



2013-2018

**Accessibility for Ontarians with
Disabilities Act
(AODA) Multi-Year Plan**

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Introduction

Accessibility for Ontarians with Disabilities Act 2005 (AODA) is an Act that will help to eliminate barriers for people with disabilities by 2025. The Act is intended to help employers and employees become more knowledgeable about people with disabilities and wherever possible, help prevent and remove any barriers a disabled person might face.

AODA requires that employers create policies and procedures, file annual reports and provide training for employees and volunteers. Most importantly, the Act ensures that all individuals, regardless of their disability, are treated with dignity and respect. The Integrated Accessibility Standards under the framework of AODA, requires that Habitat for Humanity Toronto (HFHT) establish and maintain a multi-year plan that outlines the organization's strategy to prevent and remove, where possible, any barriers for people with disabilities in the following areas (where applicable):

- Customer Service
- Information and Communications
- Employment
- Transportation
- Built Environment

Statement of Commitment

Customer Service:

Habitat for Humanity Toronto (HFHT) is committed to providing its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers or partner families.

Employment Standards:

We are committed to assisting potential and existing employees who may need additional support during the selection process, during performance assessments and for career development. It is our goal that each and every potential or existing employee shall have the same opportunities or benefits that other non-disabled individuals in a similar situation would enjoy.

Emergency Procedures:

We are committed to the safety of our customers, volunteers and employees. Upon request, we will provide emergency evacuation information in an accessible format to our customers. We will work with disabled employees or volunteers to develop an individualized emergency evacuation plan should they require one.

Information & Communication:

We are committed to ensuring our customers can obtain the information they need about our organization. We will continue to communicate with our customers in accessible formats either on our website or in printed material.

Transportation:

The Transportation requirement is not applicable to Habitat for Humanity Toronto.

Built Environment:

HFHT is committed to ensuring that all our stores and offices are wheelchair accessible and that handicapped parking is available at all our locations with the exception of our build sites where access is restricted for safety reasons and parking is often not under our control.

Review of Organizational Policies & Practices

As part of the commitment to meet the accessibility needs of our customers, we reviewed our policies and practices in 2012 and 2013. During that review we identified additional areas where we could improve to ensure that we removed any barriers our customers may face in accessing our goods and services. Since that time, additional requirements of the Act have been identified and compliance dates have been noted. As a result, work to implement any new requirement has been completed or is in progress. Completion dates are based on each individual requirement's compliance date.

Objectives 2013–2014

General Program Development

Requirement	Compliance Date	Start Date	Completion Due Date	Future Review Date	Comments & Status
Assess activities and develop a plan that outlines the guidelines for the provision of goods and services to people with disabilities.	At the time, HFHT was considered a small organization for this requirement so there is no official compliance date.	Mar. 2012 – updates Mar. 2013	Mar. 2013	Annually	Complete

HFHT Accomplishments:

- Research began in 2011 and the organization was assessed for ease of accessibility for customers with disabilities. Draft policies were prepared, reviewed and approved by the Governance & Nominating Committee and the Board.
- In 2011, training on customer service requirements was undertaken.
- In 2013, we developed a multi-year plan (2013 to 2018).

Policies & Practices

Requirement	Compliance Date	Start Date	Completion Due Date	Future Review Date	Comments & Status
Establish and prepare policies and procedures for the provision of goods and services to people with disabilities.	Jan. 1, 2014	Mar. 2012 – updates Mar. 2013	Mar. 2013	Annually	Complete
Implement the updated policies and procedures.	Jan. 1, 2014	Mar. 2012 – updates Mar. 2013	Apr. 2013	Annually	Complete

HFHT Accomplishments:

- Developed and implemented an AODA policy in 2012.
- In 2013 updated the policy to include a program, customer service policy and training policy.
- Implemented and communicated new documents to employees in March 2013.

Training

Requirement	Compliance Date	Start Date	Completion Due Date	Future Review Date	Comments & Status
Establish a training program and train staff who interact with disabled clients and/or members of the general public.	Jan. 1, 2015	Mar. 2012 – updates Mar. 2013	Mar. 2013	Annually	Completed. ReStore volunteers are also trained.

HFHT Accomplishments:

- In 2012 provided online training to all employees who provide goods and services to members of the public.
- In 2013 engaged an external consultant to develop and implement a training program that provides more concrete information on dealing with various types of disabilities.
- In 2013 trained all employees and ReStore volunteers using the new training material.

