



## **MULTI-YEAR ACCESSIBILITY PLAN**

### **PARTICIPATION HOUSE, MARKHAM (January 1, 2012 – January 1, 2021)**

#### **INTRODUCTION**

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 meeting the needs of persons with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”)

This accessibility plan outlines the steps Participation House Markham is taking to meet the requirements under the AODA and to improve opportunities for people with disabilities.

#### **I. ACCESSIBLE CUSTOMER SERVICE STANDARD**

Participation House Markham *Accessible Customer Standard Policy* outlines our commitment to meeting the needs of individuals with disabilities and to remove and prevent barriers to accessibility.

We have taken the following steps:

- Development of an *Accessible Customer Service Standard Policy* which is available on our website;
- Training of staff, volunteers and boards members;
- Welcoming service animals and support persons;
- Implementation of a feedback process for providers of goods or services; and
- Providing accessible formats and communication supports to persons with disabilities upon request at no extra costs.

## **II. TRAINING**

Participation House Markham is committed to providing training on the requirements of the accessibility standards referred to in the Regulation and continues to provide training on the *Human Rights Code* as it pertains to persons with disabilities, to:

- all its employees and volunteers;
- all persons who participate in developing Participation House Markham policies; and,
- all other persons who provide goods, services or facilities on behalf of the company

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 policy. New employees will be trained during orientation. Participation House Markham maintains a record of the training it provides.

## **III. 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 arrange 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 Internet websites, including web content, will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where this is impracticable.

## **IV. EMPLOYMENT STANDARDS**

### **Recruitment, Assessment or Selection Process**

Participation House Markham is committed to fair and accessible employment practices. Job applicants are notified when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, Participation House Markham will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

### **Notice to Successful Applicants**

When making offers of employment, Participation House Markham notifies the successful applicant of its policies for accommodating employees with disabilities.

### **Informing Employees of Supports**

Participation House Markham informs its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information is provided to new employees as soon as practicable after commencing employment.

### **Accessible Formats and Communication Supports for Employees**

Upon the request of an employee with a disability, Participation House Markham will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform the job, and information that is generally available to other employees.

In determining the suitability of an accessible format or communication support, Participation House Markham will consult with the employee making the request.

### **Performance Management**

Participation House Markham takes into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.

### **Career Development & Advancement**

Participation House Markham takes into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.

## **Redeployment**

Participation House Markham takes into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.

## **Workplace Emergency Response Information**

Participation House Markham is committed to providing individualized workplace emergency response information to employees who have a disability as required.

Where the employee requires assistance, Participation House Markham will, with the consent of the employee, provide the workplace emergency response information to the person designated by Participation House Markham to provide assistance to the employee.

Participation House Markham will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodations need, or plans are reviewed.

## **Documented Individual Accommodation Plans**

Participation House Markham will maintain a written process for the development of documented individual accommodation plans for employees with disabilities.

If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans. In addition, the plans will include individualized workplace emergency response information (where required) and will identify any other accommodation that is to be provided.

## **Return to Work Process**

Participation House Markham maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

The return to work process outlines the steps Participation House Markham will take to facilitate the return to work and includes documented individual accommodation plans as part of the process. This return to work process does not replace or override any other return to work process created by or under any other statute (ie., the *Workplace Safety Insurance Act, 1997*).

## Questions about this plan

This plan has been developed to break down barriers and increase accessibility for persons with disabilities. Standard and accessible formats of this document are free on request.

If anyone has a question about the plan, or if the purpose of a plan is not understood, an explanation will be provided by:

Nadine Buchanan, Director, Human Resources

*Phone: (905) 294-1008 Ext. 222*

*Fax: (905) 294-4471*

*E-Mail: [nadinebuchanan@participationhouse.net](mailto:nadinebuchanan@participationhouse.net)*