

# Habitat for Humanity Halton Mississauga Dufferin (HFH-HMD)

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Multiyear AODA Accessibility Plan

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Updated May 2021

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## Introduction and Statement of Commitment

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act (the “AODA”). It is the goal of the Ontario government to make Ontario accessible by 2025. The Integrated Accessibility Standards Regulations (“IASR”) under the AODA require that the HFH-HMD establish, implement, maintain and document a multi-year accessibility plan which outlines the organization’s strategy to prevent and remove barriers for persons with disabilities, to improve opportunities for persons with disabilities and to meet its requirements under the IASR.

Under the AODA, the following accessibility standards set certain requirements that apply to the HFH-HMD:

- Customer Service;
- Information and Communications;
- Employment Standards; and
- Design of Public Spaces

This multi-year Accessibility Plan outlines the steps HFH-HMD is taking to meet its requirements under the Accessibilities for Ontarians with Disabilities Act (AODA) and focuses on HFH-HMD’s initiatives in respect of the AODA’s Accessibility Standards in making Ontario an accessible province for all Ontarians.

Per the requirements set out in the IASR, the HFH-HMD will:

- Establish, review and update this plan in consultation with persons with disabilities when available;
- Post this plan on its website <https://habitathm.ca/> ;
- Report as required on its website on the progress of the implementation of this plan;
- Provide this plan in an accessible format, upon request; and
- Review and update this plan at least once every five years.

## Past Achievements to Remove and Prevent Barriers

- Developed and posted Accessibility policy and multi-year accessibility plan
- Introduced Individual Assessment and Emergency Response Plans for the disabled
- Modified ReStore entrances adding access ramp and automatic doors
- Modified Cash Counters and Queuing Lines to accommodate the disabled
- Added in-store signage offering personal assistance and allowing service animals
- Created and posted Organization AODA policy
- Created and posted AODA feedback policy

- Actively recruited, employed, and accommodated disabled individuals
- Actively pursued and encouraged disabled students, co-ops, and special needs volunteers to participate in all aspect of operations including construction builds and corporate events
- Partnered with a local community living organizations to construct accessible housing

## Program, Policies, and Training

HFH-HMD is committed to implementing a process to ensure that all employees, volunteers, third-party contractors who provide goods, services, and facilities on the HFH-HMD’s behalf, and persons participating in the development and approval of the HFH-HMD’s policies, are provided with appropriate training on the requirements of the IASR and the Ontario Human Rights Code as it pertains to persons with disabilities as soon as practicable.

HFH-HMD has and will continue to implement and update policies and initiatives per the AODA by taking the following steps:

- Completing a program review and developing a compliance strategy
- Creating policies and a multi-year accessibility plan to achieve accessibility goals
- Implementing policies outlining HFH-HMD’s commitment to accessibility
- Providing training to HFH-HMD employees and volunteers on ISAR and the Human Rights Code as it pertains to the AODA
- Conducting regular reviews and updates to ensure compliance with the latest standards

Activity	Status	Comments
Completing a program review and developing a compliance strategy	<b>Complete</b>	
Creating policies and a multi-year accessibility plan to achieve accessibility goals	<b>Complete</b>	
Implementing policies outlining HFH-HMD’s commitment to accessibility	<b>Complete</b>	
Providing training to HFH-HMD’s employees and volunteers on Integrated Accessibility and Standards Regulations (ISAR) and human rights legislation, as it pertains to people with disabilities on an ongoing basis as new employees/volunteers join the company	<b>Complete</b>	On-going as new staff and volunteers are on-boarded
Conducting regular reviews and updates to ensure compliance with the latest standards as needed and at least every 5 years	<b>Complete</b>	Next review 2026

## Customer Service Standard

HFH-HMD is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities. This commitment will be integrated wherever possible and will ensure that persons with disabilities will benefit from the same services, in the same place and in a similar way as other customers.

