Integrated Accessibility Policy and Multi-Year Plan

Creation Date: October 2014

Revision Date: December 2023

Fife House Foundation Accessibility Policy Statement

The following policy, practices and procedures have been established by Fife House Foundation to govern the provision of its services in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and Regulation 429/07 "Accessibility Standards for Customer Service."

Fife House Foundation is subject to the provisions of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA); its purpose is to ensure greater accessibility for Ontarians with disabilities. The AODA is Ontario's roadmap to becoming barrier-free by 2025. Under the AODA, Ontario Regulation 191/11 - Integrated Accessibility Standards Regulation (IASR).

The requirements of AODA and the IASR are not a replacement or a substitution for the requirements established under the Ontario *Human Rights Code*, the *Workplace Safety and Insurance Act, 1997* and the *Occupational Health and Safety Act*.

This Multi-Year Accessibility Plan outlines Fife House Foundation's compliance with the AODA, current achievements with regards to accessibility, sets out upcoming obligations pursuant to the AODA, and identifies how Fife House Foundation will meet those obligations. Fife House Foundation is committed to fulfilling our requirements under the AODA and making its premises and services accessible to all Ontarians.

In accordance with the IASR, Fife House Foundation will:

- report annually on progress in implementing this Plan and our ongoing efforts to prevent and remove barriers by updating this document and posting the updates on **Fife House Foundation's** website;
- provide all information relating to this Plan in an alternative format upon request;
- post the Multi-Year Accessibility Plan on the Fife House Foundation website;
- review and update the Plan at least once every five years;
- review and update the Plan in consultation with persons with disabilities;
- prepare an annual status report and post it on the Fife House Foundation website.

Statement of Commitment

Fife House Foundation 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 and are committed to meeting the needs of people with disabilities in a timely manner. We will do so by preventing and removing barriers and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*.

Fife House Foundation shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

Dignity and Independence – The programs and services must be provided in a manner that respects the dignity and independence of persons with disabilities. We will always be willing to assist a person with a disability but will not do so without the express permission of the person.

Integration – The provision of goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from goods and services.

Equality of Opportunity – Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from goods or services.

Accessible Emergency Procedures, Plans or Public Safety Information

Safety is a priority for **Fife House Foundation** and we strive to ensure that our facilities are safe for clients, visitors and employees. The Property Management companies at Fife House's leased facilities have accountability to prepare building related emergency procedures, plans or public safety information and the provision of this information in an accessible format or with appropriate communication supports, as soon as possible, upon request.

Action planned:

- Ensure that third party facilities managers provide building related emergency and public safety information in an accessible format or with appropriate communication supports, as soon as practical, upon request.

Multi-Year Accessibility Plan 2023-2028 Integrated Accessibility Standard Regulation General

Requirement: Accessibility policy

Fife House Foundation currently maintains an active AODA policy. The policy includes an organizational statement of commitment and requirements for employees at all levels of the organization to meet the accessibility requirements for persons with disabilities in a timely manner.

Actions taken:

- The AODA policy was reviewed and updated in accordance with internal review processes.
- The AODA policy will be made available in an accessible format to customers requesting a copy of the policy.

Actions planned:

- Continue to review the AODA policy at least every three years or whenever Fife House Foundation practices and/or procedures change to ensure it is up to date and all AODA requirements are integrated.
- Continue making the AODA policy available in an accessible format to customers requesting a copy of the policy.

Requirement: Fife House Foundation Multi-Year Accessibility Plan

This accessibility plan outlines the policies and actions that **Fife House Foundation** will put in place to improve opportunities for people with disabilities. **Fife House Foundation** has developed and implemented this Multi-Year Accessibility Plan to meet the requirements of the AODA and the needs of **Fife House Foundation** stakeholders with disabilities.

Actions taken:

- Multi-Year Accessibility Plan was developed in 2014 – this update is as of December 2023.
- Post updated Plan to the Fife House Foundation website.
- Provide the Plan in an accessible format on request.

Actions planned:

- Prepare annual status updates on what has been done to achieve accessibility plan, post the update to the website and make the update available to the public in an accessible format if requested.
- Review and update the Multi-Year Accessibility Plan at least every five years based on changing accessibility requirements and feedback from internal and external stakeholders.

Requirement: Procurement of goods, services or facilities

Fife House Foundation will incorporate accessibility criteria and features when we procure or acquire goods, services or facilities, where practicable to do so. Upon request, Fife House will provide an explanation where it is not practicable to incorporate accessibility criteria and features when procuring or acquiring goods, service or facilities.

Actions taken:

- When tendering for goods, services or facilities, accessibility criteria are included in the request for proposal.

