

# Accessibility Plan and Policies for Woodview, Mental Health and Autism Services

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

## **Statement of Commitment**

**Woodview** is committed to treating all people in a manner that allows them to maintain their dignity and independence. We believe that every individual has the right to feel valued and accepted and to be treated with respect and dignity. 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**

Woodview 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**

Woodview 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.

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

- Make available a webinar, provided in partnership with Toronto CAS.
- Train specific volunteers or others providing services in orientation.

## **Information and communications**

Woodview 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.

As Woodview is not planning on making any immediate and significant changes to their website, they do not need to ensure their website and content on these sites conforms with WCAG 2.0, Level A by **January 1, 2014**:

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

- Parent feedback surveys will be continued to be sent out, facilitating feedback.
- Our contact information is provided on our website.

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

- Will be offered, upon request via e-mail, in large print, or by mail.
- Information will be made available in whatever method is needed.

**Woodview** will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by **January 1, 2021**:

- We will implement screen reading software by January 1, 2021.
- We will implement the software to enlarge printed information on our website.

## **Employment**

Woodview is committed to fair and accessible employment practices.

Woodview welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

During the hiring process, if requested, accommodations for job applicants, if selected for an interview, will be provided.

We will take the following steps to notify the public and staff that, when requested, **Woodview** will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- We will accommodate the needs of staff, as requested and according to need.
- We will let job applicants know that recruitment and hiring processes will be modified to accommodate their disabilities, if requested

**Woodview** 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:

- If accommodation of work is required, Woodview agrees to create individual accommodation plans - in writing. We will review the plan regularly to ensure it is working for both parties.
- If requested and to help employees stay safe in emergency situations, Woodview will provide staff with individualized emergency response information when necessary.

Woodview will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account with respect to utilizing performance management, career development and redeployment processes:

- We will accommodate the needs of individuals as needed on an ongoing basis.

Woodview will take the following steps to prevent and remove other accessibility barriers as identified:

- Print of material is too small; Information in Large print will be provided.
- Communication supports, arranging sign language, recorded Braille, audio, etc. if required.

## **Design of Public Spaces**

**Woodview** will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

Woodview will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

### **For more information**

For more information on this accessibility plan, please contact Carol Stuart, CHRP at:

- 905-689-4727
- [cstuart@woodview.ca](mailto:cstuart@woodview.ca)

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