

## **Accessibility Plan (AODA) for Thunder Bay Community Economic Development Commission Inc.**

**Effective Date:** Nov 26, 2025

**Review Date:** Oct 1, 2029

**Prepared by:** Tracy Hamalainen, Supervisor Finance & Administration

**Approved by:** CEDC Board of Directors

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### **1. Introduction**

The Thunder Bay Community Economic Development Commission Inc. (Thunder Bay CEDC) is committed to meeting its obligations under the Accessibility for Ontarians with Disabilities Act (AODA), 2005. This accessibility plan outlines the policies and actions we will put in place to improve opportunities for people with disabilities.

We are dedicated to ensuring that all Ontarians, including those with visible and invisible disabilities, are treated with respect, dignity, and independence.

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### **2. Statement of Commitment**

The Thunder Bay CEDC is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by identifying, preventing, and removing barriers to accessibility.

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### **3. Accessibility Achievements to Date**

- Provided AODA Customer Service Standard training to all staff and volunteers.
- Ensured our public website is Web Content Accessibility Guidelines (WCAG) 2.0 Level AA (second-highest level) compliant.
- Creating a AODA section within the websites for better communication strategies for AODA requirements.
- Offering alternative formats for communications upon request.
- Providing public notices when Terry Fox and the Pagoda are temporary closed due to disclosures and disruptions.
- Ensuring that the recruitment procedures allow for accommodations.

- Adding signage to the CEDC office doors for service animals.
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## **4. Strategies and Actions**

### **A. Customer Service**

**Goal:** Continue to meet the Accessible Customer Service Standard.

**Actions:**

- Provide accessible customer service training to all new staff, board members, and volunteers.
- Continue to welcome service animals and support persons at our premises.
- Provide accessible feedback processes.

### **B. Information and Communications**

**Goal:** Ensure that all communications are accessible to persons with disabilities.

**Actions:**

- Ensure our website and web content meet WCAG 2.0 Level AA standards.
- Provide alternative formats upon request (e.g., large print, audio, accessible PDFs, meeting in person).
- Provide best practices and tools on how to communicate effectively with individuals with various disabilities.

### **C. Employment**

**Goal:** Ensure accessibility throughout the employment lifecycle.

**Actions:**

- Notify employees and the public about the availability of accommodations during recruitment.
- Provide individualized accommodation plans as needed.
- Ensure that performance management, career development, and job retention processes are accessible.

### **D. Training**

**Goal:** Ensure all staff and volunteers are trained on accessibility standards and human rights.

**Actions:**

- Provide mandatory AODA and Ontario Human Rights Code training to all employees, board members, contractors/consultants and volunteers.
  - Keep records of training provided.
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**5. Feedback Process**

Feedback can be submitted via:

- Email: [tracy.hamalainen@thunderbay.ca](mailto:tracy.hamalainen@thunderbay.ca)
- Phone: (807) 633-0619
- Mail or in-person: Thunder Bay CEDC, PO Box 800 Thunder Bay ON P7C 5K4, for in person requests, please e-mail

Alternate formats and communication supports are available upon request.

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**6. Review and Monitoring**

This accessibility plan will be reviewed and updated at least once every five years. Updates will reflect our progress and any new requirements.

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**7. Contact Information**

**Accessibility Contact:**

Name: Tracy Hamalainen  
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