

West Neighbourhood House Multi-Year Accessibility Plan

Purpose

The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is to improve opportunities for people with disabilities. In accordance with our organizational obligations under AODA, specifically the Integrated Accessibility Standards Regulation (O.Reg. 191/11), West Neighbourhood House has prepared a multi-year plan to improve accessibility.

Objectives

The multi-year plan outlines the West Neighbourhood House strategy to prevent and remove barriers for people with disabilities, to address the current and future requirements under AODA, and to fulfill the commitments outlined in the Accessibility Policy.

In accordance with the requirements set out in the IASR, West Neighbourhood House will:

- Implement, review and update the plan in consultation with people with disabilities
- Post the plan on our website (www.westnh.org)
- Report as required all necessary updates to the plan
- Provide the plan in an accessible format
- Review the plan at least every five years or as needed

Commitment

West Neighbourhood House is committed to the continual improvement of access to our facilities, programs and services for participants, staff, volunteers and members of the community. West Neighbourhood House is committed to:

- Maintaining an Accessibility Planning Committee with members of staff, volunteers, and participants
- Seeking the participation of people with disabilities in the development and review of the annual accessibility plan; and the provision of quality services to people with disabilities
- Ensuring that the policies, procedures and practices are consistent with the principles of accessibility and inclusive design
- Improving access to facilities, policies, programs and practices for people with disabilities
- Ongoing identification and removal of barriers to facilities, policies, programs and services.

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INTEGRATED ACCESSIBILITY STANDARDS REGULATIONS		
TARGET DATE: January 2014		
GENERAL REQUIREMENTS	STRATEGIES TO REMOVE AND PREVENT BARRIER	STATUS
Develop, implement and maintain Accessibility Policies in order to meet IASR requirements	Accessibility Policy completed and posted to website and internal system	Completed
Large organization shall establish and maintain a multi-year Accessibility Plan, outlining the organization's strategy to prevent and remove barriers to meet its requirement under the Regulations, and make it publicly available Review and update plan at least once per year	Based on the Accessibility Policy, this document outlines tasks for the upcoming five years and will be posted on our website.	Completed
Consider accessibility when designing, procuring or acquiring self-service kiosks	Currently not applicable but West Neighbourhood House will review compliance if West Neighbourhood House procures or acquires self-service kiosks	Completed
INFORMATION & COMMUNICATIONS	STRATEGIES TO REMOVE AND PREVENT BARRIER	STATUS
Make all new websites and content on those sites conform with WCAG 2.0, Level A	Review current website functionality and ensure compliance Test website with accessibility compliance software and end-users	Completed
TARGET DATE: January 1, 2015		
GENERAL REQUIREMENTS	STRATEGIES TO REMOVE AND PREVENT BARRIER	STATUS
Train employees, volunteers and students providing goods, services and facilities on behalf of West Neighbourhood House on the IASR and the Human Rights Code as it relates to people with disabilities	Review compliance of the Act and incorporate training to all individuals associated with providing goods and services on behalf of West Neighbourhood House Training will be appropriate to roles and duties of the employee Annual review of changes to regulations and subsequent changes to training	Completed

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INFORMATION & COMMUNICATIONS	STRATEGIES TO REMOVE AND PREVENT BARRIER	STATUS
<p>Make existing feedback process accessible and available upon request</p>	<p>Community feedback is welcomed in the following ways:</p> <ul style="list-style-type: none"> - Simple clear forms are available at reception desks of each location and are sealed in an envelope or locked box for viewing by only designated staff; - the website provides a link for electronic feedback (info@westnh.org) - interpretation and literacy supports are available to community members needing support in providing feedback - feedback is reviewed and follow up to relevant and appropriate staff is assigned as needed - feedback will be summarized twice a year and reported to senior management and the Board 	<p>Completed</p>
<p>TARGET DATE: January 1, 2016</p>		
EMPLOYMENT	STRATEGIES TO REMOVE AND PREVENT BARRIER	STATUS
<p>Notify public, employees and potential candidates with disabilities that accommodations can be made in recruitment and assessment processes</p>	<p>Job postings and website information regarding jobs to be reviewed and modified to ensure there is clarity about accommodation</p>	<p>Completed</p>
<p>Notify new hires and employees of our policies for accommodating employees with disabilities</p>	<p>Provide new hires and employees (and public as requested) with Accessibility Policy</p>	
<p>Put in place a written process to develop individual accommodations plans for employees with a disability</p>	<p>Develop written process to:</p> <ul style="list-style-type: none"> - include the employee in the development of the individualized plan - get medical or other expert opinion on the accommodation of the employee and at our own expense if needed and feasible - ensure that the employee's personal information will be protected 	<p>Completed</p>
<p>Put in place a return to work process for employees that have been absent due to a disability</p>	<p>Review compliance and update current return to work process to make it applicable with the regulations</p>	<p>Completed</p>

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Take into account the accessibility needs of employees with disabilities if: <ul style="list-style-type: none"> - using performance management - offering career development or advancement - redeploying employees 	Review accessibility needs of individual employees with supervisors Review and update current performance review process to incorporate accessibility needs or issues	Completed
INFORMATION & COMMUNICATIONS	STRATEGIES TO REMOVE AND PREVENT BARRIER	STATUS
Make publicly available information accessible upon request	Ensure website and staff provide information to community members about how to request accessible formats and communication supports Respond to requests for provision of accessible formats and communications	Completed
TARGET DATE: January 1, 2020 (regulations stipulate this to be done by 2021)		
INFORMATION & COMMUNICATIONS	STRATEGIES TO REMOVE AND PREVENT BARRIER	STATUS
Make all websites and content conform with WCAG 2.0, level AA	Review compliance regulations with website developer Ensure website and all web content and applications are level AA compliant	Ongoing

For more information on this accessibility plan, please contact:

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Accessible formats of this document are available upon request.