



3640 Wells Street, Windsor, ON N9C 1T9 (519) 966-7283
E-mail: autism@mnsi.net Website: www.autismservicesinc.com

MULTI-YEAR ACCESSIBILITY PLAN May 2026

MESSAGE FROM ASI

Autism Services Incorporated (ASI) is committed to providing an inclusive, accessible, and welcoming environment for all individuals, including persons with disabilities. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), ASI strives to ensure our programs, services, communications, and facilities are accessible for students, families, staff, volunteers, and community members.

ASI is dedicated to identifying, removing, and preventing barriers to accessibility while promoting dignity, independence, integration, and equal opportunity. We are committed to meeting the accessibility needs of individuals with autism spectrum disorder and other disabilities through ongoing staff training, accessible communication practices and inclusive programming.

As part of our commitment to AODA compliance, ASI will continue to review and improve its policies, procedures, and practices to ensure accessibility standards are met and maintained across all areas of the organization.

Autism Services Inc. strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Autism Services Inc. is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario and accessible province for all Ontarians.

The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. Returning staff are trained yearly as part of our mandate.

We maintain records of the training provided including dates on which the training was provided and the number of individuals to whom it was provided.

Section 1. Past Achievements to Remove and Prevent Barriers

Customer Service

ASI has remained in compliance with the Customer Service Standards. ASI has continued to improve accessibility for students, families, staff, volunteers, and community members by providing inclusive and individualized support services. ASI has implemented practices that promote dignity, independence, integration, and equal opportunity for individuals with disabilities. Staff and volunteers are encouraged to communicate in ways that meet the unique needs of each individual we support, including adapting communication styles and providing additional assistance when required. ASI also welcomes support persons and service animals in accordance with accessibility standards.



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We provide family assessments of our Bruce Awad Summer Program to understand and acknowledge the feedback they have on the program. Should there be feedback requiring change, the Board of Directors meet to devise an action plan to address the concerns. Parents, students, directors, and support workers meet throughout the program should any situation arise that requires immediate attention.

Information and Communications

ASI has taken steps to ensure information is accessible and easy to understand for the individuals and families we serve. Program information, forms, and communications are provided in clear and supportive language whenever possible. Families are able to request accommodations related to communication needs, and ASI works to provide accessible formats and communication supports upon request. ASI also utilizes multiple communication methods, including email, phone calls, social media, and printed materials, to improve accessibility and engagement.

Employment

ASI is committed to fair and accessible employment practices. Accessibility considerations are incorporated into recruitment, hiring, onboarding, and employee support processes. Applicants are informed that accommodations are available during the recruitment and interview process upon request. ASI also supports employees with disabilities through individualized accommodations where appropriate and fosters an inclusive workplace culture that values diversity and respect.

Training

ASI has provided accessibility and disability awareness training to staff and volunteers as required under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Training includes information on providing accessible customer service, understanding accessibility standards, and interacting respectfully and effectively with individuals with various disabilities, including autism spectrum disorder. ASI continues to promote ongoing awareness and education related to accessibility and inclusion. Training occurs yearly. Other training includes CPR, First Aid, and BMS certification.

Transportation

ASI has worked to support accessible participation in programs and activities by considering transportation barriers faced by students and families. Where possible, transportation supports and planning have been incorporated into program development to improve access to services and community-based experiences. ASI continues to explore opportunities to reduce transportation-related barriers for participants and caregivers.

Design of Public Spaces

ASI is committed to maintaining a safe, welcoming and accessible environment for all individuals accessing its programs and services. Efforts have been made to reduce physical barriers within the program spaces where possible, including maintaining clear pathways, accessible entrances, and supportive environments that consider sensory and mobility needs.

Section 2. Strategies and Actions

Customer Service

ASI is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services, and facilities to people with disabilities with the same high quality and timeliness as others.



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Initiative: Continue providing accessible and individualized customer service to students, families, staff, volunteers, and community members.

Actions:

- Continue accommodating individual communication and support needs
- Maintain policies that support the use of service animals, devices and support persons
- Continue responding to accessibility feedback and concerns in a timely manner

Timeline: Ongoing – reviewed annually

Information and Communications

ASI is committed to making our information and communications accessible to people with disabilities.

Initiative: Improve accessibility of information and communication methods.

Actions:

- Continue providing accessible communication supports and formats upon request.
- Use clear, inclusive, and easy-to-understand language in program materials and communications
- Continue utilizing multiple communication platforms, including email, phone, social media, and printed materials to improve accessibility for families and community members

Timeline: Ongoing – reviewed annually and updated as needed

Employment

ASI is committed to fair and accessible employment practices.

Initiative: Maintain accessible and inclusive employment practices.

Actions:

- Continue notifying applicants that accommodations are available during the recruitment and hiring processes.
- Continue supporting employees requiring workplace accommodations.
- Review workplace policies and practices to ensure ongoing compliance with AODA employment standards.

Timeline: Ongoing – reviewed annually

Training

ASI is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

Initiative: Continue accessibility and inclusion training for staff and volunteers.

Actions:

- Provide AODA and accessible customer service training to all new staff and volunteers
- Continue ongoing education related to accessibility awareness, inclusion and respectful communication
- Maintain records of completed training where required.



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Timeline: Training provided during onboarding and yearly thereafter.

Transportation

ASI is committed to accessible transportation services.

Initiative: Continue addressing transportation barriers for program participants and families.

Actions:

- Continue considering transportation needs during program planning and community outings
- Explore opportunities for transportation support and partnerships when feasible
- Work to reduce barriers that may limit participation in programs and activities

Timeline: Ongoing – reviewed annually based on program needs and available resources

Design of Public Spaces

ASI will meet accessibility laws when building or making changes to public spaces.

Initiative: Maintain accessible and inclusive program services.

Actions:

- Continue monitoring program environments to identify and reduce physical and sensory barriers where possible
- Maintain safe and accessible pathways, entrances, and common areas
- Consider accessibility needs when making future modifications to program spaces

Timeline: Ongoing – reviewed annually and as program area changes are needed.

For more information on this accessibility plan, please contact:

Ferraiuolo, Rosa-Maria (Executive Director)

519-966-7283

autism@mnsi.net

Our accessibility plan is publicly posted at www.autismservicesinc.com

Standard and accessible formats of this document are free on request from

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