

## TRIO Fertility – Multi-Year AODA Accessibility Plan (2025–2029)

Year	Focus Area	Action/Initiative	Responsible Team	Status/Notes
2025	Policy & Awareness	<ul style="list-style-type: none"> <li>- Review and update AODA policies and accessibility plan</li> <li>- Re-launch AODA training for all employees, including new hires</li> </ul>	HR & Compliance	Annual review; Ensure training is tracked
2025	Information & Communication	<ul style="list-style-type: none"> <li>- Ensure all public-facing documents are available in accessible formats upon request</li> </ul>	Patient Relations	Ongoing
2025	Website Compliance	<ul style="list-style-type: none"> <li>- Audit website for WCAG 2.0 Level AA compliance</li> <li>- Address any accessibility gaps identified in the audit</li> </ul>	Marketing & IT	By Dec 2026
2025	Built Environment	<ul style="list-style-type: none"> <li>- Conduct accessibility audit of physical locations (e.g., waiting rooms, washrooms, signage)</li> </ul>	Facilities	Complete audit by Q3
2026	Training & Education	<ul style="list-style-type: none"> <li>- Incorporate accessibility principles into onboarding and</li> </ul>	HR & Clinical Education	Ongoing initiative

		continuous education - Introduce unconscious bias & inclusive service training		
2026	Employment	- Review and update recruitment policies to include accessible hiring practices - Provide accommodations during interviews	HR	Ongoing initiative - Include in job postings
2026	Feedback Process	- Ensure feedback mechanisms are accessible and clearly communicated	Quality & Patient Relations	Annual review
2027	Digital Accessibility	- Launch accessible patient education materials (videos, guides) - Ensure all digital tools/platforms used by patients meet AODA digital standards	Marketing & IT	Mid-year rollout
2027	Accommodation	- Develop internal process for individualized accommodation plans for staff	HR	Include in employee handbook
2028	Customer Service Standards	- Evaluate accessibility of all front-line patient interactions (reception, online	Patient Experience	Include in quarterly reviews

		booking, etc.) - Include patients with disabilities in feedback loop		
2028	Transportation (if applicable)	- Review any transportation arrangements (e.g., shuttles) for accessibility	Operations	N/A unless service added
2029	Review & Refresh	- Conduct full accessibility compliance review - Update Multi-Year Plan - Celebrate progress and identify gaps for next cycle	HR, Quality, Executive Team	Plan refresh due Dec 2029