



WENDAT

Community Programs

Providing Services for Seniors and Adult
Mental Health Services in North Simcoe-Muskoka

WENDAT COMMUNITY PROGRAMS

Multi-Year Accessibility Plan

Effective January 1, 2014

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Message from the CEO

Wendat Community Programs began working towards identifying, removing and preventing barriers for persons with disabilities in 2014. Wendat's initial AODA plan outlined the initiatives and actions that had to be accomplished and put in place in order to gain compliance. Since then, compliance was gained January 1st 2021 when all the plans objectives were met, however, some components are ongoing and will continuously require action.

Now Wendat Community Programs does not see the AODA as something to strive for, but rather, have fully integrated these practices into our philosophy and values, which can be found below.

EXCELLENCE:

We are committed to the delivery of high-quality service through education and by incorporating best practice by skilled employees and volunteers.

DIGNITY:

We recognize the inherent worth of every person and treat them with dignity, respect and compassion. We support their right to make their own decisions. We inspire hope in clients, their family members, and health care/service delivery personnel.

ACCESSIBILITY:

We are committed to offering access to our services and increased availability during both traditional and non-traditional times, when people have fewer options to receive help. The accessibility plan has been reviewed and updated at least once every five years.

INTEGRITY:

We are ethical, transparent and fiscally responsible and accountable to our funding organizations and donors for the management of the resources entrusted to us on behalf of our community.

PARTNERSHIP:

We are committed to working with all of our stakeholders to ensure a collaborative and proactive response, to address the needs of those receiving our services.

LEADERSHIP:

We will demonstrate leadership in the advancement, promotion, and incorporation of innovative practices and creative ideas.

POSITIVE WORKING ENVIRONMENT:

We create a safe environment where employees are engaged and encouraged to exchange ideas, communicate openly, be innovative, and practice work-life balance.

Introduction

Wendat Community Programs is a charitable corporation serving both seniors with care needs and adults with mental health needs. Our services include a variety of community support, treatment and rehabilitation services. Services are provided locally in the Midland-Penetanguishene area with some programs having a regional mandate across Simcoe-Muskoka.

Wendat Community Programs strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Wendat Community Programs is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Section 1.

Past Achievements to Remove and Prevent Barriers

Wendat Community Programs understands its obligations and commits to all standards under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Wendat Community Programs has completed the following accessibility initiatives;

- Create policies and procedures for each standard;
- Create Multi-Year Accessibility Plan;
- Maintain records of the training provided to staff, students and volunteers including the dates on which the training was provided and the number of individuals to whom it was provided;
- Update Multi-Year Accessibility Plan at least once every five-years;
- Complete government Accessibility Report(s);

Customer Service

Wendat Community Programs has remained in compliance with the Customer Service Standards.

Wendat has developed policies, practices and procedures to deliver our services to our clients, staff, and any member of the public who require accommodation. All such policies and procedures may be found listed in the Employee Handbook.

Feedback and comments regarding the way Wendat provides services to people with disabilities are welcomed and encouraged. This can be done by a number of avenues and methods. Client satisfaction is measured annually and can be obtained verbally, in writing and by other means that the client prefers. Family and Service Partner satisfaction surveys are also completed annually. Compliment and concern boxes are available at all times in all program sites. All feedback is directed to the Program Supervisor for that particular program or service. Tabulated results are reviewed by the management team and forwarded to the Program Advisory/Service Delivery Committee.

Complaints will be addressed according to the complaint process in practice and outlined in the Welcome to Wendat client brochure, as well as, the Employee Handbook.

Information and Communications

Wendat Community Programs has in the past and will continue to communicate with people with disabilities in ways that consider their disability.

- We have trained employees how to interact and communicate with people with various types of disabilities that may require various assistive devices through off-site and on-site trainings
- People with disabilities may use their own personal assistive devices when accessing our goods, services or facilities
- Training has included the following elements: verbal communication, non-verbal communication, and written communication
- We work with the person with disabilities to determine what method of communication works for them
- We are committed to welcoming people with disabilities who are accompanied by a service animal or support person
- Service animals and support persons are allowed on the parts of our premises that are open to the public and third parties

Online Communications

Wendat has also taken steps to ensure that online communications are accessible to all, and conform with WCAG 2.0, Level A by January 1, 2021, all internet websites conform with WCAG 2.0 Level AA:

- Developed web strategy to strengthen accessibility
- January 2021, all Wendat internet and intranet sites conformed with WCAG 2.0 Level AA
- Wendat will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request: Continue to accept

feedback through a variety of mediums including email, written letters, phone, and in person

- Continue to review and update procedures to reflect the variety of ways Wendat is able to accept feedback
- Provide customers with information in a format that takes their accessibility needs into consideration
- Develop a process for responding to requests for alternative formats and supports

Wendat will endeavor to use a structured electronic format to allow for easier conversion to alternative formats in all documents. Videos developed by Wendat will include captioning.