Program Implementation

Requirement	Compliance Date	Start Date	Completion Due Date	Future Review Date	Comments & Status
Provide notice to customers that there is a policy on assessable customer service and that documents are available for review.	Jan. 1, 2016	Mar. 2012 – updates Mar. 2013	Mar. 2013	Annually	Completed
Establish a feedback process for receiving feedback and responding to disabled clients or members of the public who have comments on the customer service they received at HFHT.	Jan. 1, 2015	Mar. 2012 – updates Mar. 2013	Apr. 2013	Annually	Established
Establish the steps to be taken during a temporary disruption in service.	Jan. 1, 2015	Mar. 2012 – updates Mar. 2013	Apr. 2013	Annually	Established

HFHT Accomplishments:

- Developed steps to be taken during temporary disruption – outlined in Emergency Preparedness Plan and AODA program.
- Developed a notice that alerted customers that policy documents are available for their inspection and that their feedback is welcome. Posted the notice in conspicuous places in all HFHT premises.
- Developed a feedback form to record any customer comments and a second document to track the feedback and HFHT’s response.
- Developed steps to be taken during a disruption in service. Produced a form for use when alerting customers of a disruption.

Emergency Procedures

Requirement	Compliance Date	Start Date	Completion Due Date	Future Review Date	Comments & Status
Emergency procedures, plans or public safety information in accessible format if posted in public.	Jan. 1, 2012	Before 2011 - updates October 2013	Dec. 2013	Dec. 2014	Available as requested.

HFHT Accomplishments:

- Evacuation procedures are posted in all our ReStores.
- Accessible formats will be available upon request.

Multi-Year Plan

Requirement	Compliance Date	Start Date	Completion Due Date	Future Review Date	Comments & Status
Establish, implement, maintain and document a multi-year accessibility plan outlining the organization’s strategy to prevent and remove barriers.	Jan. 1, 2014	Oct. 2013	Dec. 2013	Oct. 2018	Completed
Post the accessibility plan on HFHT’s website & provide the plan if requested.	Jan. 1, 2014	Oct. 2013	Jan. 1, 2014	Oct. 2018	Complete
Review and update the plan at least every 5 years.	Jan. 1, 2019	Oct. 2018	Dec. 2018	Oct. 2024	Future related goal.

HFHT Accomplishments:

- Established a multi-year plan (2013 – 2018) to outline HFHT’s strategy for ensuring that barriers are removed and prevented.
- Posted the plan on the organization’s website in PDF format.

AODA Program Maintenance

Requirement	Compliance Date	Start Date	Completion Due Date	Future Review Date	Comments & Status
Review policies, practices, procedures & any new information.	Jan. 1, 2012	Mar. 2012 – updates Mar. 2013	Apr. 2013	Annually	Future related goal.

HFHT Accomplishments:

- All AODA policies were reviewed and updated in March 2013 and will be reviewed annually.

Objectives 2014-2018

General Program Maintenance & Customer Service

Requirement	Target Date	Start Date	Completion Due Date	Strategy	Future Review Date	Comments & Status
Maintaining the AODA existing program – policies & documents, customer feedback.	N/A	Mar. 2014	Apr. 2014	Maintain the AODA program annually along the same schedule as other similar programs i.e. the Health and Safety Program and Violence and Harassment in the Workplace Program. Conduct research during the maintenance to determine if there have been any changes to the legislation. Consider any customer feedback (if applicable) when updating documents. Document, date, approve and communicate any updates to employees, volunteers and where applicable the general public.	Annually	Future goal date

Training of Staff & Volunteers

Requirement	Target Date	Start Date	Completion Due Date	Strategy	Future Review Date	Comments & Status
Continue training existing employees on an annual basis on AODA, human rights & continue to train new employees.	Jan. 1, 2015	June 2014	Sept. 2014	Train employees and volunteers who provide service to the public on an annual basis and ongoing for new hires on the requirements of AODA, human rights and how to accommodate people with disabilities. Record the number of employees who have received training. Provide refresher training where needed.	Annually for existing employees. Ongoing as new employees are hired.	Future goal date
Begin training all volunteers who provide goods and services on behalf of the organization.	Jan. 1, 2015	Jul. 2014	Dec. 2014	Build on the existing practice of training ReStore volunteers to ensure that all long term volunteers who provide goods and services for HFHT are included in the annual training	Jul. 2015 for existing volunteers and ongoing for new volunteers.	Future goal date

