



## **Integrated Accessibility Standards Policy**

### **Accessibility Plan and Policies for Columbus Centre/Villa Charities**

This 2014-2021 accessibility plan outlines the policies and actions that will be implemented to improve opportunities for people with disabilities.

#### **Statement of Commitment**

Columbus Centre/Villa Charities 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, 2005.

#### **Accessible Emergency Information**

Columbus Centre/Villa Charities is committed to providing 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**

Columbus Centre/Villa Charities 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.

Columbus Centre/Villa Charities will ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015.

#### **Information and Communications**

Columbus Centre/Villa Charities 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.

Columbus Centre/Villa Charities will ensure all new websites and content on those sites conform to WCAG 2.0, Level A by January 1, 2015.

Columbus Centre/Villa Charities will ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015.

Columbus Centre/Villa Charities will ensure all publicly available information is made accessible upon request by January 1, 2016.

Columbus Centre/Villa Charities will make all websites and content conform to WCAG 2.0, Level AA by January 1, 2021.

## **Recruitment**

Columbus Centre/Villa Charities is committed to fair and accessible recruitment practices.

By January 1, 2016, Columbus Centre/Villa Charities will notify the public and employees that reasonable accommodation is available, upon request, for applicants with disabilities during the recruitment, assessment and selection processes. Columbus Centre/Villa Charities will consult with successful applicants and provide, or arrange for the provision of suitable accommodation in the manner that considers the applicant's accessibility needs due to disability.

## **Return to Work Process**

Columbus Centre/Villa Charities maintains a documented process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

## **Performance Management, Career Development and Advancement & Redeployment**

We will ensure the accessibility needs of employees with disabilities are taken into account with respect to performance management, career development and redeployment processes.

## **Design of Public Spaces**

Columbus Centre/Villa Charities will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Outdoor public eating areas like patios or picnic areas
- Outdoor play spaces, like playgrounds in local communities
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps or rest areas
- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

## **Service Disruptions**

Columbus Centre/Villa Charities 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 (if applicable) by clearly posting notices at building entranceways and outside the affected area. Depending on the nature of the disruption, a notice will also be posted on our organization's website.

## **For More Information**

For more information on this accessibility plan, or to request an accessible format of this document, please contact:

Nicky Stathis, HR Administrator  
Villa Charities  
Email: [nstathis@villacharities.com](mailto:nstathis@villacharities.com)  
Phone: 416-789-7011 ext. 336