (AODA)
- The Ontario Human Rights Code as it relates to people with disabilities

Training is provided:

- As soon as practicable after hire
- When accessibility policies are updated

Records of training are maintained.

## **Customer Service Standard**

We are committed to accessible customer service. Individuals with disabilities will be treated with respect and dignity and provided with assistance as required.

Feedback regarding accessibility is welcomed and used to help improve our services.

## **Information and Communication**

Wooden Heads will provide information and communications in accessible formats upon request. We will consult with individuals making the request to determine the most appropriate format or support.

Requests may be directed to:

[whead@cogeco.ca](mailto:whead@cogeco.ca)

## **Employment**

We are committed to fair and accessible employment practices, including:

- Informing applicants that accommodations are available during recruitment
- Providing accommodations during the hiring process upon request
- Supporting employees with disabilities through individualized accommodation plans where required
- Considering accessibility needs in performance management, career development and return-to-work processes.

## **Review and Update**

This Multi- Year Accessibility Plan will be reviewed and updated at least once every five years, or earlier if required due to changes in legislation or operations.

## **Availability of the Plan**

This Multi-Year Accessibility Plan is available upon request in accessible formats.

Requests may be made by contacting:

[whead@cogeco.ca](mailto:whead@cogeco.ca)