

<b>Policy Name:</b> Multi-Year Accessibility Plan			<b>Policy No:</b> C- AO-05
<b>Developer:</b> DPC	<b>Division:</b> Corporate Services	<b>Category:</b> AODA	<b>Approval:</b> Board
<b>Effective:</b> October 2024	<b>Reviewed/Revised:</b> October 2024	<b>Supersedes:</b> Multi-Year Accessibility Plan: 2017	<b>Next Review:</b> <b>2028</b>

## 1. Purpose

The multi-year accessibility plan of the Centre outlines the policies and actions the Centre will implement to provide inclusive and accessible services to all its stakeholders.

We are committed to treating all people in a way that allows them to maintain their dignity and independence. Building on the Centre's Accessibility Policy, we believe in integration and equal opportunity. We will continue to meet the needs of people with disabilities in a timely manner by: preventing and removing barriers to accessibility; and meeting accessibility requirements under the Integrated Accessibility Standards Regulation (IASR) enacted under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

## 2. Procedure

- 2.1 In order to meet and sustain compliance, new measures will build accessibility into existing and new policies. The goal is to achieve the most effective and efficient access to information for all users.
- 2.2 Procedures for preventative and emergency maintenance of the accessible elements in public spaces and to deal with temporary disruptions when accessible elements are required are:
  - Regular check-ins are done to ensure that everything is in safe and working order
  - For any repairs or upgrades, work order is created as soon as there is awareness of such need
  - Property manager connects with contractor/s to finish the work order in a timely fashion based on the availability of the contractor/s for any repairs or updates required for these matters
- 2.3 We will review and update policies and procedures regularly to ensure high quality accessible service.
- 2.4 Information, including emergency procedures, will be made available in an accessible format, upon request.

2.5 The multi-year accessibility plan focuses on the steps the Centre will take to comply with Ontario's accessibility laws. The related initiatives support compliance with the existing Accessibility Standards in the following areas:

- Customer Service
- Information and Communications
- Employment Standards
- Training

## **2.6 Customer Service**

- The Centre is committed to ensuring that people with disabilities work in an accommodating environment and receive accessible goods and services in a timely manner.
- We will continue to ensure compliance with the Accessible Customer Service Standard.
- We have developed accessible feedback processes to respond to inquiries and suggestions received by e-mail or telephone. This has been communicated to internal and external stakeholders.
- We continue to train all our current employees, volunteers and students in Accessible Customer Service Standard and will continue to provide such training to all our new employees, students and volunteers.

## **2.7 Information & Communications**

- Receiving feedback from our staff and our stakeholders is an important part of our assessment process. We will continue to build consultation strategies to engage key groups, including those representing people with disabilities.
- The Centre will continue to make its website and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA. Our Internet website, technology solutions, communications materials, telephone communications and in-person interactions will be based on accessibility-best practices.
- By January 1, 2021, The Centre's Internet website will continue to conform to WCAG 2.0 Level AA, and all web content available on this site that will be developed after January 1, 2012, will also conform (the exceptions are live captioning and pre-recorded audio descriptions).
- Accessible Emergency Procedures: The Centre will provide its stakeholders with available emergency procedures in an accessible format, upon request. We will also provide persons with disabilities with individualized emergency response information as required.

## **2.8 Employment Standards:**

The Centre will continue to develop and implement employment practices to encourage persons with disabilities to participate fully in all aspects of the organization by:

- identifying and removing workplace barriers;
- inclusive employment processes for recruitment, retention, promotion, return to work, redeployment, performance evaluation and employee development;
- providing managers with accessibility training, tools and templates to support employee/workplace accommodation and address non-discrimination;
- continuously reviewing standards and best practices related to accessible employment.

## **2.9 Training:**

All Centre staff will receive training on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities by January 01, 2015. Training will be provided in a way that best suits the needs of employees, students and volunteers. Through ongoing education and awareness, the Centre will give staff the knowledge and skills they need to meet or exceed compliance requirements. This will include developing alternate formats, hosting accessible meetings and creating documents, processes and policies with accessibility in mind.

## **2.10 Our Commitment:**

The Centre is committed to making accessibility throughout the organization a reality. Many AODA initiatives are in full motion, and more are on the way. We will continue to identify and remove barriers in order to create accessible spaces and services that everyone can use.

We welcome any comments and suggestions about the manner in which the Centre provides in which the Centre can improve accessibility and AODA requirements.

If you have any questions or concerns about this policy or its related procedures, please contact:

**Director of People and Culture**  
**Abiona Centre**  
**1102 Broadview Avenue,**  
**Toronto, ON**  
**M4K 2S5**  
**Phone: 416-425-6348**  
**Fax number: 416-425-4056**  
**E-mail: [aoda@abionacentre.ca](mailto:aoda@abionacentre.ca)**

This policy and its related procedures will be reviewed as per the Centre's policies and procedures or as required in the event of legislative changes.

## **Related Policies**

- C-AO-01 Accessibility Policy for Employees and Volunteers

- C AO-02 Accessible Customer Service
- C-AO-03 Accommodation Policy

### 3. **Acknowledgement & Agreement**

I, \_\_\_\_\_, acknowledge that I have read and understand the Accessibility Policy for Employees and Volunteers. I agree to adhere to this policy as a whole. I understand that if I violate the rules set forth in this policy, I may face disciplinary actions, up to and including termination of employment.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_