



Multi-Year Accessibility Plan (2026–2031)

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Effective Date: July 2026

Review Date: July 2031

Statement of Commitment

Affordable Comfort is committed to providing an inclusive, barrier-free environment for customers, employees, applicants, suppliers, and visitors. We are committed to meeting the accessibility needs of persons with disabilities in a timely manner by preventing and removing barriers and by meeting the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR).

Affordable Comfort is dedicated to treating all individuals with dignity, independence, integration, and equal opportunity.

Purpose

This Multi-Year Accessibility Plan outlines the strategies and actions Affordable Comfort will take to identify, remove, and prevent barriers to accessibility.

This plan will be:

- Reviewed at least once every five years.
- Updated as required to reflect legislative or organizational changes.
- Made available to the public on request and posted on the company website.
- Provided in accessible formats upon request.

General Requirements

Affordable Comfort will:

- Maintain written accessibility policies.
- Develop, maintain, and publicly post this Multi-Year Accessibility Plan.
- Review this plan every five years.
- Incorporate accessibility into organizational policies where appropriate.
- Maintain records demonstrating compliance with AODA requirements.
- File Accessibility Compliance Reports with the Government of Ontario as required.

Status: Ongoing

Accessibility Training

Affordable Comfort will provide accessibility training to:

- All employees
- Managers and supervisors
- Individuals involved in developing company policies
- Any person providing services on behalf of Affordable Comfort, where applicable

Training will include:

- The purposes of the AODA.
- Requirements of the Integrated Accessibility Standards Regulation (IASR).
- The Ontario Human Rights Code as it relates to persons with disabilities.
- Accessible customer service practices.
- Company accessibility policies and procedures.

Training will be provided:

- As soon as practicable after hire.
- Whenever policies or accessibility requirements change.

Training records will include:

- Employee name
- Training date
- Training completed

Status: Ongoing

Accessible Customer Service

Affordable Comfort is committed to providing accessible customer service by:

- Communicating with customers in ways that consider their disabilities.
- Allowing assistive devices.
- Welcoming service animals where permitted by law.
- Welcoming support persons.
- Providing notice of temporary service disruptions.
- Maintaining an accessible feedback process.
- Responding to accessibility concerns in a timely manner.

Status: Ongoing

Information and Communications

Affordable Comfort will:

- Provide accessible formats upon request.
- Provide communication supports upon request.
- Consult with the individual requesting accommodation to determine the most appropriate format.
- Respond to requests in a timely manner at no additional cost beyond regular charges.
- Ensure publicly available emergency procedures are available in accessible formats upon request.
- Continue to meet applicable website accessibility requirements under WCAG 2.0 Level AA.

Status: Ongoing

Employment Standards

Affordable Comfort is committed to accessible employment practices throughout the employment lifecycle.

Recruitment

Affordable Comfort will:

- Notify applicants that accommodations are available during recruitment.
- Inform selected applicants that accommodations are available during assessments.
- Notify successful applicants of workplace accommodation policies.

Employee Supports

Affordable Comfort will:

- Inform employees of accessibility policies.
- Provide workplace information in accessible formats upon request.
- Consult with employees to determine suitable communication supports.

Individual Accommodation Plans

Affordable Comfort will maintain a written process for developing documented individual accommodation plans.

Plans may include:

- Accessible workplace supports
- Emergency response information
- Workplace accommodations
- Review schedules
- Privacy protections

Workplace Emergency Response Information

Individualized emergency response information will be provided to employees with disabilities where required.

The information will be reviewed whenever:

- The employee changes work location.

- Accommodation needs change.
- Overall emergency procedures change.

Return-to-Work Process

Affordable Comfort maintains a documented return-to-work process for employees absent due to disability.

The process outlines:

- Individual accommodation planning
- Return-to-work supports
- Ongoing review of accommodations

Performance Management

Accessibility needs and accommodation plans will be considered during performance management.

Career Development

Accessibility needs will be considered when providing promotions, advancement opportunities, training, and career development.

Redeployment

Where redeployment occurs, accessibility needs and accommodation plans will be considered.

Status: Ongoing

Design of Public Spaces

Where Affordable Comfort constructs or redevelops public spaces covered by the AODA, accessibility requirements will be incorporated into planning, construction, and maintenance.

The company will maintain procedures for:

- Preventative maintenance
- Temporary disruptions
- Restoration of accessible features

Status: As Required

Multi-Year Accessibility Objectives

Objective	Timeline	Status
Maintain written accessibility policies	Ongoing	Ongoing
Review Accessibility Plan	Every 5 years	Ongoing
Deliver accessibility training to new employees	Upon Hire	Ongoing
Maintain accessibility training records	Ongoing	Ongoing
Review accommodation processes	Annually	Ongoing
Review recruitment practices	Annually	Ongoing
Review website accessibility compliance	Annually	Ongoing
Review accessibility feedback and implement improvements	Annually	Ongoing
File Accessibility Compliance Reports when required	As Required	Ongoing

Feedback Process

Affordable Comfort welcomes feedback regarding accessibility.

Feedback may be submitted by:

- Telephone
- Email
- Mail
- In person

Accessible communication supports will be provided upon request.

Feedback will be reviewed promptly, and appropriate corrective actions will be taken where necessary.

Monitoring

Affordable Comfort's Human Resources department is responsible for monitoring the implementation of this plan and coordinating periodic reviews to ensure continued compliance with the AODA.

Availability of the Plan

This Multi-Year Accessibility Plan is available:

- On the Affordable Comfort website
- In accessible formats upon request

Contact Information

Questions or feedback regarding this Accessibility Plan may be directed to:

Affordable Comfort

(705) 503-4328

info@affordablecomfort.ca

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