

*Accessibility for Ontarians  
with Disabilities Act (AODA)*  
Multi-year Plan Progress  
Report 2023



LEGAL AID ONTARIO  
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## **Summary of progress**

This summary highlights examples of progress towards goals outlined in Legal Aid Ontario's (LAO) *Accessibility for Ontarians with Disabilities Act* (AODA) Multi-year Plan. The report describes relevant projects and initiatives that have occurred and are underway at LAO from January 2023 up to and including January 2024. This is a non-exhaustive list of work undertaken by LAO this year. LAO engaged with the accessibility committee, the Equity, Diversity and Inclusion (EDI) office and many departments and individuals within LAO on accessibility initiatives and actions to continue our efforts to develop an accessible workplace. LAO is reporting only on the pieces of work highlighted in the AODA Multi-year Plan.

## **Policies**

LAO has committed to the creation and yearly review of its Accessibility Policy and HR Accessibility Policy.

In 2023, LAO reviewed both of these policies. The accessibility committee, the EDI office and relevant stakeholders across the organization participated in this examination. The policies are posted on both our internal and external webpages.

## **Learning and development opportunities**

### **AODA training and customer service training**

LAO provides training to employees and volunteers on accessibility standards and on the *Human Rights Code*, including how it relates to people with disabilities. Training of all staff and volunteers is completed within 30 days or as soon as is practicable and recorded in LAO's HR database.

LAO roster lawyers must certify that they have completed the AODA accessibility standards training before they can become a member or renew their membership with LAO.

LAO is committed to providing additional training for staff and volunteers. In 2023, LAO conducted many educational learning opportunities, including:

- Mental health lunch-and-learn events
- Mandatory accessibility policy training for all LAO staff
- Self-care through Indigenous teachings lunch and learn
- Vicarious trauma training

LAO has provided resources and tools to educate and aid in continuous learning for accessible customer service. These include:

- 2SLGBTQ+ mental health resources
- Vicarious trauma resources
- Accessibility resources and educational materials

## **Emergency Response Plan**

Providing a safe work environment for all staff is important to LAO. Since rolling out our hybrid model policy, LAO has updated our emergency response guide to reflect the new work environment.

## **Accessibility Committee**

The accessibility committee continues to meet bi-monthly. This committee works on building learning opportunities for staff and contributes to ongoing accessibility initiatives at LAO. The accessibility committee helps to support an inclusive and accessible work environment at LAO.

## **Diversity demographic and inclusion survey**

LAO is working with an outside organization that specializes in conducting large organizational analyses through an Inclusion, Diversity, Equity, and Anti-Racism (IDEA) lens. Together we plan to launch our second diversity demographic and inclusion survey. This will aid in gaining a more in-depth understanding of any issues that staff with disabilities may be facing. It will allow LAO to create a more inclusive and accessible environment with input from staff that allows their voices to be heard. This survey is scheduled for January 2025.

For more information on this accessibility plan or to request an accessible version of this document, please contact:

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