

## **Accessibility Plan and Policies for Covenant House Toronto**

This 2014-21 accessibility plan outlines the policies and actions that will put in place to improve opportunities for people with disabilities.

### Statement of Commitment

Covenant House 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 people 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.

### Accessible Emergency Information

Covenant House is committed to providing clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

### Training

Covenant House will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Covenant House will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015:

- Review the requirements as stipulated in the Act and regulations.
- Determine the best mode of delivering the training to staff on an ongoing basis.
- Ensure that all staff understand the training is mandatory and that a system is in place to record staff name and date of training.

### Information and Communications

Covenant House is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Covenant House will take the following steps to make all new websites and content on those sites conform to WCAG 2.0, Level A by January 1, 2014:

- Launch redesigned website with accessibility help module.
- Review Level A requirements and work toward ensuring all applicable requirements are met.

Covenant House will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015:

- Review the AODA documentation in detail and identify gaps in our current feedback processes.
- Work with our website supplier to identify the cost of filling gaps.
- Create a plan to satisfy compliance.

Covenant House will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016:

- Review the AODA documentation in detail and identify gaps in our current public website compliance.
- Work with our website supplier to identify the cost of filling gaps.
- Create a plan to satisfy compliance.

Covenant House will take the following steps to make all websites and content conform to WCAG 2.0, Level AA by January 1, 2021:

- Ensure all platforms for new websites and content are equipped to be WCAG Level AA compliant.

## Employment

Covenant House is committed to fair and accessible employment practices. We will take the following steps to notify the public and staff that, when requested, Covenant House will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- Update our job postings to state that we will accommodate disabilities during the selection process.
- Once hired, but prior to starting, specifically ask all new staff if there are accommodations we need to make for them.
- Educate all staff involved in recruiting about this obligation
- Take all reasonable steps to ensure that the accommodations are in place by the date of hire.

Covenant House will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- Train all supervisory staff to ask staff who have been off on sick leave, STD, LTD or WSIB if they require accommodations on their return to work.
- Human Resources will work with supervisory staff to ensure that all reasonable accommodations are met or to explain to the returning staff why we were unable to do this. When accommodations cannot be achieved as requested, Human Resources will seek alternatives.
- Human Resources will follow-up with staff on their return to work to ensure that the accommodations made are working as anticipated.

Covenant House will take the following steps to prevent and remove other accessibility barriers identified.

- Meet with all parties involved to determine what the accessibility barriers are.
- When the expertise about removing the barriers do not exist internally, we will consult with experts to determine how best to make the accommodation.
- We will develop a plan for the removal of the barrier or explain why it cannot be removed at this time.
- We will communicate all of the above with the affected parties.