

Cornerstone Multi-year Accessibility Plan 2015-2020

Customer Service Standards (AODA 2005)				
Customer Service Standards				
Regulation/Section	Requirement	Compliance Date	Status/Comments/Strategy	Compliance Status
Establishment of policies, practices and procedures (O. Reg. 429/07 s. 3)	(1) Establish policies, practices and procedures governing the provision of goods or services to persons with disabilities.	January 1, 2012	RS2115 Accessible Customer Service, RS2115.1 Service Animals, RS2115.2 Support Persons RS2111 Mission Statement and Core Operating Principles	Compliant
	(2) Reasonable efforts shall be used to ensure that policies, practices and procedures are consistent with the following principles: <ol style="list-style-type: none"> 1. Goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities. 2. The provision of goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services. 3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services. 	January 1, 2012	All customer service provided by Cornerstone Housing for Women will follow the ideals of dignity, independence, integration and equal opportunity. RS2111 Mission Statement and Core Operating Principles	Compliant
	(3) The policies must deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the provider's goods or services or the availability, if any, of other measures which enable them to do so.	January 1, 2012	Integrated into RS2115 Accessible Customer Service policy.	Compliant
	(4) When communicating with a person with a disability, a provider shall do so in a manner that takes into account the person's disability.	January 1, 2012	Integrated into RS2115 Accessible Customer Service policy as well as AODA training.	Compliant
	(5) Shall prepare one or more documents describing its policies, practices and procedures and, upon request, shall give a copy of a document to any person.	January 1, 2012	This is specified in the policies for Accessible Customer Service, Service Animals, and Support Persons	Compliant

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Use of service animals and support persons (O. Reg. 429/07, s. 4)	(1) If a person with a disability is accompanied by a guide dog or other service animal, the provider of goods or services shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises.	January 1, 2012	Integrated into RS2115 Accessible Customer Service and RS2115.1 Service Animal policies as well as AODA training HR1180 Hiring Policy HR1155 Accommodation for Handicap or Disability	Compliant
	(2) If a service animal is excluded by law from the premises, the provider of goods or services shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the provider's goods or services.	January 1, 2012	Service animals are permitted on Cornerstone's premises within policy guidelines	Compliant
	(3) If a person with a disability is accompanied by a support person, the provider of goods or services shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.	January 1, 2012	Integrated into RS2115 Accessible Customer Service and RS2115.2 Support Persons policies as well as AODA training	Compliant
	(4) The provider of goods or services may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.	January 1, 2012	Integrated into RS2115 Accessible Customer Service and RS2215.1 Support Persons policies as well as AODA training	Compliant
	(5) If an amount is payable by a person for admission to the premises or in connection with a person's presence at the premises, the provider of goods or services shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person.	January 1, 2012	Integrated into Accessible Customer Service and RS2215.1 Support Persons policies as well as AODA training	Compliant
	(6) The provider of goods or services shall prepare one or more documents describing its policies, practices and procedures with respect to the matters governed by this section and, upon request, shall give a copy of a document to any person.	January 1, 2012	This is specified in the policies for Accessible Customer Service, Service Animals, and Support Persons as well as AODA training.	Compliant
Notice of temporary disruptions (O. Reg 429/07, s. 5)	(1) If persons with disabilities usually use particular facilities or services of the provider and if there is a temporary disruption in those facilities or services in whole or in part, the provider shall give notice of the disruption to the public.	January 1, 2012	Integrated into RS2115 Accessible Customer Service policy	Compliant

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Customer Service Standards				
Regulation/Section	Requirement	Compliance Date	Status/Comments/Strategy	Compliance Status
	(2) Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.	January 1, 2012	Integrated into RS2115 Accessible Customer Service policy	Compliant
	(3) Notice may be given by posting the information at a conspicuous place on premises owned or operated by the provider of goods or services, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.	January 1, 2012	Integrated into RS2115 Accessible Customer Service policy	Compliant
	(4) Shall prepare a document that sets out the steps to be taken in connection with a temporary disruption and, upon request, shall give a copy of the document to any person.	January 1, 2012	Integrated into RS2115 Accessible Customer Service policy	Compliant
Training for staff, etc. (O. Reg. 429/7, s. 6)	(1) Every provider of goods or services shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities: <ol style="list-style-type: none"> 1. Every person who deals with members of the public or other third parties on behalf of the provider, whether the person does so as an employee, agent, volunteer or otherwise. 2. Every person who participates in developing the provider's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties. 	January 1, 2012	Integrated into RS2115 Accessible Customer Service policy	Compliant

