

# Multi-Year Accessibility Plan (2023 to 2026)

Prepared by:  
TMHC Inc.  
1108 Dundas Street, Unit 105  
London, ON | N5W 3A7  
[www.tmhc.ca](http://www.tmhc.ca)



Dated: January 18, 2023  
Version: V2.0 2023-01-18



## DOCUMENT ACCESSIBILITY

This document is available in alternate formats upon request. Please email [mdevries@tmhc.ca](mailto:mdevries@tmhc.ca), call 519-641-7222, or TTY 1-800-855-0511.



## TABLE OF CONTENTS

1	Introduction.....	3
1.1	Purpose.....	3
1.2	Scope.....	3
1.3	Policy.....	3
1.4	Requirements.....	3
2	Statement of Commitment.....	5
3	AODA and IASR Achievements to Date and Plans for the Future .....	6
3.1	Overview.....	6
3.2	General Requirements (O. Reg. 191/11, s.3, s.4, and s.7).....	7
3.3	Information and Communication Standards (O. Reg. 191/11, s.11, s.12, s.13, and s.14).....	7
3.4	Employment Standards (O. Reg. 191/11, s.22-32).....	8
3.5	Customer Service Standards (O. Reg. 191/11, s.80.46 – 80.51).....	11
4	For More Information.....	13
5	Definitions.....	14
6	Legislative Requirements and Provincial Guidelines .....	15
7	Policy Approval .....	16

---

# 1 INTRODUCTION

---

## 1.1 Purpose

In 2020, TMHC Inc. (TMHC) grew from a private corporation with less than 49 workers to an organization with 50 plus workers in Ontario.<sup>1</sup> Once this occurred, according to the Integrated Accessibility Standard Regulation (IASR) classifications of obligated organizations, TMHC is to be considered a “large organization” which triggers additional requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and IASR Standards that TMHC must comply with. One of the additional IASR requirements that TMHC must now adhere to is the creation of Multi-Year Accessibility Plans to prevent and remove accessibility barriers at TMHC.

TMHC’s first Multi-Year Accessibility Plan was created in 2020 and covered the years 2020 to 2023. The plan met all AODA and IASR standards and requirements that were applicable to TMHC and outlined the policies, achievements, and actions that TMHC had and would put in place to remove barriers and improve opportunities for persons with disabilities.

TMHC’s second Multi-Year Accessibility Plan was created in 2023 and covers the years 2023 to 2026. This plan meets all AODA and IASR standards and requirements that are applicable to TMHC and outlines the policies, achievements, and actions that TMHC has and will put in place to remove barriers and improve opportunities for persons with disabilities.

## 1.2 Scope

The Multi-Year Accessibility Plan documents the steps that TMHC has taken and will take to ensure all members of the TMHC workforce, including full time employees, part time employees, seasonal employees, work-study students and volunteers (herein-after “workers”), contractors, sub-contractors and service companies hired to work for TMHC, are able to enjoy a truly accessible workplace.

## 1.3 Policy

TMHC’s Multi-Year Accessibility Plan informs TMHC’s Accessibility Policies and Procedures by reflecting on the ways TMHC has met and will meet the requirements under the AODA and IASR. The plan will be reviewed and updated every three years, whenever new legislation requirements have been passed into law, or whenever TMHC’s practices, procedures, or work environment changes.

TMHC’s first Multi-Year Accessibility Plan (2020 to 2023) underwent a significant update in 2022 when TMHC relocated to the office at 1108 Dundas Street, London, Ontario.

## 1.4 Requirements

There are currently two active pieces of legislation in Ontario that specifically address accessibility: the *Ontarians with Disabilities Act, 2001* (ODA) and the AODA. The purpose of the ODA is to improve the quality of

---

<sup>1</sup> A substantial subset of TMHC’s workers are seasonal employees. Therefore, TMHC only has 50 plus workers for part of the year (generally, May to September). Nevertheless, TMHC adheres to or exceeds all the AODA and IASR requirements of a “large organization”.



life and experience of persons with disabilities by identifying, preventing and removing any barriers that may limit opportunities for individuals with disabilities to fully participate in society. Under the ODA, all government organizations and large-scale public-sector groups (such as universities, hospitals, school boards public transportation systems, etc.) are required to produce annual accessibility plans to identify, remove and prevent barriers to participation throughout their operations.

