

West Neighbourhood House	
Title:	Accessibility Policy
Approved by:	West Neighbourhood House Board of Directors
Approval date:	January 2014
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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. We are committed to meeting the needs of people with disabilities in a timely manner. We work to meet these commitments by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. (AODA). To that end, this policy is designed to meet the requirements of the Integrated Accessibility Standards Regulation (IASR) under the AODA.

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

- Customer Service
- Information and Communication
- Employment
- Transportation
- Built Spaces

Applicability

- General public
- Program Participants
- 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 allow them to benefit from the same services, in the same place and in a similar way as other people as much as possible.

Multi-Year Accessibility Plan

West Neighbourhood House will maintain its [Multi-Year Accessibility Plan](#) (“the Plan”), outlining the organization’s obligation under the IASR . West Neighbourhood House will review and update the Plan at least once every three years, or as needed, and it will continually reaffirm its commitment to removing barriers and preventing new ones.

West Neighbourhood House will ensure that the Plan is available to the public and will provide it 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. West Neighbourhood House is also committed to giving people with disabilities equal opportunity to access its goods and services in a similar way as other people.

West Neighbourhood House will maintain guidelines and will comply with the Accessibility Customer Service Regulations.

Please refer to the [Accessible Customer Service Policy](#) for 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. West Neighbourhood House 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:

- Will follow employment practices that include notification of the availability of accommodation for applicants with disabilities, as well as supports for staff with disabilities.
- Will annually review and modify, as necessary, existing recruitment policies and processes to ensure they are in compliance.
- Will have procedures in place to inform successful applicants of its policies for accommodating employees with disabilities.

Training

West Neighbourhood House will provide 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 will accommodate the needs of its employees with disabilities as required under the Human Rights Code. A documented individual accommodation plan:

- includes the employee in the development of the plan
- considers the employee on an individual basis
- includes an expert's opinion on the best way to accommodate the employee
- ensures the employee's personal information will be protected
- is reviewed and updated as required
- is provided 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 provide an employee with accessible formats or communication supports for information needed to perform their duties.

West Neighbourhood House 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. West Neighbourhood House, if made aware, will take into account the employee's disability and, with the employee's consent, will 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 or location, when the employee's overall accommodation needs or plans are reviewed, or when there are changes to general emergency policies.

Return to Work Process

West Neighbourhood House 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 that 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 discussing performance, career development and advancement.