

Albion Neighbourhood Services
3 Year Accessibility Plan
2024- 2027

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Plan Last updated:

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Accessibility: Upon request, we can provide this document in an accessible format. Please email ans@albionservices.ca or call 416 740 3704.

Year 1:

Objective 1: Establish an Accessibility Committee

- Identify key stakeholders within Albion Neighbourhood Services who will form an Accessibility Committee.
- Develop a terms of reference for the committee's roles and responsibilities.
- Ensure representation from various departments, including management, HR, IT, and client services.

Objective 2: Accessibility Policy and Training

- Create or update an Accessibility Policy that reflects the organization's commitment to accessibility.
- Develop and deliver accessibility training for all staff members to increase awareness and understanding of AODA requirements.

Objective 3: Accessibility Compliance Assessment

- Conduct a comprehensive accessibility compliance assessment, including an accessibility audit of physical facilities, websites, documents, and services.
- Identify areas of non-compliance and prioritize them based on urgency and impact.
- Develop a corrective action plan to address the identified issues.

Objective 4: Website Accessibility

- Ensure that the organization's website and digital content comply with the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA.
- Appoint a web accessibility coordinator responsible for ongoing website accessibility monitoring and updates.
- Provide training to staff responsible for creating and updating digital content.

Year 2:

Objective 5: Accessible Employment Practices

- Review and update employment policies and procedures to promote accessibility in the recruitment, retention, and accommodation of employees with disabilities.
- Provide training to HR staff, managers, and supervisors on accessible hiring practices and accommodating employees with disabilities.

Objective 6: Accessible Information and Communication

- Ensure that all public-facing and internal documents, including brochures, forms, and reports, are available in accessible formats upon request.
- Develop a process for providing accessible communication support to clients with disabilities.
- Implement a plan to make emergency information and public safety announcements accessible.

Objective 7: Accessible Facilities

- Continue to implement the corrective action plan for physical accessibility identified in the compliance assessment.
- Prioritize accessibility improvements, including ramps, elevators, accessible washrooms, and signage.
- Monitor progress and adjust the plan as needed.

Year 3:**Objective 8: Monitoring and Reporting**

- Develop a system to monitor ongoing compliance with AODA requirements.
- Collect feedback from clients and employees with disabilities to assess the effectiveness of accessibility measures.
- Submit the required accessibility compliance reports to the Ontario government by the deadlines specified under AODA.

Objective 9: Continuous Improvement

- Regularly review and update the multi-year accessibility plan to reflect changing needs and priorities.
- Engage in ongoing training and education to stay up-to-date with evolving accessibility standards.

By following this multi-year accessibility plan, Albion Neighbourhood Services can demonstrate a strong commitment to inclusivity and accessibility while fulfilling the requirements of the Integrated Accessibility Standards Regulation under AODA. Regularly reviewing and updating the plan ensures that the organization remains adaptable and responsive to the evolving needs of individuals with disabilities.