The AODA became law in 2005 and supports, builds on and advances the goals of the ODA. Furthermore, the requirements and standards under the AODA apply to all public, private and non-for-profit organizations that provides goods, services, or facilities to the public or other third parties and that has at least one employee in Ontario. The goal of the AODA is to make Ontario businesses, public spaces and public transportation fully accessible for Ontarians with disabilities by 2025.<sup>2</sup>

The *Accessibility Standards for Customer Service (CSS)* (O. Reg. 427/07) was the first accessible standard to become law under the AODA in January 2008. Then, in July of 2011 three additional standards – *Information and Communication, Employment and Transportation* were adopted as law under the *Integrated Accessibility Standard Regulation (IASR)* (O. Reg. 191/11) of the AODA. This was followed by the *Design of Public Spaces (Built Environment) Standard* being passed into law in January of 2013, under the IASR.

On July 1, 2016, the CSS was revoked, and this Standard was incorporated into the IASR (O. Reg. 191/11). This resulted in the harmonization of the five accessible standards - Customer Service, Information and Communication, Employment, Transportation and Design of Public Spaces that are currently law under the AODA. These standards outline mandatory rules for Ontario organizations to follow to identify, remove and prevent barriers for people with disabilities. Additionally, the IASR has general requirements that must be complied with, such as establishing accessibility policies, accessibility plans, training for employees and others, procurement processes and self-service kiosks.

---

<sup>2</sup> It is important to note that the ODA and the AODA do not replace requirements established under the *Ontario Human Rights Code* to accommodate persons with disabilities to the point of undue hardship. They also do not limit obligations under any other legislation. If two laws conflict with one another, the AODA states that the law that provides the higher level of accessibility is the law that must be followed.



---

## 2 STATEMENT OF COMMITMENT

---

TMHC is committed to providing a welcoming, respectful, accessible and inclusive environment for employees, clients, volunteers and members of the public alike. TMHC is committed to and strives to ensure that all persons are treated equitably and in a way that allows them to maintain their dignity and independence. TMHC believes in integration and is committed to ensuring equal access and participation for people with disabilities. TMHC will meet the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting all applicable accessibility standards and requirements under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

TMHC will ensure that all persons within its community are aware of their rights and responsibilities to foster an accessible and inclusive environment with and for persons with disabilities.



---

## 3 AODA AND IASR ACHIEVEMENTS TO DATE AND PLANS FOR THE FUTURE

---

### 3.1 Overview

TMHC has developed its own Accessibility Policies and Procedures. As required by the AODA and the IASR, it includes a statement of organizational commitment and sections that set out TMHC's obligations in relation to General Requirements, Customer Service, Information and Communication, and Employment. The IASR Transportation Standard and Design of Public Spaces Standard do not apply to TMHC.

Similarly, the TMHC Multi-Year Accessibility Plan was developed to set out the actions TMHC has taken and will take to achieve compliance with the IASR for a private company with 50 plus employees in Ontario.

The development of TMHC's Accessibility Policies and Procedures and its Multi-Year Accessibility Plan was guided by and is in keeping with the AODA, the IASR, and the How to Create and Accessibility Plan and Policy Guide for private and non-profit organizations with 50 or more employees published by the Accessibility Directorate of Ontario, Ministry of Seniors and Accessibility.

The following legislated actions were in place at TMHC as of January 1, 2023.



