



MULTI-YEAR ACCESSIBILITY PLAN

PARTICIPATION HOUSE, MARKHAM

(January 1, 2021 – January 1, 2026)

Statement of Commitment

Participation House Markham 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 providing a barrier-free environment for all the people to whom we provide supports and services and their families, as well as all employees, job applicants, suppliers, visitors, and other people who enter our premises and access our information.

As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (AODA) and all the standards that apply to Participation House, Markham.

Accessibility Plan Purpose

This Multi-Year Accessibility Plan (“Accessibility Plan”) outlines Participation House Markham’s compliance with AODA, including the requirements set by the Integrated Accessibility Standards Regulations. Participation House Markham is committed to fulfilling its obligations under AODA and making its premises and services accessible to all Ontarians.

This accessibility plan outlines the steps Participation House Markham has taken and will continue to take to meet the requirements under the AODA and to improve opportunities for people with disabilities.

This Accessibility Plan is available to all employees and the general public via our external website and can be requested in an accessible format at no charge using the contact information at the end of this document.

Customer Service

Participation House Markham is committed to providing accessible services and supports to people with disabilities and to remove and prevent barriers to accessibility ensuring people with disabilities are treated with dignity, independence, and receive equality of opportunity.

We have taken the following steps:

- Development of an *Accessible Customer Service Standard Policy* which

is available on our website.

- Training of staff and volunteers as appropriate.
- Welcoming service animals and support persons.
- Implementation of a feedback process.
- Providing accessible formats and communication supports to persons with disabilities upon request at no extra costs.

Training

Participation House Markham provides training to new employees and volunteers as appropriate on:

- Integrated Accessibility Standards Regulations, detailing the purpose of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
- Accessibility Policies
- Accommodation Policies
- Serving Customers with Disabilities

The training is appropriate to the duties of the employees, volunteers, and other persons. Employees will be trained when changes are made to the accessibility policies. New employees will be trained during orientation. Participation House Markham maintains a record of the training it provides.

INFORMATION AND COMMUNICATIONS STANDARDS

Feedback

Participation House Markham is committed to meeting the communication needs of people with disabilities. We continue to ensure the process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request.

Accessible Formats and Communication Supports

Upon request, Participation House Markham provides or arranges for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

Participation House Markham consults with the person making the request in determining the suitability of an accessible format or communication support.

Participation House Markham provides notification to the public about the availability of accessible formats and communication supports.



Accessible Websites and Web Content

All new content on Participation House Markham's website and its content conform to the WCAG 2.0, Level AA except where this is impracticable.

Employment

Participation House Markham is committed to fair and accessible employment practices including:

- Accessible formats and communication supports for employees.
- Established process for individual accommodation plans and return to work programs.
- Accommodate people during the recruitment and hiring processes.

Workplace Emergency Response Information

Participation House Markham is committed to providing employees and people supported, who have a disability individualized emergency response information, as required.

Contact Information

To provide feedback or for more information, please forward comments to:

Director, Human Resources

Phone: (905) 294-1008 Ext. 222

Fax: (905) 294-4471

E-Mail: hr.director@participationhouse.net

Approved by Participation House Markham's Interim Executive Director November 30, 2023