

NOHFC Multi-Year Accessibility Plan (2026-2030)

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Introduction

The Northern Ontario Heritage Fund Corporation (NOHFC) was established in 1988, with a mandate to promote and stimulate economic development initiatives in Northern Ontario by providing financial assistance to projects that stabilize, diversify and foster economic growth of the region.

NOHFC is committed to driving economic growth and diversification in Northern Ontario by partnering with communities, businesses, and entrepreneurs to create jobs and strengthen the regional economy. Guided by principles of adaptability, inclusiveness, and forward-thinking, NOHFC recognizes the unique circumstances of Northern Ontario and strives to deliver programs that reflect the needs of its diverse communities, including Indigenous peoples. Through ongoing strategic planning and annual reviews, NOHFC ensures its initiatives remain responsive, flexible, and aligned with building a stronger, resilient Ontario.

Statement of Commitment

At NOHFC, we believe that accessibility is fundamental to building strong, inclusive communities and ensuring equal opportunity for all. We are committed to creating an environment where every individual - employees, clients, and stakeholders - can participate fully and independently in our programs and services. This multi-year accessibility plan puts NOHFC's Accessibility Policy into action and ensures ongoing compliance with Accessibility for Ontarians with Disabilities Act (AODA) and Integrated Accessibility Standards Regulation (IASR) requirements across customer service, information and communications, employment, procurement, and the design of public spaces.

Five Year Accessibility Plan

The purpose of the 5-Year Accessibility Plan is to ensure that NOHFC continues to expand on its accessibility offerings as well as remain compliant with applicable legislation. Activities over the next five years will be focused on the on-going review of existing policies, improving the service skills of our employees, enhancing accessibility offerings for employees and clients, and filing required status reports.

Governance, Roles & Responsibilities

To successfully implement and maintain accessibility across NOHFC, everyone in the organization has a role to play. Clear responsibilities ensure accountability and NOHFC meet its obligations under the Accessibility for Ontarians with Disabilities Act (AODA).

The following outlines the specific roles and responsibilities of individuals and groups within NOHFC to support an inclusive and barrier-free environment.

Board of Directors

- Provide oversight and ensure NOHFC meets its obligations under the Accessibility for Ontarians with Disabilities Act (AODA).

Executive Director

- Champion accessibility initiatives across the organization.
- Allocate resources to implement accessibility commitments.
- Monitor compliance and report progress to the Board.

Accessibility Coordinator (or Designated Contact)

- Serve as the primary point of contact for accessibility inquiries and feedback.
- Maintain and update the Accessibility Policy and Multi-Year Accessibility Plan.
- Ensure compliance reporting is completed on time.

Managers and Supervisors

- Integrate accessibility practices into daily operations and decision-making.
- Ensure staff receive required AODA training.
- Respond promptly to accommodation requests and accessibility concerns.

Employees

- Complete mandatory accessibility training.
- Follow accessibility practices in service delivery and communications.
- Report barriers or accessibility issues to their manager or the Accessibility Coordinator.

Contractors and Service Providers

- Comply with NOHFC's accessibility requirements when delivering goods or services.
- Provide services in a manner consistent with AODA standards.

Accessibility Policy

NOHFC is committed to creating and maintaining an accessible environment that enables full participation for people of all abilities. Accessibility is not only a legal requirement under the Accessibility for Ontarians with Disabilities Act (AODA) but also a fundamental part of our organizational values and service delivery.



To achieve this, NOHFC will:

- **Integrate Accessibility into Operations:** Embed accessibility considerations into all programs, services, and decision-making processes.
- **Remove and Prevent Barriers:** Identify and address physical, technological, informational, and attitudinal barriers that may limit participation.
- **Provide Accessible Services:** Ensure that all services are delivered in a manner that respects dignity, independence, integration, and equal opportunity.
- **Comply with Standards:** Meet or exceed all requirements under the Integrated Accessibility Standards Regulation (IASR).
- **Engage and Improve:** Seek feedback from employees, clients, and stakeholders to continuously improve accessibility practices.
- **Train and Educate:** Provide mandatory accessibility training to all staff and ensure ongoing awareness of accessibility obligations.
- **Feedback Process:** Maintain a process for receiving and responding to accessibility feedback promptly and effectively.

This policy applies to all NOHFC employees, contractors, and anyone acting on behalf of the organization. It will be reviewed regularly and updated as needed to reflect legislative changes and best practices.



Accessibility Standards and Key Commitments

Under Ontario legislation, NOHFC must comply with the Accessibility for Ontarians with Disabilities Act (AODA) and its regulations, primarily the Integrated Accessibility Standards Regulation (IASR). NOHFC is committed to meeting or exceeding all IASR requirements across the five mandated accessibility standards which include:

- Customer Service
- Information and Communication
- Employment
- Transportation
- Design of Public Spaces

NOHFC will maintain its Accessibility Policy and multi-year plan as a core requirement, reviewing them annually and publishing updates on its website, with a full refresh scheduled by 2030. Accessibility will be integrated into procurement processes by mandating vendor compliance with WCAG 2.0 Level. All employees will complete training on AODA, IASR, and the Ontario Human Rights Code, supplemented by role-specific refreshers for managers and content creators to ensure timely completion and sustained compliance.

Customer Service

In accordance with AODA, NOHFC will deliver services in a manner that upholds dignity, independence, and equal opportunity for individuals with disabilities. This commitment includes developing accessible policies, permitting the use of assistive devices and support persons, ensuring communication in accessible formats, providing staff training on accessibility principles, issuing timely notices of service disruptions, and maintaining an inclusive feedback process.

Information and Communications

NOHFC will provide accessible feedback channels and ensure timely delivery of alternate formats and communication supports upon request. Emergency information will be made accessible, and all websites and digital content will meet WCAG 2.0 Level AA standards.

Employment

Recruitment, onboarding, and workplace processes will be fully accessible, including accommodation notices, individualized plans, and emergency response information. Performance management, career development, and redeployment will incorporate accessibility considerations to support employees with disabilities.

Transportation

NOHFC does not provide transportation services.

Design of Public Spaces

All new construction or major renovations of public spaces will meet IASR technical standards for accessible paths, parking, and waiting areas, with accessibility integrated into project planning and verification.

Measuring Program Success

Measuring the efficacy of NOHFC's accessibility program is critical to ensuring its continued success. Under the Accessibility for Ontarians with Disabilities Act (AODA), designated public sector organizations must file an Accessibility Compliance Report with the Government of Ontario every two years. NOHFC will engage in the following monitoring activities to deliver on its commitments and ensure compliance with AODA.

Key Reporting Commitments:

- **Compliance Certification:** NOHFC will submit its Accessibility Compliance Report by the required deadlines, confirming adherence to AODA and the Integrated Accessibility Standards Regulation (IASR).
- **Internal Monitoring:** Progress on accessibility initiatives will be reviewed annually by management to ensure continuous improvement and compliance.
- **Public Availability:** Reports and updates on accessibility progress will be posted on NOHFC's website and made available in accessible formats upon request.
- **Responsibility:** The Accessibility Coordinator (or designated contact) will oversee



reporting requirements and ensure timely submission to the Province.

Questions, Comment or Concerns

The NOHFC is committed to continuous improvement to ensure an accessible, inclusive experience for all Ontarians.

If you have feedback with respect to our plans, or any aspect of our program, please contact us at: AskNOHFC@ontario.ca.