Actions planned:

- Continue to apply Ontario Government – Accessibility Rules for Procurement

Requirement: Training

Fife House Foundation provides appropriate AODA training to all employees including management, and all people participating in the development and approval of policies. We will also ensure all people who provide goods, services and facilities on our behalf are appropriately trained. Training content includes the requirements of AODA, the IASR and the Ontario *Human Rights Code* as it pertains to persons with disabilities. We will use multiple channels to promote awareness and encourage learning about accessibility.

Actions taken:

- All employees have taken the required AODA training.
- AODA training has been added to the Onboarding/Orientation process.
- Mandatory training continues to be provided to all new employees.
- All employees, managers and senior managers understand how to interact with clients of varying abilities.
- Organization-wide training compliance check reports are run as needed.
- Organization-wide refresher training is completed and posted on the internal training website.

Actions planned:

- Fife House Foundation will continue to ensure that staff take mandatory AODA courses.
- We will institute a refresher training cycle at least every three years or as changes occur (in conjunction with yearly performance plan) to ensure knowledge remains current.

Information and Communications Standards

Requirement: Accessible Formats and Communication Supports

Fife House Foundation is committed to making information and communication accessible to people with disabilities. The information we provide and the ways we communicate are key to delivering our programs and services to the public.

We will incorporate accessibility requirements under the IASR information and communication standard to ensure that its information and communications systems and platforms are accessible and they meet the needs of persons with disabilities. We will, upon request, consult with the person requesting the information and provide or arrange for the provision of accessible formats and/or communication supports in a timely manner and at a cost that is no more than the regular cost charged to other persons.

There are situations where accessible formats and communication supports may not be provided. These situations include when:

- it is not technically possible to convert a document to an accessible format; in this case, we will explain why and provide a short summary;
- the information comes from another organization;
- we do not control the information;
- the information is found on products or product labels.

If we determine that information or communications are unconvertible, we will provide the person requesting the information or communication with:

- an explanation as to why the information or communications are unconvertible;
- a summary of the unconvertible information or communications.

Action taken:

- Implemented our accessible client service feedback process. Feedback can be provided in multiple formats including phone and email.
- Develop processes to ensure information can be made accessible to people with disabilities upon request. Work with employees to create documents that are accessible.
- Continually improve accessibility of our information and communications by reviewing feedback received and conducting accessibility audits to identify accessibility barriers and striving for barrier removal.
- Continue to use the accessible feedback and request mechanism as a means for enabling people with disabilities to request accessible formats or communication supports.

Requirement: Accessible Websites and Web Content

External-facing websites and web content controlled directly by Fife House Foundation will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A and AA in accordance with the schedule set out in the IASR. We will also consider conforming to WCAG 2.0 Level A and Level AA standards for our intranet site. This will improve inclusion and provide employees using adaptive technologies better access to information.

Actions taken:

- Fife House Foundation's website and web content posted after January 1, 2023 meets WCAG 2.0 Level A.
- AIDS Bereavement and Resiliency Program of Ontario website and web content posted after January 1, 2023 meets WCAG 2.0 Level A.

Actions planned:

- Create processes and guidance documents to ensure information posted on our website is accessible.
- Conduct web accessibility audits on all existing web content in order to determine if AODA requirements are met and develop remediation plan if content does not conform to the requirements.
- Ensure forms are designed and conform with accessibility criteria.

Additionally:

- Information will be added on Fife House Foundation's website and on the welcome message on our general inquiries telephone line to notify the public that we will provide information in an accessible format upon request.
- Information will be added to the client application package(s) and intake forms about Fife House Foundation's accessibility policy.
- Information will be added to new resident orientation package(s) about Fife House Foundation's accessibility policy.

Employment Standards

Fife House Foundation is committed to fair and accessible employment practices. The Employment Standard builds upon the existing requirements under the Ontario Human Rights Code in relation to how accessibility throughout the entire employment cycle is provided. It applies to all employees.

Requirement: Recruitment

Fife House Foundation is committed to fostering and sustaining an inclusive and accessible workplace that allows all employees to fully participate. Our policies promote the recruitment, retention and development of talented employees through equitable and barrier-free practices. We uphold the rights of all employees to be treated with dignity, respect and equality. Every staff member is expected to contribute to creating and sustaining a workplace that is respectful and inclusive of individual needs and differences.

We will take the following steps to notify the public and employees that, when requested, **Fife House Foundation** will accommodate people with disabilities during recruitment and assessment processes and when people are hired:

- The process for requesting accommodations is included in all job postings.
- Anyone involved in the recruitment process is informed about the accommodation process.
- Train successful applicants of the policies for accommodating employees with disabilities.
- Ensure that all current and new employees are made aware of the policies in place that provide support for employees with disabilities.

