

MakeWay's Multi-Year Accessibility Plan

This accessibility plan covers MakeWay Foundation and MakeWay Charitable Society, collectively called MakeWay. MakeWay is committed to removing barriers to accessibility and this plan outlines the steps we are taking to do so and improve opportunities for people with disabilities to fully participate in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and its associated standards.

This plan applies to MakeWay's operations in Ontario and will be reviewed and updated as progress is made and as requirements evolve.

As of January 2026, MakeWay has completed the following accessibility initiatives:

General:

- Established a consistent accessibility policy for MakeWay Foundation and MakeWay Charitable Society

Training:

- Upon the time of hire, all Ontario based employees or employees who provide services in Ontario receive training in the Accessible customer service.
- Accessibility and human rights training for existing Ontario-based and serving staff is underway and will continue into the first half of 2026.

Employment

- Employment adheres to accessible recruitment and employment practices that address accommodation processes for job applicants and employees.

Customer Service Standards

- Established procedures to respond to accessibility needs of employees, volunteers, members of the public and job applicants
- Ensure that support persons, service animals and assistive devices are welcomed in interactions with MakeWay

Information and Communication Standards

- Implemented procedures for how to respond to requests for information in accessible formats. Requests can be made to: info@makeway.org

Posting of Documents

- MakeWay will post its Accessibility Policy and Plan at <http://makeway.org/about-us/policies/>. They can also be made available upon request and in a format that takes into account a person's disability.

Feedback Process

- Established a feedback mechanism where accessibility concerns can be emailed to concerns@makeway.org
- Anyone providing feedback to MakeWay will receive acknowledgement of their feedback along with any resulting action relating to the submitted concern or complaint in accordance with the Feedback Policy.

Ongoing Initiatives

- MakeWay will continue to review how to enhance accessibility within the organization on an ongoing basis.
- MakeWay will ensure all Ontario based and serving staff trained in AODA and Human Rights in the first half of 2026.
- MakeWay will document an accessible recruitment and employment policy in the first half of 2026.
- MakeWay will take reasonable steps to ensure that its websites and digital communications are accessible, in accordance with applicable accessibility standards.

Date of Last Review: January 2026