### 3.2 General Requirements (O. Reg. 191/11, s.3, s.4, and s.7)

Table 1: TMHC's Implementation of General Requirements

Regulatory Compliance	IASR Compliance Deadline	Actions Completed	Future Actions and Time Frame
<p>Develop a Multi-Year Accessibility Plan</p> <p>Establish, implement, maintain and document a multi-year accessibility plan.</p> <p>Post multi-year accessibility plan on the TMHC website and provide in an accessible format, upon request.</p>	January 1, 2013	<p>In April 2020, TMHC changed from an organization with less than 49 workers to an organization with 50 plus workers. In anticipation of this change, in February 2020 TMHC developed a multi-year accessibility plan that sets out how TMHC will comply with requirements of the IASR for a large (50 plus) private organization.</p> <p>In February 2022, a major overhaul of the Multi-Year Accessibility Plan was completed, to update it with TMHC's new branding and office location.</p> <p>This plan is posted on the TMHC website. This plan will be made available in accessible format upon request.</p>	The plan will be reviewed and, if necessary, updated every three years to ensure that compliance requirements are met. The next review is scheduled for January 2026.
<p>Develop Accessibility Policies</p> <p>Develop, implement and maintain accessibility policies, including a statement of organizational commitment.</p> <p>Make policies publicly available.</p>	January 1, 2013	<p>TMHC developed and implemented Accessible Customer Service polices and a statement of organizational commitment in February 2010.</p> <p>In January 2014, TMHC developed additional accessible policies addressing Employment (including hiring, training, information/communication and accommodation) and Emergency Response.</p> <p>As of January 1, 2018, TMHC's organizational statement of commitment was posted on its website.</p> <p>As of February 7, 2020, TMHC's organizational statement of commitment and all accessible policies were amended in order to better adhere to IASR regulations for organizations with 50 plus employees. This included establishing TMHC's commitment to utilizing a performance management, career development and redeployment process that takes into account the accessibility needs of all employees.</p> <p>In February 2022, a major overhaul of TMHC's Accessibility Policies and Procedures were completed, to update them with TMHC's new branding and office location.</p>	TMHC's Accessibility Policies and Procedures will be reviewed and, if necessary, updated every year to ensure that compliance requirements are met. The next review is scheduled for January 2024.
<p>Training</p> <p>Ensure that training on the IASR and the Human Rights Code as it relates to people with disabilities is provided to all employees, volunteers, persons who participate in developing TMHC policies and others who provide goods, services or facilities on behalf of TMHC.</p>	January 1, 2014	<p>TMHC provides training on the IASR and the Human Rights Code for all employees and volunteers. TMHC has made this training mandatory for all employees and will ensure that volunteers and other persons receive appropriate training in relation to their duties.</p> <p>Since 2010, TMHC has provided accessibility training to all employees and volunteers and has kept a record of the training provided, including the dates the training took place and who was at the training.</p>	<p>Provide accessibility training to all new employees and volunteers during their orientation sessions.</p> <p>Provide updated training to all TMHC personnel when accessible policies and/or procedures change.</p>

### 3.3 Information and Communication Standards (O. Reg. 191/11, s.11, s.12, s.13, and s.14)

Table 2: TMHC's Implementation of Information and Communication Standards

Regulatory Compliance	IASR Compliance Deadline	Actions Completed	Future Actions and Time Frame
Accessible Formats and Communication Supports	January 1, 2016	TMHC provides accessible formats for information or communication supports upon request and takes into account a person's disability.	Wording on the TMHC website and in job proposals on the availability of