Employment

The Organization is committed to principles of equal opportunity for all job applicants and employees. In keeping with this policy,

- The Organization does not engage in impermissible discrimination based on any prohibited ground, including an individual's disability (perceived or real)
- Wendat Community Programs will notify employees, job applicants and the public that accommodations can be made during recruitment and hiring
- Notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request
- Consult with the applicants and provide or arrange for suitable accommodation. We notify successful applicants of policies for accommodating employees with disabilities, found within the Employee Handbook, when making offers of employment
- The Organization will also make reasonable accommodations
- The Organization also wishes to participate in a timely, good faith, interactive process with the disabled applicant or employee to determine effective reasonable accommodations, if any, which can be made in response to a request for accommodations

- Applicants and employees are invited to identify reasonable accommodations that can be made to assist them to perform the essential functions of the position they seek or occupy
- The Organization will also, upon request, provide any necessary supports to employees with disabilities

Training

Employees, students, and volunteers who deal with the public and/or our clients, will receive training. The first step is for employees, students and volunteers to complete training on-line provided by The Ontario Human Rights Commission within our Training Database through BIS Solutions. Certificates are submitted to the Organizations online depository where both the Program Supervisor and Quality Coordinator can review completion.

This training will make employees, students, and volunteers aware of the following:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities. These include: Van lifts, walkers, magnifiers, heart monitors

Additionally, employees and volunteers are training to know what to do if a person with a disability is having difficulty in accessing services at Wendat and be familiar with Wendat's policies and procedures concerning accessibility.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Design of Public Spaces

Wendat Community Programs remains committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act.

- Wendat's new residence is totally accessible as it was built from scratch after the AODA came into effect
- The main building has added hand rails around the toilets and raised the seat in one of the bathrooms on the lower level of the building
- The curbs in the building at 2 places outside have been slanted to accommodate a wheelchair to enter the building
- The main building has updated all parking signs and spots to be AODA compliant both type A and B spots

Notice of Temporary Disruption

Wendat provides our clients with notice and alternative solutions in the event of a planned or unexpected disruption in services within our facilities. The notice will include:

- The reason for the disruption
- Anticipated duration
- Description of alternatives if available

For example, if there is no accessible parking due to parking lot construction, then an alternative accessible parking solution is pre-determined and communicated to the individual involved.

Section 2.

Strategies and Actions

This section of Wendat's Multi-Year Accessibility Plan is intended to identify the actions needed to meet the requirements of the Accessibility for Ontarians with Disabilities Act and to remove and prevent barriers to people with disabilities. With that being said, Wendat considers itself compliant as of January 1st 2021 when all the plans objectives were met, however, some components are ongoing and will continuously require action.

Customer Service

Wendat Community Programs is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.

Initiatives that will be continued to stay within compliance are:

- Continue to train new staff in
 - In the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards
 - our policies related to the Customer Service Standards
 - how to interact and communicate with people with various types of disabilities
 - how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
 - how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities. These include: Van lifts, walkers, magnifiers, heart monitors
 - this will be completed upon their first day of orientation
- Continue to allow the use of Personal Assistive Devices
- Continue to permit people with disabilities who use a support person to bring that person with them while accessing goods or services in premises open to the public or third parties

- Continue to notify customers and clients that documents required under the customer service standard are available upon request
- Continue to provide services in multiple formats and work directly with individuals to accommodate their personal needs
- Continue to provide signage in multiple formats to accommodate different personal needs

Information and Communications

Wendat Community Programs has in the past and will continue to communicate with people with disabilities in ways that consider their disability.

Online Communications

Wendat has also taken steps to ensure that online communications are accessible to all, and conform with WCAG 2.0, we will continue the following:

- Accept feedback through a variety of mediums including email, written letters, phone, and in person
- Review and update procedures to reflect the variety of ways Wendat is able to accept feedback

Employment

- Continue to notify employees, job applicants and the public that accommodations can be made during recruitment and hiring process
- Continue to notify successful applicants of policies for accommodating employees with disabilities, found within the Employee Handbook, when making offers of employment
- Continue to invite employees and applicants to identify reasonable accommodations that can be made to assist them to perform the essential functions of the position they seek or occupy
- The Organization will also, upon request, continue to provide any necessary supports to employees with disabilities

Training

- Employees, students, and volunteers who deal with the public and/or our clients, will continue to receive training in specified areas above
- Review of certificates by both the Program Supervisor and Quality Coordinator
- Continue to maintain records of the training provided

Design of Public Spaces

Currently, Wendat Community Programs does have initiatives that will be carried out if we undergo construction or renovations, however, by law, none of these require Wendat to change existing designs to comply.

