



## **Oakville & Milton Humane Society Accessibility Plan 2020-2025**

The 2020-2025 accessibility plan outlines the policies and actions that the Oakville & Milton Humane Society (OMHS) will put in place to improve opportunities for people with disabilities in their interactions with our various services. OMHS's multi-year Accessibility Plan will be reviewed and updated at least once every five (5) years, or as required.

### **Statement of Commitment**

OMHS believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

### **Section One: Past Achievements to Remove and Prevent Barriers**

OMHS currently has the following initiatives in place in accordance with the AODA:

1. Training on the *Integrated Accessibility Standards Regulations (IASR)*, the *Human Rights Code* and the *Customer Service Standard*.

OMHS will continue to provide training to current and new employees and volunteers who deal with the public on behalf of OMHS on Ontario's accessibility laws and the *Human Rights Code* as it relates to people with disabilities.

Training will be provided in a way that best suits the duties of the employees and volunteers. OMHS will provide educational or training resources in an accessible format that considers the accessibility needs of a person with a disability. Records of the dates and number of individuals trained will be maintained. Mandatory training content will be reviewed and updated as needed to ensure compliance.

2. Feedback Process

OMHS will continue to ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing accessible formats and communication supports upon request and in a timely manner.

3. Emergency Procedures, Plans or Public Safety Information/Accessible Emergency Information

OMHS is committed to continue to provide customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individual emergency response information when necessary and as soon as practically possible.



#### 4. Accessible Formats and Communication Supports

OMHS will continue to ensure all publicly available information is made available upon request and will provide accessible formats and communication supports in a timely manner, at no additional cost.

#### 5. Recruitment, Assessment and Selection Processes

OMHS will continue to notify the public and staff that, when requested, OMHS will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

OMHS will inform applicants about the availability of accommodations when called for an interview, during the selection process, at the time of the job offer and as soon as practicable during the orientation of the new employee.

OMHS will continue to update job posting templates to include an accessibility statement. OMHS will also review existing recruitment policies, procedures, and processes to ensure compliance.

#### 6. Informing Employee of Supports

OMHS will continue to inform current and new employees, volunteers, and other stakeholders, as soon as practicable after they begin employment, of the policies supporting employees, volunteers, and other staff with disabilities.

OMHS will keep employees, volunteers, and other staff up to date on the changes to policies/procedures relating to accommodation.

#### 7. Documented Individual Accommodation Plans and Return to Work Process

A. OMHS will consider, review, and update current accommodation processes for employees that have been absent due to a disability. OMHS will continuously update and review accommodation processes and plans. OMHS will continue to document and track all individual accommodation in a confidential manner.

B. OMHS will take the following steps to develop and put into place a process for individual return-to-work policies for employees that have been absent due to a disability. OMHS will continuously update, review, and document the existing return-to-work policies and process. OMHS will continue to document and track all individual return-to-work plans in a confidential manner.

#### 8. Performance Management Processes and Career Development

A. OMHS will continue to consider the accessibility needs of its employees with disabilities and individual accommodation plans when utilizing OMHS's performance management processes.



- B. OMHS will take steps to ensure the accessibility needs of employees are taken into consideration when using career development and advanced processes and policies. OMHS will continuously review, and update career development and advancement policies as needed.

## 9. Redeployment

If OMHS is to use redeployment, it shall take into consideration the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.

## 10. Design of Public Space

OMHS will establish plans to meet the Accessibility Standards for Design of Public Spaces when applicable in the building or modifying public spaces that are under OMHS's control.

OMHS will take appropriate measures to prevent service disruptions to accessible parts of its public spaces. In the event of a service disruption, we will notify the public of the service disruptions and alternatives that are available. Currently many of our public spaces are made accessible through:

- Accessible washrooms
- Automatic doors
- Lower counter height to facilitate assistive devices

## **Section Two: Strategies and Action Plan**

### 1. Accessible Formats and Communication Supports

OMHS will take the steps to make sure all websites and content conform to WCAG 2.0 Level AA by June 30, 2021, except for exclusions set out in the Integrated Accessibility Standards Regulation (IASR).

### 2. Designing/Procuring or Acquiring Self-Serve Kiosks

If OMHS acquires self-serve kiosks in the future, OMHS will take steps to ensure that employees and contractors consider the needs of people with disabilities when designing, procuring, or acquiring them.

For more information on this accessibility plan or to provide feedback, please contact Human Resources at: 905-845-1551 ext. 149 or [hr@omhs.ca](mailto:hr@omhs.ca)

Accessible formats of this document are available free upon request from: [hr@omhs.ca](mailto:hr@omhs.ca) or by calling 905-845-1551 ext. 149.