

<b>TITLE: Multi year Accessibility Compliance Plan</b>  <b>2023 - 2027</b>	
	APPROV. President & CEO AUTH: SCOPE:

**KEY TERMS:**

A **statement of commitment** establishes your organization’s vision and intention to achieve accessibility. It is an important first step in the development of accessibility policies and plans.

**Accessibility policies** are the formal rules your organization puts in place to achieve its accessibility goals.

An **accessibility plan** outlines what steps your organization will take to prevent and remove barriers to accessibility, meeting your AODA requirements. It should also outline when the steps will be taken.

These three elements work together to make accessibility a permanent part of your organization’s culture and business practices.

**OSGOODE CARE CENTRE’s STATEMENT of COMMITMENT:**

Osgoode Care Centre (OCC) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing

barriers to accessibility and by meeting our accessibility requirements under Ontario’s accessibility laws.

OCC will provide, on request, information in an accessible format or with communication supports to people with disabilities, in a manner that considers their disability.

Osgoode Care Centre's Accessibility Plan and policies are publicly posted on our website at [www.osgoodecare.ca](http://www.osgoodecare.ca). Osgoode Care Centre will be launching an updated website in 2024. The new website will be housed on a responsive platform with AODA content updates. It will be readable on all devices, including phones. An additional accessibility audit will be conducted once the site is updated.

### **PROVIDE THE PLAN IN AN ACCESSIBLE FORMAT ON REQUEST**

You must also provide your plan in an accessible format when asked. Accessible formats include HTML, Microsoft Word, braille, accessible audio formats and large print.

Osgoode Care Centre is required to review and update our accessibility plan once every five years and post on our website- last completion was 2023.

### **ATTITUDINAL BARRIERS**

These may result in people with disabilities being treated differently than people without disabilities.

#### **Attitudinal Barriers**

- ✓ Thinking that people with intellectual disabilities are not able to make decisions.
- ✓ Assuming that a person who has a speech impairment cannot understand you.
- ✓ Believing a person who has a mental health disability or

#### **Possible Solutions**

- ✓ Do not assume what employees or customers with disabilities can or cannot do. Ask them.
- ✓ Train staff to interact and communicate with people with different types of disabilities.
- ✓ Learn about ways you can accommodate employees with disabilities.

someone who uses a wheelchair would not be a good employee.

- ✓ Assuming that a person with vision loss cannot enjoy movies, TV or concerts.
- ✓ Avoiding a person with a disability in fear of saying the wrong word or offending them.
- ✓ Thinking that every person with a disability will need costly accommodation.
- ✓ Learn about the different ways and available technologies that help people with vision loss enjoy movies, TV and concerts.
- ✓ Train staff to interact and communicate with people with different types of disabilities.
- ✓ Learn about the types of accommodations for people with disabilities. Many are low cost.

## **INFORMATIONAL AND COMMUNICATION BARRIERS**

These barriers arise when a person with a disability cannot easily receive and/or understand information that is available to others.

### **Informational and Communication Barriers**

### **Possible Solutions**

- ✓ Print that is too small to read.
- ✓ Presentation materials for meetings, such as slide decks and videos, are not accessible to employees with low vision or who have hearing loss.
- ✓ Videos don't have captions and are not accessible to people who have hearing loss.
- ✓ Brochures, guides and advertisements are not clear or easily understood.
- ✓ Make everyday documents, like signs and menus, easy to read by making sure that the print is legible for most people.
- ✓ Develop a template for slide decks using large fonts, high contrast colours and clean layout.  
  
Provide a visual description of the slides when making a presentation.
- ✓ Provide captions for videos and, when this is not possible, provide a text transcript of the video.
- ✓ Use plain language, symbols and pictures to get your message across.

- ✓ Website pictures are not described and are not accessible to people who rely on assistive technology.
  - ✓ Complicated, busy or confusing signs.
  - ✓ Seating arrangements make it difficult for people who have hearing loss to fully participate in meetings.
  - ✓ Marketing and communications are not inclusive, either in depicting people with disabilities, including them as a potential target audience, or in considering them.
  - ✓ Provide descriptions or alt tags for pictures for people who rely on assistive technology.
  - ✓ Keep signs clean and clear. Make information available in another form, such as a chart or pictogram.
  - ✓ Arrange seating at a round table to facilitate lip reading. Use assistive listening or amplification devices as appropriate.
  - ✓ Check that your marketing and communications efforts reach people with disabilities. Include people with disabilities of all generations in photos, testimonials, and other communications.
- Ensure marketing collateral such as flyers, brochures, podcasts and YouTube videos, are accessible.

## TECHNOLOGICAL BARRIERS

These occur when technology or the way it is used does not meet the needs of people with disabilities.

### Technological Barriers

- ✓ Emails or other electronic communications are not accessible to people who use screen readers.
- ✓ Having only one way for your customers to reach you, for example, by telephone only.

### Possible Solutions

- ✓ Make sure every email is accessible to people who use screen readers and offer alternative methods of communication.
- ✓ Allow customers to contact you in a variety of ways including telephone, email, TTY or train your staff on using the relay service over the phone.

- ✓ Accepting only online job applications.

- ✓ Welcome job applications in several formats.

## **SYSTEMIC BARRIERS**

These are aspects of policies, practices and procedures that result in people with disabilities being treated differently than others or sometimes excluded altogether.

### **Systemic Barriers**

- ✓ People with disabilities are excluded from events or included as an after-thought when planning events.
- ✓ Not knowing about the different types of accommodations an employee might need to return to work after an absence due to a disability.
- ✓ There is no leadership or accountability for issues related to accessibility for people with disabilities.
- ✓ Hiring policies do not encourage applications from people with disabilities.
- ✓ Procedures may exclude some employees, such as directing maintenance/housekeeping staff to

### **Possible Solutions**

- ✓ Make sure that accessibility is considered when making plans for events and invite attendees to tell you if they have different needs. Consider using an accessibility checklist for events.
- ✓ Learn about the types of accommodations employees might need. Talking with employees about their specific needs is a good first step.
- ✓ Designate a point person to implement accessibility policies and procedures.
- ✓ Review current hiring processes to identify and remove barriers, such as inaccessible locations for interviews.

only use certain cleaning products that can cause allergic reactions.

## **PHYSICAL AND ARCHITECTURAL BARRIERS**

These barriers in the environment prevent access for people with disabilities.

### **Physical/Architectural Barriers**

- ✓ Hallways are blocked by carts or merchandise making them too narrow for a person using a wheelchair or walker.
- ✓ Event or meeting spaces are inaccessible.
- ✓ Accessibility features such as power-operated doors are broken and not fixed promptly.

### **Possible Solutions**

- ✓ Consider the paths that your employees and customers take when mobilizing carts or storing supplies etc.
- ✓ Think about potential barriers when selecting a venue. Do not just look for a ramp. Consider the washrooms, lighting and signage.
- ✓ Develop a maintenance plan and ensure prompt response times when equipment is broken.

## **REFERENCES:**

Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11