HFH-HMD will implement the following initiatives to comply with AODA’s Customer Service Standard:

- Training staff and current volunteers to serve customers of all abilities
- Keeping a written record of the training
- Welcoming service animals and support persons
- Creating accessible ways for people to provide feedback
- Putting an accessibility policy in place so employees, volunteers, and customers can know what to expect
- Provide ongoing training as a part of the staff and volunteer onboarding process
- Notify disable individuals of service disruptions

Activity	Status	Comments
Putting an accessibility policy in place so employees, volunteers, and customers can know what to expect	<b>Complete</b>	Policy in place - Signs posted in stores and offices
Creating accessible ways for people to provide feedback	<b>Complete</b>	Policy in place - Signs posted in stores and offices
Training staff and current volunteers to serve customers of all abilities	<b>Complete</b>	On-going as new staff and volunteers are on-boarded
Keeping a written record of the training	<b>Complete</b>	On-going as new staff and volunteers are on-boarded
Welcoming service animals and support persons	<b>Complete</b>	Policy and Signs posted in stores and offices
Notification of Service Disruption	<b>Complete</b>	Service Disruption Policy in place Notification Form Created

## Information and Communications Standard (June 2021)

HFH-HMD currently provides accessible formats and communication supports for persons with disabilities upon request. HFH-HMD will consult with the person making such a request to determine the suitability of an accessible format or communication support.

HFH-HMD website content currently conforms to Level A compliance of the WCAG 2.0. HFH-HMD is committed to achieving Level AA compliance by May 2023 as recommended by the AODA's Information and Communications Standard. HFH-HMD will implement the following initiatives to comply with AODA's Information and Communications Standard:

- Providing publicly available emergency information, evacuation plans, postings, or brochures, in an accessible format when asked.
- Providing individualized workplace emergency response information to employees and volunteers who have a disability where HFH-HMD is aware of the need for accommodation.
- Informing all employees and customers about AODA policies
- Making it easy for people with disabilities to provide feedback
- Documenting processes for developing an individual accommodation plan and return-to-work plans
- Posting a multi-year plan on HFH-HMD's website in an accessible format

Activity	Status	Comments
Providing publicly available emergency information, evacuation plans, postings, or brochures, in an accessible format when asked.	<b>Complete</b>	Upon request or as a part of Individual assessments
Providing individualized workplace emergency response information to employees who have a disability where HFH-HMD is aware of the need for accommodation.	<b>Complete</b>	Upon request or as a part of Individual assessments
Informing all employees and customers about AODA policies	<b>Complete</b>	Process Posted on H&S Boards, websites, and in Stores
Making it easy for people with disabilities to provide feedback	<b>Complete</b>	Process Posted on H&S Boards, websites, and in Stores
Documenting processes for developing an individual accommodation plan and return-to-work plans	<b>Complete</b>	Individual Assessment Forms available as needed
Making Website Accessible	<b>Complete</b>	Level A WCAG 2.0 compliant Level AA by May 2023
Posting a multi-year plan on HFH-HMD's website in an accessible format	<b>Complete</b>	Upon request

## Employment Standard

HFH-HMD is committed to fair and accessible employment practices that attract and retain employees with disabilities. This includes providing accessibility across all stages of the employment cycle.

Under the AODA's Employment Standards, HFH-HMD will implement the following initiatives:

- Ensuring HFH-HMD's employment processes for hiring, retention, and career development opportunities are accessible.
- Notifying employees and the public about the availability of accommodations during the recruitment process
- Documenting HFH-HMD's processes for developing individual accommodation plans and return-to-work plans.

Activity	Status	Comments
Ensuring HFH-HMD's employment processes for hiring, retention, and career development opportunities are accessible.	Complete	External HR Consultant retained for hiring and compliance assurance
Notifying employees and the public about the availability of accommodations during the recruitment process	Complete	External HR Consultant retained for hiring and compliance assurance
Documenting HFH-HMD's processes for developing individual accommodation plans and return-to-work plans.	Complete	Return to Work Plans in place External HR Consultant retained for hiring and compliance assurance

## Emergency Response Planning and Information

Where the HFH-HMD 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 practicable.

Under the AODA's Employment Standards, HFH-HMD will implement the following initiatives:

- Workplace Emergency Response Information forms will be prepared for employees who have disclosed a disability and who are being accommodated according to their disabilities;
- Where required, HFH-HMD assists disabled employees or volunteers, with the disabled employees' or volunteers' prior consent, to help them evacuate the workplace in case of an emergency or disaster. These plans for assisting have been set out in individualized emergency plans for the employees and volunteers;
- These individualized emergency plans will be communicated to the employees' respective managers and Safety personnel, on an as-needed basis;

- On an ongoing and regular basis, and as per the applicable terms of the IASR, the HFH-HMD will review and assess general workplace emergency response procedures and individualized emergency plans to ensure accessibility issues are addressed.