Information & Communication

Requirement	Target Date	Start Date	Completion Due Date	Strategy	Future Review Date	Comments & Status
Feedback - ensure customers know their feedback is welcome.	Jan. 1, 2015	May 1, 2014	June 2014	Continue to post notices alerting customers that their feedback is welcome.	Annually	Future goal date
Availability of documents - update & replace documents where needed.	Jan. 1, 2016	May 1, 2014	June 2014	Continue to post notices in HFHT buildings alerting customers to the availability of documents in accessible formats. Update any documents where needed. Determine who will be responsible for responding to feedback and requests for documents in accessible formats. Post a notice on the website that informs the public that information is available in alternate formats. Post the multi-year plan on the website.	Annually	Future goal date
Accessible website – New content where practical & updates to existing website to be WCAG 2.0 Level AA.	Jan. 2012 new content requirement WCAG Jan. 2021	Timeframe 2013-2020	TBD	Assess accessibility of existing website. Secure the services of a web designer to complete the work when the website is being updated. In 2021, begin full compliance.	Annually	Future goal date

Employment Standards

Requirement	Target Date	Start Date	Completion Due Date	Strategy	Future Review Date	Comments & Status
Accommodation policy.	N/A	June 2015	Sept. 2015	Develop a policy outlining how employees will be accommodated for performance management, career development and the recruitment of potential employees.	Annually	Future goal date
Notification of accommodation for potential & existing employees.	Jan. 2016	June 2015	July 2015	Amend the recruitment policy to include a procedural guide for the steps to be taken for accommodation when hiring for a position. Unless there is a bone fide reason that a position cannot be accommodated, a standard information paragraph is to be developed for inclusion in position advertisements. Hiring managers will also offer accommodation where needed when arranging interviews with candidates.	Annually	Future goal date
Selection & job offer – potential employees.	Jan. 2016	June 2015	July 2015	Job offer templates will be amended to include an accommodation paragraph.	Annually	Future goal date
Disability supports for job performance, appraisals and career development.	Jan. 2016	June 2015	July 2015	All newly hired employees will be reminded by their manager that disability supports are available to assist them if needed.	Annually	Future goal date
Return to Work.	Jan. 2016	June 2015	July 2015	Continue to manage and offer a Return to Work program (RTW) to ensure that employees who are hurt at work or need accommodation in returning to work have this valuable assistance.	Annually	Future goal date
Individualized workplace emergency response information.	Jan. 2016	June 2015	July 2015	Outline the steps to be taken for developing an individualized emergency evacuation plan for an employee who identifies his or her self as needing accommodation to evacuate a HFHT premises. Include the steps to be taken for evacuating more than one wheelchair bound employee/volunteer at the same time. Add the information to the Emergency Preparedness Plan.	Mar. 2015 and on a case by case basis.	Future goal date

Annual Review

HFHT is committed to reviewing the AODA program at least on an annual basis and more frequently if a situation warrants a review. The annual review will include research and the updating of all AODA related documents.

Annual Training

HFHT is also committed to ensuring that its employees and volunteers are provided with the knowledge and skills they need to ensure that they are able to identify and remove any barriers that a customer might face during interactions. As a result, they will be capable of providing accessible customer service when they interact with clients and/or members of the general public who are disabled. In addition, employees who are responsible for writing policies and procedures for HFHT and managers of staff will also receive annual training.

Feedback

HFHT is committed to providing its goods and services in a way that respects the dignity and independence of people with disabilities. With this in mind, and to convey our commitment to accessible customer service and employment, we welcome feedback (comments, questions and/or suggestions) about the provision of our goods and services to people with disabilities and our management of employees with disabilities. HFHT will endeavour to respond to any inquiry within three to five business days and will do our very best to provide documents in the format that best suits a person`s disability.

Additional Information

Customers: Please contact us either in person, by mail, telephone or email by using the contact information below to request a copy of our Accessibility Plan, Customer Service Policy or Training Policy or to share your comments. All of these documents are available upon request in large print.

Employees & Volunteers: Please contact your direct supervisor for guidance.

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