

Multi-Year Accessibility Plan

INTRODUCTION

West Neighbourhood House (West NH) is committed to fulfilling the requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This multi-year plan outlines the steps we are taking 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 Integrated Accessibility Standards Regulation (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

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)

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 for our employees and customers by 2025.

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 Multi-Year 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.

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- Ongoing identification and removal of barriers to facilities, policies, programs, and services.
- Training employees, volunteers and students who provide goods and services on behalf of West Neighbourhood House on the IASR and the Human Rights Code as it relates to people with disabilities.
- Reviewing compliance of the Act and incorporating training to all individuals associated with providing goods and services on behalf of West Neighbourhood House.
- Designating a point person to implement accessibility policies and procedures.

CUSTOMER SERVICE

West Neighbourhood House is committed to providing services that are in lined with the Accessibility of Ontarians with Disabilities Acts (AODA):

- Staff have been trained on serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services.
- Goods and services are provided in a manner that respects the dignity and independence of the person with disabilities.
- Persons with disabilities are given an equal opportunity as given to others to obtain, use and benefit from the goods and services provided.
- 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.
- A feedback process was established, and comments on our services regarding how well those expectations are being met are welcomed and appreciated.
- Accessible customer service policy was published on our website.

INFORMATION & COMMUNICATIONS

- Make existing feedback process accessible and available upon request.
- Provide various ways that will allow customers to contact the organization.
- Make interpretation and literacy supports available to community members needing support in providing feedback.
- Make publicly available information accessible upon request.
- Ensure community members are aware of how to request accessible formats and communication supports, and that staff are trained on how to provide this information.
- Ensure website and all web content and applications are level AA compliant.
- Make all websites and content conform with WCAG 2.0, level AA.

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ACTIONS TAKEN

- Developed process to respond to accessible information requests.
- Provided training to staff on how to respond to accessible formats requests.
- Websites, web content, and web-applications are accessible, inclusive, and compatible with various assistive technologies.
- Improved readability of wall signs by using plain language, symbols and pictures.

EMPLOYMENT

Recruitment

- Notify new hires and employees of the organization's policies for accommodating employees with disabilities.
- Provide new hires and employees (and public as requested) with Accessibility Policy
- Take into consideration the accessibility needs of employees with disabilities if:
 - Using performance management
 - Offering career development or advancement
 - Redeploying employees
 - Reviewing accessibility needs of individual employees with supervisors.

Individual plans

- Enforce a written process that will be used to create individual accommodations plans for employees with a disability.
- Notify public, employees and potential candidates with disabilities that accommodations can be made in recruitment and assessment processes.

Return to work

- West NH has a duty to accommodate and as such has an established Return to Work Plan for supporting employees who have been absent from work due to a disability.
- An individual work plan will be created with the employee and will be maintained in consultation with the employee, detailing the steps the West NH will take so that the employee can return to work.

Performance management

- West NH will take into consideration accessibility needs and individual accommodation plan when assessing the performance of an employee with a disability.

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ACTIONS TAKEN

- Job postings have been updated to include information to all employees and potential candidates indicating accommodations can be made in recruitment and assessment processes.
- A written process on individual accessibility plan has been implemented
- A more inclusive return-to-work process has been established
- Accessibility needs are now included during a performance review process
- A new process to include individual in the development of accommodation plan, including the protection of personal information
- A documented process for creating an accommodation plan

TRANSPORTATION

West NH will ensure that vehicles used to transport participants are equipped with accessible features and at least one vehicle is fully accessible. West NH will take into consideration the participants accessible needs when providing transportation services.

BUILT SPACES

West NH will work to eliminate physical barriers to meet the accessibility standards when making modifications to public spaces. Supporting barrier free spaces and ensuring that accessibility is embedded in all new projects.

For more information on this accessibility plan, please contact:

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Accessible formats of this document are available upon request.

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