



## **Anova 2020-2023 Multi-year Accessibility Plan**

### **Overview**

Anova's Multi-Year Accessibility Plan is intended to outline and identify the policies, processes and plans we currently have in place, are in the process of developing and/or implementing or intends to develop and/or implement in response to the requirements established by the Integrated Accessibility Standards Regulation (IASR).

Anova takes its obligations under the IASR and AODA very seriously and will review and revise this Multi-Year Accessibility Plan annually, or more frequently, as deemed necessary.

### **Statement of Commitment**

Anova is committed to providing a barrier-free environment for all stakeholders, including our clients, employees, volunteers, board members, job applicants, suppliers, the public and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (AODA) and its associated standards and regulations and will ensure that we offer a safe and welcoming environment that is respectful of each person's dignity and independence.

The goal of the AODA is the achievement of a fully accessible Ontario through the identification, prevention and removal of barriers. To meet this objective and the requirements under the AODA, Anova has, and will continue to, incorporate accessibility measures into our policies, procedures, training, websites, environment and best practices.

The AODA's key principles of integration, equality, dignity and independence will be applied regardless of whether an individual is:

- Working, volunteering or visiting our offices;
- Accessing our information;
- Using our services in person, on-line or via phone

Questions or concerns regarding ANOVA's Accessibility Policy and Multi-Year Accessibility Plan are to be directed to the Accessibility Coordinator or submitted via our AODA Feedback Process.

We encourage any individual interested in providing feedback to do so by any of the following means:

**On-line:** Please submit the online version of our Feedback Form by completing in full and hitting the "Submit" - button

In Person, we have five office locations:

Admin Office: 255 Horton Street, London, Ontario N6B 1L1  
Wellington: 100 Wellington Rd. S, London, Ontario N6C 4M7  
Clarke: 450 Clarke Rd, London, Ontario M5W 6h1  
Second Stage: 1416 Ernest Ave, London, Ontario N6E 3R3  
Mine 101: 900 Oxford Street E, London, Ontario N5Y 5A1

Hard copies of the feedback form are also available at each location.

**For more information ask to speak to a member of our accessibility committee**

In Writing:

Please mail the attached for to: Accessibility Coordinator  
255 Horton Street, London Ontario N6B 1L1

By Phone:

1 519 642 3003 extension 2227. TTY users can use the Bell Relay System by phoning **711**

By Email: Please email the Feedback Form: [service@anovafuture.org](mailto:service@anovafuture.org)

## **Multi-Year Accessibility Plan**

### **Part I – General**

This section of the Regulation requires us to:

- develop & maintain an accessibility policy
- develop & maintain a multi-year accessibility plan
- ensure staff and volunteers are trained on the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code

Action	Compliance Date	Responsibility	Status
<p><b>Accessibility Policies</b></p> <p>Create policies and procedures for each standard</p> <p>Make the Policy publicly available and provide in an accessible format, upon request.</p> <p>Review &amp; update as required</p>	<p>Jan 1, 2014</p>	<p>Leadership Team, Accessibility Committee and Human Resources Manager</p>	<p>Complete</p>
<p><b>Develop a multi-year accessibility plan</b></p> <p>Develop a Multi-Year Accessibility Plan</p> <p>Post multi-year accessibility plan on website, intranet and provide in an accessible format, upon request</p> <p>Review and update the</p>	<p>Jan 1, 2014</p>	<p>Leadership Team, Accessibility Committee and Human Resources Manager</p>	<p>Complete (annual review ongoing)</p>

plan at least once a year.			
<p><b>Training</b></p> <p>Ensure that all employees, volunteers, students and board members have completed AODA and OHRC training</p> <p>All new employees complete the AODA training within the first week if in-class, or within 30days if correspondence.</p> <p>Keep a record of the dates of training and the individuals who received the training</p>	Jan 1 <sup>st</sup> , 2015 (and ongoing)	Human Resources Manager	Complete (ongoing for new hires, students & volunteers)

**Part II – Information and Communications Standards**

This section of the Regulation includes requirements related to:

- accessible feedback processes
- accessible formats and communication supports
- publically available emergency procedures, plans, public safety information
- accessible websites and web content

<p><b>Feedback processes</b></p> <ul style="list-style-type: none"> <li>• Create a processes for receiving and responding to feedback</li> <li>• Ensure processes are accessible and meet the requirements of the IASR.</li> </ul>	January 1, 2016	Accessibility Coordinator and Human Resources Team	Complete
<p><b>Accessible formats and communication supports</b></p>	Jan 1 <sup>st</sup> , 2016	Accessibility Coordinator and	Complete (and ongoing)

<ul style="list-style-type: none"> <li>• Upon request, to the extent practicable, provide for provision of accessible formats and communication supports for persons with disabilities.</li> <li>• Consult with person making the request to determine suitability of accessible format or communication support.</li> <li>• Put a statement on the website that we shall, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities at a cost no more than regular cost charged to other persons.</li> </ul>		Human Resources Team	
<p><b>Emergency procedures, plans or public safety information</b></p> <ul style="list-style-type: none"> <li>• Emergency procedures, plans or public safety information, that is publicly available, shall be provided in an accessible format or with appropriate communication</li> </ul>	Jan 1 <sup>st</sup> 2012	Accessibility Coordinator and Human Resources Team	Complete (and ongoing)

<p>supports, upon request as soon as practicable</p>			
<p><b>Accessible websites and web content</b></p> <ul style="list-style-type: none"> <li>• Websites and web content published after 2012 to conform to WCAG 2.0 Level A initially and increasing to WCAG 2.0 Level AA by Jan 1, 2021 to the extent practicable other than criteria 1.2.4 (captions) and 1.2.5 (pre-recorded audio descriptions). <i>Note – All WCAG2.0 requirements only apply to websites, web content and web based applications that an organization can control either directly or through a contractual relationship and where meeting the requirements are technically feasible.</i></li> </ul>	<p>Jan 1, 2014 and Jan 1, 2021</p>	<p>Accessibility Coordinator and Webmaster/Designer</p>	<p>Complete (until Jan 1, 2021)</p>