Activity	Status	Comments
Individualized workplace emergency response procedures for employees with disabilities, as required;	<b>Complete</b>	Emergency response procedures are a part of individualized accommodation assessment forms
Individualized assistance plans	<b>Complete</b>	Assistance plans prepared as a part of the individualized assessment process
Communication to appropriate individuals	<b>Complete</b>	Communication as a part of the individualized assessment process
Policies and procedures review	<b>Complete</b>	Policies and procedures reviewed according to IASR requirements and the needs of a disabled individual

## Design of Public Spaces and Facility Improvements

HFH-HMD is committed to removing all types of accessibility barriers including physical, attitudinal, technological, systemic, information and communication. HFH-HMD retains the services of Engineering and Architectural firms to assure that projects meet the Accessibility Standards for the Design of Public Spaces when developing plans for its residential construction projects.

All projects must also meet the approval of local building code by-law officers before the release of building permits. Build sites accessible parking may be restricted or not provided for safety reasons. ReStore and office facilities are leased not owned. Building modifications for accessibility are the responsibility of the landlord.

HFH-HMD will implement the following initiatives under AODA accessibility standards:

- Making modifications necessary to ensure the facility is fully accessible including entrances, offices, retail and warehouse spaces, washrooms, construction sites (where practical, depending on nature and extent of the disability and HFH-HMD leasing agreements limitations).
- Ensure at least one (1) counter is made accessible under the IASR when constructing or replacing any service counters
- Ensure fixed queuing guides are made accessible under the IASR when constructing or replacing guides
- Ensure waiting areas are made accessible under the IASR when constructing or replacing waiting areas



Activity	Status	Comments
Residential build project compliance	<b>Complete</b>	On-going for all projects
Full accessibility to entrances, offices, retail and warehouse spaces, washrooms, modifications, and improvements compliance	<b>Complete</b>	Refer to landlord responsibilities and lease agreement restrictions
ReStore service counter modifications for accessibility	<b>Complete</b>	When constructing or replacing any service counters, ensure that at least one counter is made accessible
ReStore fixed queuing guides modifications for accessibility	<b>Complete</b>	When constructing or replacing guides
Office waiting area modifications for accessibility	<b>Complete</b>	When constructing or replacing waiting areas

### Procuring or Acquiring Goods, Services or Facilities

HFH-HMD is committed to incorporating accessibility criteria and features when procuring or acquiring goods, services, or facilities, except where it is not practicable to do so. HFH-HMD will:

- Use accessibility criteria and features when procuring or acquiring goods, services, or facilities, except where it is not practicable to do so; (where HFH-HMD has decided that it is not practicable to incorporate accessibility criteria and features, it will explain the request);

Activity	Status	Comments
Use accessibility criteria and features when procuring or acquiring goods, services, or facilities	<b>Complete</b>	Except where not practicable to do so

### Transportation Standard

HFH-HMD is not involved in transporting disabled individuals at this time. HFH-HMD is however committed to maintaining policies, planning for accessibility, and training staff to comply with the accessibility standards related to the Transportation Standards outlined in the AODA in the event it becomes necessary to transport disabled individuals in the future.

## Accessibility Plan Review and Reporting

This multi-year Accessibility Plan will be reviewed and updated at least once every five (5) years. The current Accessibility Plan will be reviewed, and updated as appropriate, no later than May 30th, 2026. HFH-HMD will file compliance reports as prescribed by the AODA.

Filing an Accessibility Compliance Report	<b>Complete</b>	June 30 <sup>th</sup> , 2021
Accessibility Plan Review	<b>Complete</b>	Updated annually as required – complete review every 5 years

## For More Information

To request a copy of our Accessibility Plan or policies, please contact us either via email [hrrassistant@habitathm.ca](mailto:hrrassistant@habitathm.ca) or in person, by telephone 905-637-4446, or by mail at:

Habitat for Humanity Halton Mississauga Dufferin ATTN: Human Resources  
1800 Appleby Line, Burlington, Ontario, L7L 6A1

All of these documents are available upon request in large print.