



Multi-Year Accessibility Plan

Plan Period: 2027–2031

Section 1 — Commitment to Accessibility

Canterbury Community Association (CCA) is committed to an inclusive, barrier-free community. Following the *Accessibility for Ontarians with Disabilities Act* (AODA), we see accessibility as a core community value — not just a legal requirement.

This plan covers 2027–2031. We will review and update it every year.

Section 2 — Guiding Principles

Six principles guide everything we do under this plan:

1. Dignity — Everyone deserves respectful, dignified access to services.
2. Independence — People with disabilities should be able to do things on their own.
3. Integration — People with disabilities should access services in the same way as everyone else.
4. Equal Opportunity — Everyone gets the same chance to benefit from CCA's services.
5. Inclusion by Design — Accessibility is built in from the start, not added later.
6. Community Voice — People with lived experience of disability help shape our decisions.

Section 3 — Governance and Accountability

3.1 Oversight

The CCA Executive Board is accountable for this plan. A designated Accessibility Coordinator handles day-to-day work, including maintaining the list of barriers and preparing annual reports.

Canterbury Community Association Multi-year Accessibility Plan

3.2 Accessibility Advisory Committee

CCA will create and maintain an Accessibility Committee (AC). The AC includes CCA Board members and staff representatives. The AC will meet periodically through the multi-year plan.

Section 4 — Phase 1: Foundation (2027)

4.1 Key Actions

- Complete an accessibility review of our spaces, website, and programs.
- Build a list of barriers found.
- Edit Accessibility Policy following AODA requirements if required.
- Train all CCA staff and active volunteers on accessibility.

4.2 Goals for Phase 1

Goal	Target	By When	Who
Accessibility review done	Written report delivered to the Board	Q3 2027	Accessibility Coordinator
Accessibility Policy edits	Board approves the policy	Q4 2027	Executive Board
AC meeting	Committee meets and advises board of any changes	Q2 2027	Accessibility Coordinator
Training complete	Staff and active volunteers trained	Q4 2027	Accessibility Coordinator
List of barriers created	List and maintain with review findings	Q4 2027	Accessibility Coordinator

Section 5 — Phase 2: Integration (2028–2029)

5.1 Key Actions

- Fix the highest-impact barriers from the list of barriers, starting in 2028.
- Create accessible templates for emails, newsletters, and event notices.
- Train staff to use them.
- Use an accessibility checklist for CCA events.

Canterbury Community Association Multi-year Accessibility Plan

5.2 Goals for Phase 2

Goal	Target	By When	Who
Barriers fixed	At least 75% of high-priority barriers addressed	End of 2029	Accessibility Coordinator, Board
Website updated	Website meets web accessibility standards	Q2 2028	Accessibility Coordinator, Web Lead
Accessible templates in use	All staff using accessible communication templates	Q3 2028	Accessibility Coordinator
Event checklist adopted	Checklist used for CCA event	Q1 2028	Accessibility Coordinator, Program Staff

Section 6 — Phase 3: Optimization (2030–2031)

6.1 Key Actions

- Run a second accessibility review. Compare results to our 2027 baseline.
- Draft the next Multi-Year Accessibility Plan (2032–2036) using review findings and AC input.
- Launch at least one new accessible program based on community feedback.

6.2 Goals for Phase 3

Goal	Target	By When	Who
Second accessibility review done	Report compares results to 2027 baseline	Q2 2030	AC, Board
Next plan drafted	2032–2036 plan ready by end of 2031	Q4 2031	AC, Board
New accessible program	At least one new initiative launched	End of 2031	Program Staff, AC

Section 7 — Annual Review Process

We will review this plan every year to keep it current and useful.

Each Annual Review will:

- Check progress on the current phase's goals.
- Find new barriers through community feedback or staff observations.
- Update the list of barriers and re-prioritize actions.

Canterbury Community Association Multi-year Accessibility Plan

- Publish a progress report and present findings to the Board.

7.1 Review Schedule

When	Phase Covered	Key Focus	Who Sees the Report
Q1 2028	Phase 1 (2027)	Review results, policy, AC launch, training	Board, Public, AC
Q1 2029	Phase 2, Year 1 (2028)	Barriers fixed, website updated, event checklist in use	Board, Public, AC
Q1 2030	Phase 2, Year 2 (2029)	Programs evaluated, purchasing reviewed, remaining barriers	Board, Public, AC
Q1 2031	Phase 3, Year 1 (2030)	Second review findings	Board, Public, AC
Q1 2032	Phase 3, Year 2 (2031) + Full Summary	End-of-cycle summary, 2032–2036 plan ready	Board, Public, AC

Section 8 — Feedback Process

We want to hear from you. Your feedback helps us improve. All feedback is confidential.

8.1 How to Reach Us

You can share feedback in any of these ways:

Channel	Details
In person	At the CCA office during regular business hours
By phone	613-738-8998
By email	programs@cca-acc.ca
Online	Via the CCA website accessibility feedback form
Alternative formats	Upon request, CCA will provide and accept feedback in alternative formats (e.g., large print, audio, plain language)

8.2 What Happens Next

- We will acknowledge your feedback within 10 business days.
- We will respond with actions taken or planned within 30 business days.
- The Accessibility Coordinator reviews all feedback and shares themes with the AC.
- Feedback shapes updates to our list of barriers and plan priorities. It is reported in our annual progress report.

Section 9 — Publication and Accessibility of This Plan

This plan is available to everyone. We offer it in multiple formats so no one is left out.

9.1 Where to Find This Plan

- On the CCA website in HTML and PDF
- In alternative formats on request (large print, plain language)
- Updated each year after our Annual Review