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Customer Service Standards				
Regulation/Section	Requirement	Compliance Date	Status/Comments/Strategy	Compliance Status
	<p>(2) The training must include a review of the purposes of the Act and the requirements of this Regulation and instruction about the following matters:</p> <ol style="list-style-type: none"> 1. How to interact and communicate with persons with various types of disability. 2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person. 3. How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability. 4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services. 	January 1, 2012	Integrated into the RS2115 Accessible Customer Service, RS2115.1 Service Animals, and RS2115.2 Support Persons policies as well as AODA training. Ministry of Community and Social Services on-line training.	Compliant
	(3) The training must be provided to each person as soon as practicable after he or she is assigned the applicable duties.	January 1, 2012	Integrated into the RS2115 Accessible Customer Service policy	Compliant
	(4) Training must also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.	January 1, 2012	Integrated into the RS2115 Accessible Customer Service policy	Compliant
	(5) The provider of goods or services shall prepare a document describing its training policy, and the document must include a summary of the contents of the training and details of when the training is to be provided.	January 1, 2012	Integrated into the RS2115 Accessible Customer Service policy	Compliant
	(6) The provider of goods or services shall keep records of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.	January 1, 2012	Integrated into the RS2115 Accessible Customer Service policy. Recorded on HRIS & Volunteer Databases.	Compliant
Feedback process for providers of goods or services (O. Reg 429/07, s. 7)	(1) Every provider of goods or services shall establish a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make information about the process readily available to the public.	January 1, 2012	Integrated into the RS2115 Accessible Customer Service policy and also posted on the website (Policy and Procedure posted on web site, as well as feedback form and procedure.)	Compliant

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Regulation/Section	Requirement	Compliance Date	Status/Comments/Strategy	Compliance Status
	(2) The feedback process must permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise.	January 1, 2012	Integrated into the RS2115 Accessible Customer Service policy and also posted on the website. We work with residents to ensure this.	Compliant
	(3) The feedback process must specify the actions that the provider of goods or services is required to take if a complaint is received.	January 1, 2012	Integrated into the RS2115 Accessible Customer Service policy and also posted on the website.	Compliant
	(4) Shall prepare a document describing its feedback process and, upon request, shall give a copy of the document to any person.	January 1, 2012	Integrated into the RS2115 Accessible Customer Service policy and also posted on the website.	Compliant
Notice of availability of documents (O. Reg. 429/07, s. 8)	(1) The provider of goods or services shall notify persons to whom it provides goods or services that the documents required by this Regulation are available upon request.	January 1, 2012	This is specified on the website and internal postings, as well as communicated at resident meetings and integrated into Resident Policies.	Compliant
	(2) The notice may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.	January 1, 2012	This is specified on the website and posted on resident bulletin boards.	Compliant
Format of documents (O. Reg. 429/07, s. 9)	(1) If a provider of goods or services is required by this Regulation to give a copy of a document to a person with a disability, the provider shall give the person the document, or the information contained in the document, in a format that takes into account the person's disability. (2) The provider of goods or services and the person with a disability may agree upon the format to be used for the document or information.	January 1, 2012	This is specified in Policy RS2115 and also on the website and internal postings.	Compliant

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PART 2: Integrated Accessibility Standards

Part I: General

1. (1) This Regulation establishes the accessibility standards for each of information and communications, employment, transportation and the design of public spaces. O. Reg. 413/12, s. 1.
- (2) The requirements in the standards set out in this Regulation are not a replacement or a substitution for the requirements established under the *Human Rights Code* nor do the standards limit any obligations owed to persons with disabilities under any other legislation. O. Reg. 191/11, s. 1 (2).

Integrated Accessibility Standards

IASR Regulation/Section	IASR Requirement	Compliance Date	Status/Comments/Strategy	Compliance Status
PART I: GENERAL				
Establishment of accessibility policies (O. Reg. 191/11, s. 3)	(1) Develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation.	January 1, 2014	Integrated into the policies for Accessible Customer Service RS2115, Service Animals RS2115.1, and Support Persons RS2115.2 as well as AODA training	Compliant
	(2) Include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in the policies.	January 1, 2014	Integrated into the RS2115 Accessible Customer Service policy	Compliant
	(3) The organization shall, <ol style="list-style-type: none"> (a) prepare one or more written documents describing its policies; (b) make the documents publicly available, and shall provide them in an accessible format upon request. 	January 1, 2014	Integrated into the policies for Accessible Customer Service, Service Animals, and Support Persons and posted on the website	Compliant
Accessibility plans (O. Reg. 191/11, s. 4)	(1) The organization shall, <ol style="list-style-type: none"> (a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation; (b) post the accessibility plan on their website and provide the plan in an accessible format upon request; and (c) review and update the accessibility plan at least once every five years. 	January 1, 2014	<ul style="list-style-type: none"> • The multi-year plan is available on the website. • Accessible formats to be made available on request. • Plan to be reviewed by January 2020, as required. 	Compliant

