

# **Willowgrove Accessibility Policies and Multi-Year Accessibility Plan**

This template is based on requirements for most large private and non-profit organizations. You can use this as a starting point, and add any elements that apply to your organization specifically.

## **Accessibility Plan and Policies for Willowgrove**

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

### **Statement of Commitment**

**Willowgrove** 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**

**Willowgrove** is committed to providing the customers and 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**

**Willowgrove** 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.

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

- Provide an overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Information on the Human Rights Code as it relates to people with disabilities.
- Willowgrove's plan related to the customer service standards.
- How to interact with and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require assistance of a service animal or support person.
- What to do if a person with a disability is having difficulty in accessing Willowgrove's services.

Staff will also be trained when changes are made to the plan.

## **Kiosks**

**Willowgrove** will ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks.

## **Information and Communications**

**Willowgrove** 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 and try to meet them.

Willowgrove does not have any plans for a new website at this time, but in case that a new website or a significant change is made to the Willowgrove website we will strive to ensure that the content on those sites conform with WCAG 2.0 level A by taking the following steps:

- Providing text alternative for any non-text content
- Provide synchronized alternative for multimedia
- Ensure that information and structure can be separated from presentation
- Distinguishable: we will strive to make it easier for users to see and hear content including separating foreground from background
- Make all functionality available from a keyboard
- Provide all users enough time to read and use content
- Seizures: do not design content in a way that is known to cause seizures
- Navigable: providing way to help users navigate, find content, and determine where they are
- Readable: making text content readable and understandable
- Predictable: make web pages appear and operate in predictable ways
- Input Assistance: helping users avoid and correct mistakes
- Compatible: maximize compatibility with current and future user agents, including assistive technologies

Willowgrove will ensure that all websites and content on those sites conform to WCAG 2.0, Level A by **January 1, 2021**.

## **Feedback Processes**

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

- Customers who wish to provide feedback on the way Willowgrove provides goods and services to people with disabilities can give verbal feedback in person or over the phone, or send a letter or email containing feedback. Camp customers will also be given opportunity to respond to online surveys.
- All feedback will be directed to the Directors
- Customers can expect to hear back within 7 days. Any issues with our accessibility, if thought to be valid, will be addressed in a timely manner in consultation with the person submitting the complaint.

### **Publicly Available Information**

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

- Willowgrove will make information accessible upon request.
- If a person with a disability asks for information we will work with them to figure out how to meet their needs, as soon as possible.

### **Employment**

**Willowgrove** is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, **Willowgrove** will accommodate people with disabilities during the recruitment and assessment processes and when people are hired (to be in place by January 1, 2016):

- By posting our accessibility policies/plan on our website
- Prospective employees will be made aware of the availability of accommodation when/where jobs are advertised
- Staff members will be made aware that individual emergency response plans are available for individuals with disabilities upon request. Any requested individual emergency response plans will be developed with input from the employee who requested it.

**Willowgrove** 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 (January 1, 2016):

- Consult with the employee about whether accommodation is required and work together to come up with a documented accommodation plan.
- This plan will be kept confidential and will be provided to the employee in a format that takes into account their disability.
- The individual accommodation plan will be reviewed annually by the employee and one of the directors and will be updated as required.

- The individual accommodation plan may include any information regarding accessible formats and communications supports, individualized workplace emergency response information and identify any other accommodation that is to be provided.

We will take the following step to ensure the accessibility needs of employees with disabilities needs are taken into account if **Willowgrove** is using performance management, career development and redeployment processes:

- Consult with the employee to see what accommodations are necessary during these processes.
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**Willowgrove** will do our best to prevent and remove other accessibility barriers identified for our employees and customers.

### **Modification to this or other policies**

Any policy of Willowgrove that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

### **For more information**

For more information on this accessibility plan, please contact **Miriam Reesor** at:

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Accessible formats of this document are available free upon request from: