

# AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

This accessibility plan outlines the policies and actions that Hope Bible Church Oakville will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

## Statement of Commitment

Hope Bible Church Oakville believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)* and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

## Plan

\* regular review, revision and training ongoing as required

| Requirement                         | Compliance Date | Steps to meet   | Documented Compliance   | Completed*               |
|-------------------------------------|-----------------|---|---|--------------------------|
| Provide accessible customer service | Jan 1/2012      | Train your staff and volunteers to serve customers of all abilities | <i>AODA Customer Service Training - given to all staff Oct 2014;<br/>Included in New Employee Orientation; Volunteers - training occurred in 2016 for Kids volunteers, Welcome Team and Office Volunteers;<br/>provided to all new volunteers ongoing</i> | Oct 2014<br><br>Jan 2016 |
|                                     |                 | Keep a written record of the training                               | <i>A record is kept in PCO church database (Requirements)</i>   | Jan 2016                 |
|                                     |                 | Welcome service animals and support persons                         | <i>Included in Accessibility policy</i>   | Oct 2014                 |
|                                     |                 | Create accessible ways for people to provide feedback               | <i>Included in Accessibility policy</i>   | Oct 2014                 |

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|--|----------|---|--|-------------------------|
|  |          | Put an accessibility policy in place so your employees, volunteers and customers can know what to expect  | <i>Policy in place and reviewed regularly.</i>   | Oct 2014                |
| Provide accessible emergency and public safety information |          | When asked, provide publicly available emergency information, like evacuation plans or brochures, in an accessible format. Information about alarms or other emergency alerts (e.g., a procedure that explains what to do if you hear a fire alarm) | <i>Annual public announcement during worship services to describe Emergency procedures. Safety brochure is available for visitors at the Reception desk.</i>   | Sept 2014<br>April 2016 |
| Provide accessible emergency information to staff          |          | When necessary, provide accessible and customized emergency information. You should provide this information as soon as an employee asks for it or when you become aware an employee may need accommodation in an emergency.                        | <i>Will provide when necessary.</i>  |                         |
| Create accessibility policies and a multi-year plan        | Jan 1/14 | Create policies and a multi-year accessibility plan to help you achieve your accessibility goals  | <i>Policy created and posted;<br/>A multi-year plan created.</i>   | Nov 2014                |
|  |          | Tell your employees and customers about your policies   | <i>Included in New Employee Orientation;<br/>available on Staff Intranet;<br/>also available for the public at<br/><a href="https://hopeoakville.ca/policies/">https://hopeoakville.ca/policies/</a></i> | Oct 2014                |
|  |          | Post the multi-year plan on your website in an accessible format  | <i>Multi-year plan posted on Hope Bible Church Oakville website.</i>   | Dec 2020                |

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| Consider accessibility when purchasing or designing self-service kiosks |           | This includes interactive electronic terminals that people use to pay parking fees, validate tickets, buy groceries and renew licences.   | <i>Hope Kids check-in stations (updated) have a tiltable screen to be more easily accessible.</i>  | Oct 2017  |
| Make websites accessible  |           | This includes only new websites and old websites you significantly update and new web content you create.<br><i>Beginning January 1, 2014: new public websites, significantly refreshed websites and any web content posted after January 1, 2012 must meet Web Content Accessibility Guidelines (WCAG) 2.0 Level A</i> | <i>No significant changes to the website as of Jan 2014</i>  |           |
| File an Accessibility Compliance Report                                 | Dec 31/14 |   | Filed  | Dec 2014  |
| Train your staff on Ontario's accessibility laws                        | Jan 1/15  | Train all your employees and volunteers on the accessibility requirements that apply to their job   | <i>The Code and AODA online training assigned to staff; provided to all new staff ongoing to date</i>  | June 2017 |
| Make it easy for people with disabilities to provide feedback           |           | This includes surveys or comment cards.   | <i>Feedback about Accessibility will be received in any form - in person, in writing, by email and will be reviewed by the appropriate member of our team. (See policy at <a href="https://hopeoakville.ca/policies/">https://hopeoakville.ca/policies/</a>)</i> | Oct 2014  |

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| Make your public information accessible when asked | Jan 1/16  | Work with the person to figure out how to meet their needs as soon as possible.   | <i>As needed.</i>  | Oct 2014  |
| Make your employment practices accessible          | Jan 1/16  | Make how you hire, retain and provide career development opportunities accessible   | <i>As needed.</i>  | Oct 2014  |
|  |           | Document your processes for developing an individual accommodation plan and return-to-work plan   | <i>Documented a process for developing individual accommodation plan and return-to-work plans; (see Accessibility - Return to Work after Extended Absence due to Disability, Staff Intranet/Staff Manual &amp; Policies)</i> | Nov 2015  |
| Make new or redeveloped public spaces accessible   | Jan 1/17  | <ul style="list-style-type: none"> <li>● outdoor play spaces</li> <li>● public outdoor paths of travel</li> <li>● parking lots</li> <li>● service counters</li> </ul> | All developed/installed with the new building in 2012  | n/a       |
| File an Accessibility Compliance Report            | Dec 31/17 |   | <i>Filed</i>   | Nov 2017  |
|  | June 2019 |   | <i>Developed an Emergency Evacuation plan for children with accessibility needs. Emergency Procedures training video developed for ministry workers/volunteers.</i>  | June 2019 |
|  | Jan 2020  |   | <i>Purchased and installed EvacChairs on the second floor for Emergency Evacuations for</i>  | Oct 2020  |

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|  |           |   |  |          |
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|  |           |   | <i>those with accessibility needs who cannot use the stairs.</i> |          |
| File an Accessibility Compliance Report      | Dec 31/20 |   | <i>Filed</i>   | Dec 2020 |
| Make all websites and web content accessible | Jan 1/21  | Beginning January 1, 2021: all public websites and web content posted after January 1, 2012 must meet WCAG 2.0 Level AA other than criteria 1.2.4 (live captions) and 1.2.5 (pre-recorded audio descriptions) |  | Dec 2020 |
| File an Accessibility Compliance Report      | Dec 31/23 |   |  |          |

**Reference:** Accessibility rules for businesses and non-profits, <https://www.ontario.ca/page/accessibility-rules-businesses-and-non-profits#section-3>