

West Neighbourhood House	
Title:	Accessibility Policy
Approved by:	West Neighbourhood House Board of Directors
Approval date:	January 2014
Revision dates:	November 2017 / / / /

The West Neighbourhood House Accessibility Policy and Accessibility Plan are designed to meet the requirements of the Integrated Accessibility Standards Regulation under the *Accessibility for Ontarians with Disabilities Act, 2005.(AODA)*

Policy Statement

West Neighbourhood House 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 and we are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA.

Under the AODA, the accessibility standards applicable to West Neighbourhood House are:

- Customer Service
- Information and Communication
- Employment

Applicability

- General public
- Program Participants, Clients, Members
- Volunteers
- Student Placements
- Community groups who utilize West Neighbourhood House space
- Staff (including members of management)
- Third Party Contractors

General Principles and Procedures

Opportunities

West Neighbourhood House will give people with disabilities the same opportunity to access our products and services and allowing them to benefit from the same services, in the same place and in similar way as other people as much as possible.

Multi-Year Accessibility Plan

West Neighbourhood House has developed and will maintain a Multi-Year Accessibility Plan, outlining the organization's obligation under the Integrated Accessibility Standards Regulations (IASR). The Plan will be reviewed and updated at least once every five years or as needed, and will continually affirm the organization's commitment to removing barriers and preventing new ones.

West Neighbourhood House will maintain the Multi-Year Accessibility Plan in a written format. The Plan will be available to the public and will be provided in an accessible format if requested.

Customer Service

West Neighbourhood House strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services in a similar way as other people.

West Neighbourhood House has established guidelines and is in compliance with the Accessibility Customer Service Regulations.

- West Neighbourhood House will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities.
- Training has been provided to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of client/participant service policies, practices and procedures.
- Procedures are established for welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties.
- Policies and procedures are implemented for serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services.
- Staff are trained on how to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.
- Guidelines are established for providing accessible printed communication materials, including invoices to clients/participants. For this reason, upon request, materials will be provided in the following formats currently available: hard copy, large print, email.

Please refer to the Accessible Customer Service Policy for further details.

Information and Communication

Accessible Formats

When providing information to, or communicating with a person with a disability, West Neighbourhood House will provide, on request, the information and communication in an

accessible format or with communication support. We will work in consultation with the person with the disability to provide them with the information in a manner that takes into account the person's disability.

Feedback Process

West Neighbourhood House encourages feedback on how it provides programs, goods and services. West Neighbourhood House will ensure that its process for receiving and responding to feedback is accessible to people with disabilities, by providing, or arranging for the provision, of accessible formats and communications supports upon request.

Accessible Website

West Neighbourhood House is committed to working towards having an accessible website with content that will comply and conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at level AA.

Employment

Recruitment and Selection Process

West Neighbourhood House is committed to fair and accessible employment practices that attract and retain people with disabilities. In accordance with the IASR West Neighbourhood House:

- has employment practices which include notification of the availability of accommodation for applicants with disabilities, as well as supports for staff with disabilities.
- annually reviews and modifies as necessary existing recruitment policies and processes to ensure they are in compliance.
- has procedures in place to inform successful applicants of the organization's policies for accommodating employees with disabilities.

Training

West Neighbourhood House provides training for employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided, upon hire and at least annually,

Documented Individual Accommodation Plans

West Neighbourhood House accommodates the needs of its employees with disabilities as required under the Human Rights Code. The process for the development of documented individual accommodation plans:

- includes the employee in the development of the plan
- considers the employee on an individual basis
- proceeds in getting an expert's opinion on the best way to accommodate the employee
- ensures the employee's personal information will be protected

- reviews and updates the plan as required
- provides the plan in a format that respects the individual's needs due to a disability

Communication Support and Accessible Formats for Employees

Upon request, West Neighbourhood House will work with the employee to provide and/or arrange for the provision of accessible formats or communication supports for information that is needed to perform the employee's duties, and information that is readily available to other employees.

The organization will work with the employee making the request to determine an accessible format or communication support.

Workplace Emergency Response Information

West Neighbourhood House will provide individualized workplace emergency responses to employees who have a disability. The organization if made aware, will take into account the employee disability, and with the employee's consent, provide information to the person designated to provide assistance to the employee.

West Neighbourhood House will review the individualized workplace emergency response information when the employee moves to a different office and or location, when the employee's overall accommodation needs or plans are reviewed, and/or when there are changes to the organization's general emergency policies.

Return to Work Process

West Neighbourhood House has implemented and will maintain a documented return to work process for its employees who have been absent from work due to a disability and require accommodations in order to return to work.

The return to work process outlines the steps West Neighbourhood House will take to facilitate the return to work for employees requiring accommodations.

Performance Management

West Neighbourhood House will take into account the accessibility needs of its employees with disabilities, when conducting performance management, discussing career development and/or advancement.