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Integrated Accessibility Standards				
IASR Regulation/Section	IASR Requirement	Compliance Date	Status/Comments/Strategy	Compliance Status
Training (O. Reg. 191/11, s. 7)	(1) The organization shall ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities to, <ul style="list-style-type: none"> (a) all employees, and volunteers; (b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization. 	January 1, 2015	Specified in the RS2115 Accessible Customer Service policy as well as AODA training. Recorded on HRIS and Volunteer Databases. Ministry of Community and Social Services online training used.	Compliant
	(2) The training on the requirements of the accessibility standards and on the <i>Human Rights Code</i> shall be appropriate to the duties of the employees, volunteers and other persons.	January 1, 2015	Integrated into the RS2115 Accessible Customer Service policy as well as AODA training. Included in Volunteer job assignments.	Compliant
	(3) Every person referred to in subsection (1) shall be trained as soon as practicable.	January 1, 2015	AODA training has been incorporated into the employee orientation	Compliant
	(4) Every obligated organization shall provide training in respect of any changes to the policies described in section 3 on an ongoing basis.	January 1, 2015	Any changes to existing policies are provided to employees as they occur. Training occurs as needed.	Compliant
	(5) The organization shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.	January 1, 2015	Training records are maintained by Human Resources and Volunteer Services.	Compliant
PART II: INFORMATION AND COMMUNICATIONS STANDARDS				
Feedback (O. Reg. 191/11, s. 11)	(1) Ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.	January 1, 2015	Integrated into the RS2115 Accessible Customer Service policy	Compliant
	(2) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	January 1, 2015	Integrated into the RS2115 Accessible Customer Service policy and posted on the website	Compliant

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Integrated Accessibility Standards				
IASR Regulation/Section	IASR Requirement	Compliance Date	Status/Comments/Strategy	Compliance Status
Accessible formats and communication supports (O. Reg. 191/11, s. 12)	(1) Organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, (a) in a timely manner that takes into account the person's accessibility needs due to disability; and (b) at a cost that is no more than the regular cost charged to other persons.	January 1, 2016	This will occur as requested. We will explore alternative formats for documents, pamphlets and other forms that may be used by clients and the general public. Accessibility requests can be submitted via a dedicated email address available from the web site.	Compliant
	(2) Organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	January 1, 2016	This will occur as needed in a timely manner	Compliant
	(3) Organization shall notify the public about the availability of accessible formats and communication supports.	January 1, 2016	This is posted on the website	Compliant
Accessible websites and web content (O. Reg. 191/11, s. 14)	(1) Organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	January 1, 2014 (new internet websites and web content – Level A)	Changes to the website will be compliant with WCAG Level A guidelines	Compliant
		January 1, 2021, all internet websites and web content – Level AA)	Plans and web site maintenance are ongoing to ensure compliance of WCAG Level AA by January 1, 2021	Pending/On going

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PART III EMPLOYMENT STANDARDS				
IASR Regulation/Section	IASR Requirement	Compliance Date	Status/Comments/Strategy	Compliance Status
Recruitment, general (O. Reg. 191/11, s. 22)	Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	January 1, 2016	All job postings both internal and external include appropriate language that advises applicants to notify Cornerstone if accommodation is required in order to participate in the recruitment process. Policy HR1180.	Compliant
Recruitment, assessment or selection process (O. Reg. 191/11, s. 23)	(1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.	January 1, 2016	Job applicants contacted for telephone pre-screening or for an in-person interview will be notified of Cornerstone`s compliance with AODA and will be asked before beginning the process to inform us of any accessibility needs that they may have. Policy HR1180	Compliant
	(2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant`s accessibility needs due to disability.	January 1, 2016	If an applicant requests accommodation, HR will consult with the applicant and put a suitable accommodation process in place. Policy HR1180	Compliant
Notice to successful applicants (O. Reg. 191/11, s. 24)	Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	January 1, 2016	Successful applicant will be notified of Cornerstone`s HR1155 Accommodation For Handicap or Disability policy in the letter of offer.	Compliant
Informing employees of supports (O. Reg. 191/11, s. 25)	(1) Employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee`s accessibility needs due to disability.	January 1, 2016	Employees are notified of and have access to all Cornerstone policies including HR1155 Accommodation for Handicap or Disability. AODA training is also incorporated into the employee orientation.	Compliant
	(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	January 1, 2016	AODA training and review of HR1155 Accommodation for Handicap or Disability is part of the employee orientation	Compliant