Initiatives	Timeline	Regular Maintenance	Emergency Maintenance
Adding wheelchair ramp accessibility to the location on Second Street	At the time of renovation	Will be maintained by on-site staff. At time of renovations, alternate paths will be provided.	Contractor will be primarily responsible. Staff on emergency call out list will be contacted second.
Accessible outdoor eating areas	At the time of renovation	Will be maintained by on-site staff. At time of renovations, alternate eating areas will be provided.	Contractor will be primarily responsible.
Accessible outdoor paths	At the time of renovation	Will be maintained by on-site staff. At time of renovations, alternate routes will be provided.	Contractor will be primarily responsible. Staff on emergency call out list will be contacted second.
Maintaining areas: snow removal	When required	Contractor will be primarily responsible.	Contractor will be primarily responsible.

Appendix A – Multi-Year Action Plan 2016 with updates

AODA STANDARD	IASR Requirement	Due Date	Steps to Take	Completion Status
	Create policies and procedures for each standard	January 1, 2014	Wendat Community Programs has reviewed and assessed our accessibility policies and has eloped Customer Service (including Service Disruptions and Feedback Mechanisms); Emergency Response; Employment; Information and Communications; and Built Environment policies which outline Wendat Community Programs' commitment to working towards being compliant with the IASR standards and improved accessibility and accommodation as outlined in the AODA. Wendat Community Programs has developed a Statement of Commitment to Accessibility, endorsed by the Board of Directors. Wendat Community Programs will continue to assess current accessibility policies and identify regulatory gaps, and update policies on an ongoing basis.	Complete
	Create Multi-Year Accessibility Plans	January 1, 2014	Wendat Community Programs has developed a multi-year plan to identify, remove, and prevent barriers to accessibility. This plan details strategy in meeting AODA and IASR requirements. This plan will be posted on Wendat Community Programs' website, and will be available in alternate formats on request.	Ongoing
	Consider accessibility features when designing, procuring or acquiring kiosks.	January 1, 2014		Not applicable

	Train all staff and volunteers (including Board Members) on what they have to do under the IASR and on aspects of the Human Rights Code that relate to accessibility.	January 1, 2015	<p>Wendat Community Programs will provide specific training to employees, volunteers, and Board Members on Ontario's AODA and accessibility laws, any changes in practices with respect to accessibility, and on the Ontario Human Rights Code as it relates to people with disabilities.</p> <p>Wendat Community Programs has taken and will continue to take the following steps to ensure employees, volunteers, and board members are provided with the training needed and in a way that best suits their duties to meet Ontario's accessible laws by January 1, 2015 which includes but is not limited to: Continue to provide AODA Customer Service Training for new employees and annual refresher training for all employees or when there are changes in procedure or legislation Provide training on the Ontario Human Rights Code for new employees and annual refresher training for all employees or when there are changes in procedure or legislation</p> <p>Provide general training on the IASR and specific IASR training related to job duties for all employees and annual refresher training for all employees or when there are changes in procedure or legislation Maintain records of training that has been completed Wendat Community Programs will ensure that contractors we employ provide their employees with training on Ontario's AODA, IASR and the Human Rights Code.</p> <p>Wendat Community Programs will include AODA and IASR policy information in the employee handbook Awareness sessions will be organized to train senior staff and supervisors to educate and increase awareness about interacting with people with disabilities.</p>	Complete and ongoing
	Complete government accessibility report	December 31, 2014	Wendat Community Programs will complete the government accessibility report.	Completed 05/23/14

	Update Multi-Year Accessibility Plan	January 1, 2019	Wendat Community Programs will review and update the Multi-Year Accessibility plan with input from the community advisory group on accessibility and inclusion; the staff accessibility and inclusion committee; the staff AODA Employment Working Group; the staff AODA Information and Technology Working Group; and the staff AODA Built Environment and Procurement Working Group. The plan will be updated in accordance with new legislative requirements, and new policies and procedures.	Ongoing
	Complete government accessibility report.	December 31, 2017	Wendat Community Programs will complete the government accessibility report.	December 31, 2017
	When asked, make your emergency and public safety information accessible to the public.	January 1, 2012	Wendat Community Programs is committed to providing customers and guests with publicly available emergency information in an accessible format upon request.	Complete and ongoing
?	All new internet websites and web content on those sites must conform with WCAG 2.0 level A.	January 1, 2014	Wendat Community Programs will engage in a website audit process. We will engage with web stakeholders throughout the organization to ensure all new websites built after January 1, 2014, and content on any new sites conforms with WCAG 2.0 Level A. Staff engaged in developing websites and content will be trained on the requirements	Complete and ongoing