Requirement: Accessible formats and Communication supports for Employees

Fife House Foundation will support our employees with disabilities by providing information in a clear and accessible way in order to effectively perform their jobs.

Actions taken:

- Assistive technology in use includes various keyboards, specialty mice, and ergonomically designed workstations and components.
- Office design standards have considered accessibility and automatic door openers have been installed where required by persons with mobility impairments.

Actions planned:

- Provide training to employees on how to create accessible documents and ensure that training material is provided in verbal and written formats and will ensure that closed captioning is utilized in any internal training videos.

Requirement: Documented Individual Accommodation Plans

Fife House Foundation is committed to documenting individual accommodation plans for employees with disabilities. If requested, the accommodation plan will include information regarding accessible format and communication supports provided, individualized emergency response information, if required, and any other accommodation that is to be provided.

Fife House Foundation will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account during performance management, career development and redeployment processes:

Action taken:

- Fife House Foundation ensures that every attempt has been taken to follow the workplace accommodation policy and the work safe program that includes documented processes (Disability Accommodation Policy) and information on accommodating employees with varying abilities.

Action planned:

- Fife House Foundation will continue to comply with documented processes and procedures under the policy. The Union may also be involved in this process.
- Establish a time frame for monitoring and reviewing the plan on a regular basis with all involved to ensure the accommodation remains appropriate.

Requirement: Workplace Emergency Response Information

Where Fife House Foundation is aware that an employee has a disability and that there is a need for accommodation, individualized workplace emergency response information will be provided to the employee as soon as possible if such information is necessary given the nature of the employee's disability.

Actions taken:

- Our emergency protocols include persons requiring assistance and AODA requirements. An employee-wide communication is deployed to identify employees with disabilities requiring workplace emergency response assistance as persons requiring assistance.
- Individualized workplace emergency plans have been prepared for employees who have disclosed a disability and who require accommodation.
- A process for communicating individual emergency response plans to floor fire wardens has been implemented maintaining the privacy of any medical information that may be disclosed during the accommodation process.

Actions planned:

- Review and revise individualized workplace emergency plans on an ongoing and regular basis.
- Canvas employees every year to identify employees requiring workplace emergency response assistance for new and existing employees.

Design of Public Spaces

Requirement: Accessible Public Spaces

Fife House Foundation will incorporate accessibility design, criteria and features when procuring or redesigning any space owned or leased by the organization.

When management constructs or redevelops public spaces such as service counters and waiting areas, we will do so in keeping with the requirements set out in the Integrated Accessibility Standards - The Design of Public Spaces Standards and Ontario's Building Code.

Action taken:

- Real Estate and Facilities Management adhere to the requirements in the Ontario Building Code, the Integrated Accessibility Standards Regulation, the Guide to the Integrated Accessibility Standards Regulation and any other Ontario government requirement governing accessibility.

Action planned:

- As spaces get redeveloped, we will work to ensure that physical accessibility are improved.

Fife House Foundation has completed an accessibility audit of all physical spaces and will implement the recommendations as part of our current strategic plan:

- All Fife House Foundation sites are compliant with AODA regulations in terms of public spaces being barrier free.

Requirement: Feedback

Feedback on how services were delivered to people with disabilities will be invited, forwarded to the appropriate personnel, responded to, documented and tracked. Feedback will be collected by phone, by email via the Fife House Foundation website and in person. Feedback will be accepted in accessible formats and with other communication supports as required. Feedback will be considered to improve services and when reviewing the Multi-Year Accessibility Plan.

Action planned:

- Implement an accessible client service feedback process. Feedback can be provided in multiple formats including phone, email and TTY.
- Continue to use the accessible feedback mechanisms as a means for improving services to persons with different abilities.

Measuring results

Accessibility status reports

Fife House Foundation will prepare annual accessibility status reports. The report will include how we have met our goals, commitments and the legislative requirements for that period, as laid out in this Plan. The report will be available on our website and will be provided in alternate formats upon request.

Reviewing feedback

Fife House Foundation will monitor and evaluate any feedback the organization has received throughout the year related to accessibility. This information will be used to continuously improve our processes and may be integrated into our accessibility reports and/or Multi-Year Accessibility Plan.

Revisions to the Multi-Year Accessibility Plan

If, through feedback and our own accessibility action and planning processes, we determine that the Multi-Year Accessibility Plan needs revision, we will update it to reflect these insights. Revisions will be available on our website and will be provided in alternate formats on request.

For more information

For more information on this accessibility plan, please contact our Executive Director:

Phone: via General Inquires telephone line: 416-205-9888.
Electronically: www.fifehouse.org
By Mail:

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Accessible formats of this document are available free upon request from:

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