



Multi-Year Accessibility Plan

Introduction:

TOERSA Security is dedicated to fostering accessibility and inclusivity for all individuals, including those with disabilities. As a security company operating in Ontario, Canada, we adhere to all relevant accessibility regulations and standards, including the Accessibility for Ontarians with Disabilities Act (AODA). This multi-year accessibility plan outlines our strategic approach and initiatives to promote accessibility and remove barriers within our organization over the next five years.

Year 1:

1. Policy Development and Training:

- Develop and implement an accessibility policy that aligns with the requirements of the AODA.
- Provide accessibility training to all employees, including frontline staff, managers, and executives.

2. Accessible Customer Service:

- Implement accessible customer service practices, including providing alternative communication methods.
- Train frontline staff on interacting with customers with disabilities in an inclusive manner.

3. Accessible Information and Communications:

- Review and update company communications, documents, and websites for accessibility.
- Provide alternative formats of information upon request, such as large print or electronic formats.

Year 2:

1. Built Environment Accessibility:

- Conduct an accessibility audit of our physical facilities and address identified barriers.
- Install ramps, handrails, and accessible signage to improve accessibility.

2. Employment Accessibility:

- Review and update recruitment and hiring processes to ensure accessibility for job applicants with disabilities.
- Provide accommodations during the recruitment and interview process as needed.

3. Emergency Preparedness:

- Develop and implement emergency response procedures considering the needs of individuals with disabilities.



- Train staff on their roles and responsibilities during emergency situations involving individuals with disabilities.

Year 3:

1. Community Engagement and Feedback:

- Engage with local disability advocacy groups to gain insights and feedback on our accessibility initiatives.
- Establish mechanisms for individuals to provide feedback on accessibility issues encountered.

2. Continuous Improvement:

- Foster a culture of continuous improvement by regularly reviewing and updating accessibility practices.
- Encourage employee involvement and input in the accessibility planning process.

3. Reporting and Compliance:

- Prepare and submit accessibility compliance reports as required by the AODA.
- Ensure ongoing compliance with all relevant accessibility regulations and standards.

Year 4:

1. Technology Accessibility:

- Review and enhance the accessibility of digital technologies, including software applications and online platforms.
- Ensure that digital content is compatible with assistive technologies used by individuals with disabilities.

2. Training and Education:

- Provide ongoing accessibility training and education for employees at all levels of the organization.
- Raise awareness about accessibility issues and best practices through internal communications and training sessions.

3. Accessibility Plan Review:

- Conduct a comprehensive review of the accessibility plan to identify areas for improvement and update accordingly.



Year 5:

1. Long-Term Strategy Development:

- Develop a long-term strategy for sustainability and continuous improvement of accessibility initiatives.
- Set goals and objectives for advancing accessibility within the organization over the coming years.

2. Community Outreach and Partnerships:

- Strengthen partnerships with local disability organizations and community groups to further promote accessibility.
- Participate in community events and initiatives focused on accessibility and inclusion.

3. Leadership and Recognition:

- Demonstrate leadership in accessibility by sharing best practices and lessons learned with other organizations.
- Seek opportunities for recognition and awards for our commitment to accessibility and inclusion.

Conclusion:

TOERSA Security remains committed to creating an inclusive and accessible environment for all individuals. This five-year accessibility plan reflects our ongoing dedication to removing barriers and promoting accessibility within our organization and the broader community. By implementing these initiatives, we aim to enhance accessibility, foster inclusivity, and better serve individuals with disabilities.