	Make your feedback processes, like surveys or comment cards, accessible when asked.	January 1, 2015	Wendat Community Programs will continue to accept feedback through a variety of mediums including email, written letters, phone, and in person. Wendat Community Programs will: Continue to review and update procedures to reflect the variety of ways Wendat Community Programs is able to accept feedback. We will also provide customers with information in a format that takes their accessibility needs into consideration on request.	January 1, 2015
	Make information about your organization's goods, services and facilities accessible upon request.	January 1, 2016	Wendat Community Programs has engaged in a website audit process. We will engage with web stakeholders throughout the organization to ensure all new websites built after January 1, 2014, and content on any new sites conforms with WCAG 2.0 Level A. Staff engaged in developing websites and content will be trained on the requirements.	January 1, 2016
	All internet website and website content conform with WCAG 2.0 level AA (excluding live captioning and audio description)	January 1, 2021	Wendat Community Programs will continue to accept feedback through a variety of mediums including email, written letters, phone, and in person. Wendat Community Programs will: Continue to review and update procedures to reflect the variety of ways Wendat Community Programs is able to accept feedback Provide customers with information in a format that takes their accessibility needs into consideration on request.	January 1, 2021

	When necessary, provide individual plans to help employees with disabilities during an emergency, or emergency information that's formatted so an employee with a disability can understand it.	January 1, 2012	Wendat Community Programs has reviewed the emergency response process and developed a process to work with employees to determine which employees need help. Wendat Community Programs has prepared and provided information to these employees (in an accessible format if required). Wendat Community Program`s process involves regular follow up to consider changing needs in individualized emergency response information and plans when necessary.	Complete and ongoing
	Notify employees, potential hires and public that accommodations can be made during recruitment, assessment and selection processes for people with disabilities.	January 1, 2016	As per Wendat Community Programs Employment Policy all job postings will notify applicants that if requested they will be provided with reasonable and appropriate accommodation during the recruitment process.	January 1, 2016
	Notify new hires and staff of policies for accommodating employees with disabilities.	January 1, 2016	All offer letters will be updated with a statement about Wendat Community Programs commitment to accommodating individuals with disabilities. All staff will be made aware of the Miles Nadal JCC Accessible Employment Policy. All new employees are will be required to read and sign the Miles Nadal Accessibility and IASR policies on their first day and during their mid-year performance review. All new staff will receive information about accessibility during their orientation processes. This information with also be included in the Employee Handbook. All Supervisors will receive IASR Employment Standard training.	January 1, 2016

	Have in place a written process to develop individual accommodation plans for employees with a disability.	January 1, 2016	The AODA Employment Working Group will review existing employee accommodation procedures and develop a written process for individual accommodation plans for employees with a disability. Accommodating planning will be embedded as part of all employee onboarding processes. The Working Group will develop a communication plan for revised and new policies and procedures.	January 1, 2016
	Have a written return to work process in place for employees who have been absent due to a disability.	January 1, 2016	The AODA Employment Working Group will develop an Accommodation and Return to Work Policy which outlines the requirements and develop resource material and training for supervisors.	January 1, 2016
	If your office uses performance management, career development and redeployment processes, take the needs of employees with disabilities into account.	January 1, 2016	The AODA Employment Working Group will research best practices for accessible and inclusive career development, performance management, and redeployment programs for employees with disabilities. The AODA Employment Working Group will develop standards and guidelines on barrier free performance management based on best practices.	January 1, 2016
	Make new or redeveloped spaces accessible.	January 1, 2017	The AODA Built Environment and Procurement Working Group will engage in a facilities accessibility audit to identify needs and gaps and will create protocols for incorporating accessibility considerations into the design of new spaces and renovations.	By January 1, 2017

	Maintain accessible elements of public spaces.	January 1, 2017	Wendat's new residence is totally accessible. The main building has added hand rails around the toilets and raised the seat in one of the bathrooms on the lower level of the building. The curbs in the building at 2 places outside have been slanted to accommodate a wheelchair to enter the building.	By January 1, 2017
	Establish Staff Committee on Accessibility and Inclusion.		Wendat Accessibility Committee meets regularly and on an as needed basis.	Ongoing
	Establish Community Advisory Committee on Accessibility.		The Wendat Accessibility Committee is guided by the Wendat Service Delivery Committee.	Ongoing
	Convene Working Groups on Employment, Information & Communications, Built Environment and Procurement, Customer Service.		Working convened as needed through direction from monthly Management Meetings	Ongoing