

# RAY OF HOPE MULTI-YEAR ACCESSIBILITY PLAN

## COMMITMENT

Ray of Hope is committed to providing a respectful, welcoming, accessible, and inclusive environment for all people with disabilities in a way that is respectful of the dignity and independence of people with disabilities and in a manner which takes into account the person's disability and embodies the principles of integration and equal opportunity.

We will continue to this by:

- ❖ Reviewing policies, procedures and practices that describe how we serve people with disabilities,
- ❖ Ensuring that all people using our services receive the same value and quality of goods and services,
- ❖ Allowing all people using our services with disabilities to do things in their own way, at their own pace when accessing goods and services if this does not present a safety risk,
- ❖ Using reasonable effort to ensure our policies are consistent with the principles of dignity, independence, integration of services and equality of opportunity.
- ❖ Communicating with people with disabilities in ways that take into account their disabilities.
- ❖ Complying with documentation standard, including availability and format of documents.

The Multi-Year Accessibility Plan outlines Ray of Hope's strategy to prevent and remove barriers for persons with disabilities and to meet its requirements under the Integrated Accessibility Standards Regulation (ISAR). As part of Ray of Hope's commitment to persons with disabilities and as outlined by IASR, Ray of Hope will:

- ❖ Review and update the Multi-Year Plan every 5 years
- ❖ Report progress in meeting the commitments outlined in the plan, annually
- ❖ Post this plan in a format that meets requirements and provide a version in an alternative format to accommodate a user with disabilities who cannot consume the content in the current accessible format

## TRAINING

### Initiatives

- As part of the orientation process, all new employees will complete mandatory AODA training
- All existing employees are required to take refresher AODA training on a scheduled basis. This training will be managed and updated by Ray of Hope to reflect any changes to the AODA

## **Outcomes**

- Ray of Hope employees are aware of their responsibility in creating an accessible organization and culture
- All employees have access to Ray of Hope's AODA manual

## **New Initiative**

- Beginning in 2022, all existing and new employees in addition to AODA training are required to take Diversity and Inclusion training

## **CUSTOMER SERVICE**

### **Initiatives**

- Review and update Ray of Hope's Accessibility Policy and procedures to reinforce and promote requirement and criteria that support accessible customer service
- Update all Ray of Hope's AODA policies and procedures to reflect changes or advancements in the legislation, as applicable

### **Outcomes**

- Ray of Hope to be seen as organization that leads by example in creating a barrier free, inclusive, and equitable access to its services
- People with disabilities will have access to Ray of Hope services with the same quality and timelines as all individuals

## **DESIGN (BUILDING)**

### **Initiatives**

- Create barrier free access to community centre
- Washroom design to accommodate people with disabilities

### **Outcomes**

- 2020 – outdoor ramp providing access to dining area, resource rooms, chapel, and washrooms complete
- 2022 – renovations to washroom and showers completed to accommodate people with disabilities

Any future renovations to consider incorporating accessibility as a key requirement from the onset rather than as an afterthought

### **New Initiative**

- Accessible Parking
  - Signage that identifies the space as "Van Accessible" (ref to Sec.80.34)
  - To existing designated accessible parking spots - visual evidence, identifying access aisles may be shared by two parking spaces for the use of persons with disabilities – to be marked with high tonal contrast diagonal lines, which discourages parking in them, where surface

## **EMPLOYMENT**

### **Initiatives**

Ray of Hope is committed to fair and accessible employment practices.

This will be maintained by:

- Posting information about the availability of accommodations for applicants with disabilities in its recruitment process. Ray of Hope shall consult with any applicant who requests an accommodation in a manner that takes into account the applicant's disability.
- Ensuring prospective employees requiring accommodation will be assessed against the essential duties of the job.
- Notifying successful applicants about Ray of Hope's policies for accommodating employees with disabilities as part of their offer of employment.
- Ensuring individual employee accommodation plans, including a plan to assist an employee with a disability during an emergency, are finalized and agreed to at the time of employment offer.
- Implementing early and safe return to work strategies with care and commitment to support employee's well-being and ability to handle the essential responsibilities of the position.
- Taking into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans when providing career development, performance management and when considering redeployment.
- Ensuring all procedures and practices comply with the *Accessibility for Ontarians with Disabilities Act* and related Standards, guidelines, directives and/or legislation.

### **Outcome**

- Ray of Hope's employees with disabilities, either visible or invisible, will be able to fully participate in an equitable and inclusive way at Ray of Hope and have the necessary tools and supports to do their job without barriers
- Ray of Hope will provide employees with disabilities alternative formats and accommodations using a process that is efficient and responsive.

## **SERVICE DISRUPTIONS**

### **Initiatives**

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Ray of Hope. In the event of temporary disruptions of facilities or services of Ray of Hope, reasonable efforts will be made to provide advance notice to all people using our services, including any with disabilities. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Notifications will include:

If a notification needs to be posted the following information will be included unless it is not readily available or known:

- goods or services that are disrupted or unavailable
- reason for the disruption
- anticipated duration
- a description of alternative services or options

Notifications Options:

When disruptions occur Ray of Hope will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the Ray of Hope website.
- contacting program participants with appointments.
- verbally notifying program participants when they are making a reservation or appointment; or
- by any other method that may be reasonable under the circumstances.

**Conclusion**

Ray of Hope continues to work in identifying and removing accessibility barriers and creating an inclusive and equitable environment.

For any inquires, contact:

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