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	(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	January 1, 2016	Any changes to existing policies are provided to employees as they occur. Training occurs as needed.	Compliant
Accessible formats and communication supports for employees (O. Reg. 191/11, s. 26)	(1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, (a) information that is needed in order to perform the employee's job; and (b) information that is generally available to employees in the workplace.	January 1, 2016	Integrated into HR1155 Accommodation for Handicap or Disability	Compliant
	(2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	January 1, 2016	Integrated into HR1155 Accommodation for Handicap or Disability. The employee making the request will be consulted to determine an appropriate format.	Compliant
Workplace emergency response information (O. Reg. 191/11, s. 27)	(1) Every employer shall 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 the need for accommodation due to the employee's disability.	January 1, 2012	Integrated in HR1155	Compliant
	(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.	January 1, 2012	Integrated in HR1155	Compliant
	(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.	January 1, 2012	Integrated in HR1155	Compliant

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	<p>(4) Every employer shall review the individualized workplace emergency response information,</p> <ul style="list-style-type: none"> (a) when the employee moves to a different location in the organization; (b) when the employee’s overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies. 	January 1, 2012	Individualized workplace emergency response plans will be reviewed as needed and in keeping with the legislated guidelines. Integrated in HR1155	Compliant
Documented individual accommodation plans (O. Reg. 191/11, s. 28)	<p>(1) Employers shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p>	January 1, 2016	Integrated into HR1155 Accommodation for Handicap or Disability	Compliant
	<p>(2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer’s expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved. 4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan. 5. The steps taken to protect the privacy of the employee’s personal information. 6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done. 7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be 	January 1, 2016	All elements are integrated into Policy HR1155 Accommodation for Handicap or Disability	Compliant

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	<p>provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p>			
	<p>(3) Individual accommodation plans shall,</p> <p>(a) if requested, include any information regarding accessible formats and communications supports provided, as described in section 26;</p> <p>(b) if required, include individualized workplace emergency response information, as described in section 27; and</p> <p>(c) identify any other accommodation that is to be provided.</p>	January 1, 2016	The process will follow HR1155 Accommodation for Handicap or Disability policy and HR1150 Sick Leave Management and Medical Notes policy	Compliant
Return to work process (O. Reg. 191/11, s. 29)	<p>(1) Every employer, other than an employer that is a small organization,</p> <p>(a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and</p> <p>(b) shall document the process.</p>	January 1, 2016	Integrated into HR1150 Sick Leave Management and Medical Notes policy and Policy HR1155.	Compliant
	<p>(2) The return to work process shall,</p> <p>(a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</p> <p>(b) use documented individual accommodation plans, as described in section 28, as part of the process.</p>	January 1, 2016	Integrated into HR1150 Sick Leave Management and Medical Notes policy and Policy HR1155	Compliant
Performance management (O. Reg. 191/11, s. 30)	<p>(1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.</p>	January 1, 2016	New hires participate in a performance appraisal before their probation period ends and every year thereafter. Managers/supervisors discuss any accommodation plans the employee may already have in place. Performance Review Policy HR1500	Compliant

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<p>Career development and advancement (O. Reg. 191/11, s. 31)</p>	<p>(1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.</p>	<p>January 1, 2016</p>	<p>Performance Review Policy HR1500. See also HR1155.</p>	<p>Compliant</p>
<p>Redeployment (O. Reg. 191/11, s. 32)</p>	<p>(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.</p>	<p>January 1, 2016</p>	<p>Integrated into Policy HR1155. Accessibility needs and individual accommodation plans have been taken into consideration during past redeployments and will continue to be part of the process for any future redeployment.</p>	<p>Compliant</p>

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PART IV TRANSPORTATION STANDARDS				
IASR Regulation/Section	IASR Requirement	Compliance Date	Status/Comments/ Strategy	Compliance Status
	The standard for transportation applies to transportation providers who operate solely in the province of Ontario.		Does not apply to Cornerstone Housing	N/A
PART IV.I DESIGN OF PUBLIC SPACES STANDARDS (ACCESSIBILITY STANDARDS FOR THE BUILT ENVIRONMENT)				
IASR Regulation/Section	IASR Requirement	Compliance Date	Status/Comments/ Strategy	Compliance Status
	The standard for the design of public spaces only applies to new construction and major changes to existing features.		Not applicable to Cornerstone Housing at this time. Cornerstone will incorporate accessibility requirements under the IASR when building or redeveloping a public space identified under Accessibility Standard for the Design of Public Spaces.	N/A
ADDITIONAL BARRIERS				
Additional barriers identified in our organization.			Cornerstone will review any barrier brought to our attention by an employee, client or member of the public. In consultation with the individual raising the concern we will take steps to eliminate the barrier or reduce the impact it has on the individual if at all possible. Accessibility issues and questions may be addressed by contacting accessibility@cornerstonewomen.ca	Compliant

For more information on this accessibility plan please contact the Administrator for Cornerstone Housing at 613-254-6584, x. 502 or by email at accessibility@cornerstonewomen.ca