Regulatory Compliance	IASR Compliance Deadline	Actions Completed	Future Actions and Time Frame
<p>Upon request, provide information and communications in accessible manners to people with disabilities.</p> <p>Notify the public about the availability of accessible formats and communication supports.</p>		<p>The availability of accessible formats and communication supports is posted in plain language on the TMHC website and in all project proposals to prospective clients.</p> <p>All TMHC polices and official documents are available in an accessible format and include a clause that specifies the accessibility of the document. The clause reads as follows:</p> <p>This document is available in alternate formats upon request. Please email <a href="mailto:mdevries@tmhc.ca">mdevries@tmhc.ca</a> or call 519-641-7222 // TTY 1-800-855-0511.</p>	<p>accessible formats will be reviewed and updated, as required.</p> <p>All future TMHC polices and official documents will include the TMHC accessibility clause.</p>
<p>Feedback Processes</p> <p>Ensure that processes for receiving and responding to feedback are accessible to persons with disabilities by providing/arranging for accessible formats and communication supports, upon request.</p> <p>Notify the public about the availability of accessible formats and communication supports.</p>	January 1, 2025	<p>TMHC has developed and implemented strategies to ensure that feedback by persons with disabilities is received and responded to. These strategies are posed on the TMHC website and on the TMHC Health and Safety Board at the TMHC office.</p> <p>Feedback to TMHC can be made through the following channels:</p> <ul style="list-style-type: none"> <li>• In person at 1108 Dundas Street, Unit 105, London, ON, N5W 3A7 <ul style="list-style-type: none"> <li>○ Verbally to: Megan DeVries, Business Development and Community Engagement Lead, or Kellie Theaker, Human Resources and Project Administration Unit Manager, or by</li> <li>○ Comment Card – located at the TMHC Health and Safety Board.</li> </ul> </li> <li>• By phone: 1-519-641-7222 or TTY 1-800-855-0511</li> <li>• By email, sent to <a href="mailto:mdevries@tmhc.ca">mdevries@tmhc.ca</a></li> <li>• By mail, sent to TMHC @ 1108 Dundas Street, Unit 105, London, ON, N5W 3A7</li> </ul> <p>If none of these feedback methods are suitable, the feedback processes can be provided in accessible formats/with communication supports upon request.</p>	Existing feedback processes and wording on the TMHC website about the availability of accessible documents will be reviewed and updated, as required.
<p>Emergency Procedures, Plans or Public Safety Information</p> <p>Provide emergency procedures, plans or public safety information, that are available publicly, in an accessible format or with appropriate communication supports, upon request</p>	January 1, 2012	TMHC provides emergency plans, procedures and evacuation maps in accessible formats or with communication supports upon request.	TMHC will continue to provide emergency plans, procedures and evacuation maps in accessible formats or with communication supports upon request.
<p>Accessible Websites and Web Content</p> <p>New websites and content must conform with WCAG 2.0, Level A.</p> <p>All websites and content must conform with WCAG 2.0, Level AA.</p>	<p>January 1, 2014</p> <p>January 1, 2021</p>	<p>As of January 1, 2018, TMHC was classified as a small organization (&lt;49 employees), but its website and web contents still fully conformed with WCAG 2.0, Level A.</p> <p>By January 1, 2021, TMHC was classified as a large organization (&gt;50 employees) and its website and web contents fully conformed with WCAG 2.0, Level AA.</p>	TMHC's website and web contents will continue to conform with all requirements of WCAG 2.0, Level AA as long as TMHC remains an organization with 50 plus employees.

### 3.4 Employment Standards (O. Reg. 191/11, s.22-32)

Table 3: TMHC's Implementation of Employment Standards

Regulatory Compliance	IASR Compliance Deadline	Actions Completed	Future Actions and Time Frame
Accessible Recruitment Process	January 1, 2016	TMHC's recruitment process invites individuals of all abilities to apply to TMHC job openings and advertises the availability of accommodation throughout the recruitment process. In	TMHC will continue to provide accommodation as needed throughout the recruitment process.



