

## Multi-year Accessibility Plan (AODA) – Ontario

### Intent

This accessibility plan outlines the strategy of the Downtown Mission of Windsor to prevent and remove barriers for people with disabilities and comply with the requirements of the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005*.

### Statement of Commitment

The Downtown Mission is committed to providing an accessible environment for all clients, employees, volunteers, suppliers, customers and visitors who may enter our premises, access our information, or use our services. As an organization, we respect and comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created. The organization ensures that persons with disabilities are provided with equal opportunities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

### Multi-year Accessibility Plan

This plan is in effect from December 1<sup>st</sup>, 2023, to December 1<sup>st</sup>, 2028

If you have any questions or concerns about this plan or its initiatives, or if you want to receive a copy of the plan in a different accessible format, please contact Executive Assistant; [ea@downtownmission.com](mailto:ea@downtownmission.com)

### Completed Initiatives

The Downtown Mission has completed the following initiatives to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*:

#### General

The Downtown Mission is committed to providing clients with publicly available emergency information, plans or public safety information in an accessible way upon request. This information will also be available to the public.

#### Ongoing Initiatives

The Downtown Mission has provided and will continue to provide employees with disabilities with individualized emergency response information.

The Downtown Mission has developed and will continue to implement and maintain this multi-year plan that outlines strategies and actions to identify, prevent and remove barriers for people with disabilities.

#### New and Ongoing Initiatives

This policy review takes place regularly.

Accessibility, inclusion and belonging of individuals with disabilities is a core value for the DTM.

The Downtown Mission has taken steps to ensure employees and volunteers are provided with the training required to meet current standards and legislation.

All new employees and volunteers complete the training as part of their onboarding.

This training is recorded and is kept in a secure database.

### Information and Communication Standards

The Downtown Mission is committed to meeting the communication needs of people with disabilities. We will listen to individuals with disabilities to determine their information and communication needs.

A feedback process has been established that is accessible, alternative formats such as telephone, mail or in person are available and are listed on our website.

#### New and Ongoing Initiatives

Continue to assess accessibility of existing website organization and content.

Consult with individuals requesting alternative formats.

Internet websites and content conforms to WCAG 2.0 Level AA

Establish a plan for formatting that is not feasible to accomplish in house.

#### Employment Standards

The Downtown Mission is committed to inclusive and accessible employment practices that attract and retain persons with disabilities and embrace the principles of dignity, independence, integration and equal opportunity. We will notify the public and employees that, when requested, the Downtown Mission will accommodate people with disabilities throughout the recruitment and onboarding process.

#### Ongoing Initiatives

##### *Accommodation*

The Downtown Mission will specify that accommodation is available for applicants with disabilities in recruitment material and with regards to interviews and assessments.

Inform employees that our Team Manual contains information regarding policies supporting employees with disabilities. Each employee must sign off for the Team Manual.

Provide updates to any changes in regulations to employees in a timely manner.

When an Individual Accommodation plan is required the DTM will ensure the participation of the employee.

When required the DTM will request outside medical evaluation to determine if accommodation can be provided and how.

The DTM in Accommodation decisions will ensure a high level of privacy in all its employee engagements.

The DTM will provide regular updates and reasons for denial if applicable.

##### *Return to Work*

The Downtown Mission is committed to developing and putting in place a process for developing individual accommodation plans and return to work policies for employees.

The Downtown Mission will ensure a process for each employee returning to work and requiring a disability related accommodation.

This process is highly individualized and uses documented plans.

##### *Performance Management*

The Downtown Mission is committed to ensuring the accessibility needs of employees with disabilities needs are considered with regards to career development and performance management.

The Downtown Mission reviews regularly and updates as needed our Team Manual Human Resources policies and procedures with regards to performance management process: career development and advancement opportunities and when reassigning employees with disabilities.

#### Customer Service Standards

The Downtown Mission makes reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles.

Goods or services are provided in a manner that respects the dignity and independence of persons with disabilities. Persons with disabilities are given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.

Persons with disabilities may use assistive devices and/or support persons in the access of goods and services.

Persons with disabilities and their service animals are accommodated in all aspects, if possible, of service provision.

DTM employees when communicating with a person with a disability will do so in a manner that takes into account the individual's disability.

#### Ongoing Initiatives

Notice will be provided on the phone, or in writing, and if timely on our website, when a Service Disruption occurs and will be done as quickly as possible if the disruption is unexpected.

Online training on 'Creating a Respectful Workplace' and AODA are mandatory for all new employees during their onboarding process. These trainings address areas with regard to how to better interact with and/or accommodate persons with disabilities. Employees will gain understanding of their responsibilities in creating an inclusive and accessible environment, accepting and respectful of the differences between individuals.

Completion of all employee training is tracked and recorded.

Comments and/or complaints relating to our programs and services are welcomed. This feedback goes to our Executive Assistant to be directed and handled by the department Director.

A process is in place to ensure that feedback deemed 'must act upon' is reviewed to ensure appropriate actions are taken.

Any person with a disability who is accompanied by a support person or by a service animal will be allowed access to our program and services if possible. Currently our shelter program does not have the capacity to allow service animals. We review this capacity as needed.

Report compliance as required.