

Langs Multi-Year Accessibility Plan (2026–2030)

Introduction

Langs is an organization committed to ensuring accessible services and communications to individuals with disabilities.

To receive any part of this information in an alternate format, please contact info@langs.org or call **519-653-1470**.

This Multi-Year Accessibility Plan demonstrates Langs' commitment to creating an inclusive environment for all individuals, including those with disabilities. It aligns with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR). Our goal is to prevent and remove barriers and meet accessibility requirements by 2025 and beyond.

Statement of Commitment

Langs is committed to ensuring all members of our community have equal access to the services we provide. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA.

Our guiding principles include:

Diversity: Acknowledging that accessibility needs vary and adapting services to reflect those differences.

Respect: Treating people with disabilities with dignity, ensuring they feel valued and not patronized.

Independence: Supporting individuals to do things in their own way and at their own pace, without unnecessary reliance on others.

Inclusion: Ensuring people with disabilities have access to the same goods, services, and opportunities as everyone else, in a comparable way..

Equity: Providing the same value and quality of service and adapting practices and removing barriers to participation.

Achievements to Date

- Accessible Customer Service training for all Langs employees, students, and volunteers.
- Feedback process that allows persons with disabilities to provide input through accessible means.
- Website updated to meet WCAG 2.0 Level AA standards.
- Accessible emergency and public safety information provided upon request.
- Recruitment and employment processes include accommodation notices and individualized plans.
- Provided wheelchairs and mobility devices on each floor and location in order to assist patients and participants that may experience reduced mobility while visiting Langs.
- Completed Clinical Area renovation that included accessibility considerations for patients and staff.
- Reviewed AODA Manual for CCA Accreditation in 2023.

Future Goals (2026–2030)

General Requirements

- Maintain and update accessibility policies and this plan every five years.
- Continue mandatory accessibility training for all staff and volunteers.
- Develop annual refresher training for all staff and volunteers.
- Create resource for staff and volunteers to quickly access accessibility information and resources to better respond to requests for accommodations.

Information & Communication

- Ensure all new digital content meets WCAG 2.1 Level AA standards by 2030.
- Expand availability of alternative formats for public documents.
- Adopt accessible notice/signage standards (plain language, contrast, QR code)

Employment

- Strengthen individualized accommodation plans and return-to-work processes.
- Integrate accessibility considerations into performance management and career development.
- Create an Employee Accessibility Resource Guide for simplified access to information on ergonomics, mental health supports, adaptive technologies, etc.

Design of Public Spaces

- Ensure new or redeveloped spaces meet AODA requirements for accessible design.
- Maintain procedures for emergency and preventative maintenance of accessible elements.
- Expand access to assistive devices and equipment so that all who visit Langs can participate fully.

- Develop accessibility criteria in Requests for Proposals and contracts that require vendors to attest to compliance.

Implementation Commitment

At Langs, accessibility is a shared responsibility. We will ensure the success of this plan by engaging employees and stakeholders to identify barriers and ensure that accessibility is integrated into every stage of planning, from program planning and service delivery, to building accessible spaces and expanding into new initiatives. By consulting with persons with lived experience and expertise, we create solutions that reflect real needs and foster inclusion.

These actions demonstrate our ongoing commitment to creating spaces where everyone can participate fully and equitably.

Monitoring & Reporting

Review progress annually and submit accessibility compliance reports every three years as required by AODA. Update this plan by 2030 or sooner if significant changes occur.

Feedback & Continuous Improvement

We welcome feedback on accessibility and this plan. Feedback can be provided in person, by phone, email, or through our website. Alternative formats will be provided upon request.