Regulatory Compliance	IASR Compliance Deadline	Actions Completed	Future Actions and Time Frame
<p>Notify job applicants, employees and the public that accommodations are available upon request for applicants with disabilities in all stages of the recruitment process.</p> <p>Consult with applicants and provide suitable accommodation in a manner that takes into account the applicant's accessibility needs due to his/her disability.</p>		<p>addition, wording on TMHC's website (Hiring Page) and in job postings reflects what applicants are to do should they require accommodation due to a disability.</p> <p>TMHC management involved in the hiring process advises individuals who are selected to participate in interviews that accommodations are available upon request. If applicable, the TMHC hiring member will consult with the applicant and provide suitable accommodation in a manner that takes into account the applicant's accessibility needs.</p> <p>A statement notifying successful applicants of policies for accommodating employees with disabilities is added to offer letters or emails or reiterated verbally if the offer is made in person or by telephone.</p>	
<p>Accessible Formats and Communication Supports for Employees</p> <p>Upon request, the employer shall consult with an employee to provide accessible formats and communication supports for:</p> <ul style="list-style-type: none"> <li>• Information that is needed in order to perform the employee's job</li> <li>• Information that is generally available in the workplace.</li> </ul> <p>Consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	<p>January 1, 2016</p>	<p>TMHC, through current policies, procedures and practices, is already meeting these requirements.</p>	<p>TMHC will ensure that these processes are clearly documented, revised, enhanced and communicated to all employees throughout its organization.</p>
<p>Workplace Emergency Response Information</p> <p>Provide individualized workplace emergency response information to employees who have a disability if the disability is such that the individualized information is necessary and the employer is aware of accommodation need.</p> <p>Provide the workplace emergency response information to the person designated by the employer to provide assistance. Provide the information required as soon as practicable after the employer becomes aware of the need for accommodation.</p> <p>Review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodation needs change, or when the employer reviews its general emergency response policies.</p>	<p>January 1, 2012</p>	<p>TMHC has developed and implemented practices to fulfill this requirement and has a process in place for employees to self-identify so that a workplace emergency response plan can be developed.</p> <p>TMHC respects their employees' privacy. Therefore, when a co-worker is selected to provide assistance in the event of an emergency situation, they are not informed of the details of an employee's disability. They are only informed of what type of help a person will need in an emergency situation.</p>	<p>TMHC will continue to provide, review and enhance individualized workplace emergency response information to ensure that employees with disabilities are accommodated.</p>
<p>Documented Individual Accommodation Plans</p> <p>Employers shall have in place a written process for the development of documented accommodation plans for employees with disabilities.</p> <p>The process shall include:</p> <ul style="list-style-type: none"> <li>• The means by which the employee is assessed on an</li> </ul>	<p>January 1, 2016</p>	<p>TMHC has documented the process to be followed for developing individual accommodation plans in its Accessibility Policies and Procedures.</p> <p>TMHC has processes in place for employees to request information in accessible formats.</p> <p>There is ongoing communication with employees regarding the processes for getting their needs met regarding disability accommodation at any time during their employment.</p>	<p>TMHC will review and update the individual accommodation plan process annually to ensure that all AODA requirements are met.</p> <p>TMHC's existing Accessibility Policies and Procedures will be reviewed and updated as required.</p>