**Part III – Employment Standards**

This section of the Regulation includes requirements related to:

- recruitment, assessment and selection
- accessible formats and communication supports for employees
- workplace emergency response
- individual accommodation plans and return to work processes

- performance management, career development and redeployment

**Recruitment,  
Assessment, Selection**

- Review and update existing recruitment, policies, procedures and processes.
- Specify that accommodation is available for applicants with disabilities on the website and on job postings.
- 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 after the new employee begins – specifically at orientation.
- If selected applicant requests accommodation, consult with the applicant and arrange for provision of suitable accommodation in a manner that takes into account the applicant's accessibility needs due to a disability.

Jan 1,  
2016

Accessibility  
Coordinator and  
Human Resources  
Team

Complete  
(and  
ongoing)

<p><b>Informing employees of supports</b></p> <ul style="list-style-type: none"> <li>• Inform current employees and new hires as soon as practicable after they begin employment of policies supporting employees with disabilities.</li> <li>• Keep employees up to date on changes to policies/procedures relating to accommodation.</li> </ul>	<p>Jan 1, 2016</p>	<p>Accessibility Coordinator and Human Resources Team</p>	<p>Complete (and ongoing)</p>
<p><b>Accessible formats and communication supports for employees</b></p> <ul style="list-style-type: none"> <li>• When requested by an employee with a disability, employers shall consult with the employee and provide or arrange for the provision of suitable accessible formats and communication supports needed to perform the employee's job.</li> </ul>	<p>Jan 1, 2016</p>	<p>Accessibility Coordinator and Human Resources Team</p>	<p>Complete (and ongoing)</p>
<p><b>Workplace emergency response information</b></p> <ul style="list-style-type: none"> <li>• Individualized workplace emergency response information procedures have been developed for</li> </ul>	<p>Jan 1, 2016</p>	<p>Accessibility Coordinator and Human Resources Team</p>	<p>Complete (and ongoing)</p>



employees with disabilities.			
<p><b>Documented individual accommodation plans / Return to work Process</b></p> <ul style="list-style-type: none"> <li>• Create a written process for the development of documented individual accommodation plans and return to work plans for employees with disabilities.</li> <li>• Include in the process and plans all of the required elements in accordance with the provisions of the IASR</li> </ul>	Jan 1, 2016	Accessibility Coordinator and Human Resources Team	Complete (and ongoing)
<p><b>Performance management, career development, advancement and redeployment</b></p> <ul style="list-style-type: none"> <li>• Review and update existing policies, practices to ensure compliance with IASR</li> <li>• Take the accessibility needs of employees with disabilities and, as applicable, individual accommodation plans, into account as part of performance management</li> </ul>	Jan 1, 2016	Accessibility Coordinator and Human Resources Team	Complete (and ongoing)

processes, when assessing performance, providing career development & advancement opportunities and considering redeployment			
--	--	--	--

**Part IV.1 – Design of Public Spaces Standards**

This section of the Regulation includes requirements related to:

- recreational trails & beach access routes (NA)
- outdoor public use eating areas & outdoor play spaces (NA)
- exterior paths of travel
- parking
- obtaining service
- maintenance

<p><b>Obtaining service – Make service counters and waiting areas accessible.</b></p> <ul style="list-style-type: none"> <li>• Where practicable, all indoor or outdoor newly constructed service counters all newly constructed or redeveloped waiting areas will conform to all of the required elements in accordance with the provisions of the IASR.</li> </ul>	Jan 1, 2017	Executive Committee, Director of Operations, Accessibility Coordinator, Facilities Manager, Human Resources Team	Not yet started / Not applicable
<p><b>Maintain the accessible parts of our public spaces.</b></p> <ul style="list-style-type: none"> <li>• Identify preventative and emergency maintenance</li> </ul>	Jan 1, 2017	Director of Operations, Accessibility Coordinator, Facilities Manager, Human Resources Team	Complete and Ongoing

<p>procedures &amp; alternatives &amp; procedures for handling disruptions and alternatives in accordance with the provisions of the IASR</p>			
<p><b>Make parking accessible</b></p> <ul style="list-style-type: none"> <li>Where practicable, new and redeveloped parking areas meet technical requirements in accordance with the provisions of the IASR</li> </ul>	<p>Jan 1, 2017</p>	<p>Accessibility Coordinator, Facilities Manager, Fleet Manager, Human Resources Team</p>	<p>Not yet started/ Not applicable</p>
<p><b>Make exterior paths of travel accessible.</b></p> <ul style="list-style-type: none"> <li>Where practicable, new and redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose (includes stairs, ramps, curb ramps, depressed curbs, pedestrian signals, rest areas) and not to provide a recreational experience meet certain technical requirements in accordance with the provisions of the IASR.</li> </ul>	<p>Jan 1, 2016</p>	<p>Executive Committee, Accessibility Coordinator, Facilities Manager, Human Resources Team</p>	<p>Not yet started /not applicable</p>

<p><b>Make outdoor public eating areas accessible.</b></p> <ul style="list-style-type: none"> <li>• If newly constructing or redeveloping outdoor public eating areas, where practicable, meet certain technical requirements in accordance with the provisions of the IASR.</li> </ul>	<p>Jan 1 2017</p>	<p>Executive Committee, Director of Operations, Accessibility Coordinator, Facilities Manager, Human Resources Team</p>	<p>Not yet started/not applicable</p>
---	-------------------	---	---------------------------------------