Regulatory Compliance	IASR Compliance Deadline	Actions Completed	Future Actions and Time Frame
<p>individual basis.</p> <ul style="list-style-type: none"> <li>The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</li> <li>The way in which the employee can request the participation of a co-worker in the development of their accommodation plan.</li> <li>The steps taken to protect the privacy of the employee.</li> <li>The frequency with which the individual accommodation plan will be reviewed/updated and the way in which it will be done.</li> <li>If an accommodation is denied, the reasons for the denial will be communicated to the employee.</li> <li>The means of providing an accommodation plan in a format that takes into account the employee's accessibility needs.</li> </ul> <p>Individual accommodation plans shall:</p> <ul style="list-style-type: none"> <li>Include any information regarding accessible formats and communication supports.</li> <li>Include individualized workplace emergency response information.</li> <li>Identify any other accommodation that is to be provided.</li> </ul>		<p>Individual accommodation plans and, if required, individualized workplace emergency response plans are incorporated into all modified work/transitional work and permanent accommodation plans. These plans will be reviewed as needed.</p> <p>TMHC respects the privacy of its employees and ensures the confidentiality of its employee's personal information at all times.</p>	
<p>Return to Work Process</p> <p>Employers shall:</p> <ul style="list-style-type: none"> <li>Develop and have in place a written return to work process for employees who have been absent from work due to a disability and require disability related accommodations in order to return to work.</li> </ul> <p>The return to work process shall:</p> <ul style="list-style-type: none"> <li>Be documented and outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability.</li> <li>Use documented individual accommodation plans.</li> </ul>	<p>January 1, 2016</p>	<p>TMHC's Work Reintegration Policy and Program meets this requirement. The document outlines the steps TMHC will take to facilitate an employee's return to work and will include, if any, documented individual accommodation plans as part of the process in place.</p>	<p>TMHC will continue to review and enhance its return to work process regularly to ensure that the requirements for the AODA are met and employees with disabilities are accommodated.</p>
<p>Performance Management, Career Development and Redeployment</p> <p>An employer shall consider the accessibility needs of employees with disabilities, as well as individual accommodation plans, when:</p> <ul style="list-style-type: none"> <li>Using its performance management process in respect of employees.</li> <li>Providing career development/advancement.</li> </ul>	<p>January 1, 2016</p>	<p>TMHC's Performance Management, Career Development, Advancement and Redeployment Processes are laid out in the TMHC Accessibility Policies and Procedures document. These procedures meet the obligations of this IASR requirement.</p> <p>TMHC management considers the accessibility needs of employees with disabilities, as well as individual accommodation plans, when carrying out performance reviews, providing career development/advancement opportunities and when redeploying employees to other positions and locations.</p>	<p>TMHC will continue to review and enhance its performance management, career development and redeployment process regularly to ensure that the requirements for the AODA are met and employees with disabilities are accommodated.</p>



Regulatory Compliance	IASR Compliance Deadline	Actions Completed	Future Actions and Time Frame
<ul style="list-style-type: none"> <li>When redeploying employees to other positions or locations.</li> </ul>			

### 3.5 Customer Service Standards (O. Reg. 191/11, s.80.46 – 80.51)

Table 4: TMHC’s Implementation of Customer Service Standards

Regulatory Compliance	IASR Compliance Deadline	Actions Completed	Future Actions and Time Frame
<p><b>Establishment of Policies</b></p> <p>Develop, implement and maintain policies governing the provision of goods, service and facilities to persons with disabilities.</p>	July 1, 2016	TMHC has developed and implemented policies governing the provisions of goods, services and facilities to persons with disabilities. These can be found in TMHC’s Accessibilities Policies and Procedures and are also posted on the TMHC website and on the TMHC Health and Safety Board.	TMHC’s existing Accessibility Policies and Procedures will be reviewed and updated as required.
<p><b>Training</b></p> <p>All workers (including employees, volunteers and work-study students) as well as everyone who provides goods or services on behalf of the organization, regardless of whether or not they interact with the public, must receive training on providing customer service to persons with disabilities.</p>	July 1, 2016	<p>TMHC provides annual training in regard to accessible customer service and regulatory requirements to all workers (including employees, volunteers and work-study students).</p> <p>TMHC provides all sub-contractors and service providers with a copy of its Accessibility Policies and Procedures. Sub-contractors and service providers must read over and agree to abide by TMHC’s accessibility policies and practices by signing an acknowledgement form.</p>	Ongoing.
<p><b>Notice of Temporary Disruptions</b></p> <p>Provide public notice of disruptions to services or facilities</p>	July 1, 2016	This requirement is addressed in TMHC’s Accessibility Policies and Procedures. TMHC will post on their website, their phone messaging services and in conspicuous places around the office information regarding any disruptions in accessible services at TMHC.	Ongoing.
<p><b>Format of Documents</b></p> <p>Provide or arrange for documents or information contained in the documents in accessible formats or with a communication support. This must be done in a timely manner at a cost that is no more than the regular cost to other people.</p>	July 1, 2016	<p>This requirement is addressed in TMHC’s Accessibility Policies and Procedures.</p> <p>The TMHC website and all job proposals provides public notification that accessible formats and communication supports are available upon request.</p>	Ongoing.
<p><b>Use of Service Animals and Support Persons</b></p> <p>Ensure that a person with a disability who is accompanied by a guide dog/service animal is permitted to enter premises with the animal and keep it with them unless otherwise excluded by law.</p> <p>When a person with a disability is accompanied by a support person, ensure that both persons are permitted to enter the premises together.</p>	July 1, 2016	<p>This requirement is addressed in TMHC’s Accessibility Policies and Procedures.</p> <p>TMHC does not prevent support persons or service animals from accessing TMHC controlled premises unless otherwise excluded by law.</p>	TMHC will update this policy as required if changes to the regulatory framework in regards to this topic are made.
<p><b>Feedback Process</b></p> <p>Establish a process for receiving and responding to feedback about the manner in which goods and services are provided to persons with disabilities.</p>	July 1, 2016	<p>This requirement is addressed in TMHC Accessibility Policies and Procedures.</p> <p>The TMHC website provides public notification that TMHC is open to and welcomes feedback on the way they provide accessible services to people with</p>	Ongoing.



Regulatory Compliance	IASR Compliance Deadline	Actions Completed	Future Actions and Time Frame
		disabilities. The available options on how to provide feedback are also posted on the website.	



---

## 4 FOR MORE INFORMATION

---

For more information on this accessibility plan or to submit questions or comments regarding accessibility at TMHC, please contact:

Megan DeVries  
Business Development and Community Engagement Lead  
TMHC Inc.  
1108 Dundas Street, Unit 105  
London, ON | N5W 3A7  
[mdevries@tmhc.ca](mailto:mdevries@tmhc.ca)  
Phone: 519-641-7222  
TTY: 1-800-855-0511

Accessible formats for this document and all other TMHC documents are free on request.



---

## 5 DEFINITIONS

---

Disability: any degree of physical disability, infirmity, mental impairment, development disability, learning disability, mental disorder, injury, etc., as defined by the *Human Rights Code* and the AODA.

Employee: Any person who performs work for TMHC for wages or supplies services to TMHC for wages (based on the ESA definition of an “Employee”).

Employer: TMHC.



---

## 6 LEGISLATIVE REQUIREMENTS AND PROVINCIAL GUIDELINES

---

- [Accessibility for Ontarians with Disabilities Act, 2005, SO 2005, c.11](#)
- [Human Rights Code, RSO 1990, c H.19](#)
- [Integrated Accessibility Standards, O Reg 191/11](#)
- [Ontarians with Disabilities Act, 2001, SO 2001, c.32](#)





## 7 POLICY APPROVAL

Table 5: Policy Development Information

Author	Date
Amanda DiLoreto, Health and Safety Coordinator	February 3 to 7, 2020

Table 6: Policy Review Information

Most Recent Update / Review By:	Date
Megan DeVries, Business Development and Community Engagement Lead	December 19, 2022

Table 7: Policy Approval



Policy Approved By:	Signature	Date
Holly Martelle, Principal		January 18, 2023
Matthew Beaudoin, Principal		January 18, 2023

Table 8: Document Revision History

Version	Author	Date	Changes
No V#	A.DiLoreto, Health and Safety Coordinator (HSC)	2009-2019	See individual past years Accessibility Policies, Plan & Training Program for changes.
No V#	A.DiLoreto, HSC and the Joint Health and Safety Committee	2020-02	Complete overhaul of the existing TMHC Accessibilities Policies, Plan and Training Program. Everything changed from its layout to its content (from < 49 employees to <50 employees).
V 1.0	M. DeVries, Director – Business Development and Operations	2022-02-10	Policy formatting and AODA compliance updates. Update all references to new TMHC office location at 1108 Dundas Street, Unit 105, London ON, N5W 3A7.
V 2.0	M. DeVries, Business Development and Community Engagement Lead	2023-01-18	Update of 2020 to 2023 Multi-Year Accessibility Plan to 2023 to 2026 version. No major changes were required. Updated Megan DeVries' title from Director – Business Development and Operations to Business Development and Community Engagement Lead. Updated Kellie Theaker's title from "Human Resources Coordinator" to "Human Resources and Project Administration Unit Manager".