



## **Multi-year Accessibility Plan**

Canopy Support Services (Canopy) 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.

### **Accessible Emergency Information**

Canopy is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. Canopy will also provide employees with disabilities with individualized emergency response information when necessary.

### **Training**

Canopy will provide AODA and Human rights (as it relates to people with disabilities) training to employees, students and volunteers. This training will be provided as part of orientation and documentation of participation in training will be retained in personnel file.

Canopy will take the following steps to ensure employee and volunteers are provided with the training needed to meet Ontario's accessible laws by January 1, 2015.

- Incorporate AODA training into onboarding procedures for all new staff and volunteers
- Review AODA training annually at staff meetings

### **Information and Communication**

Canopy is committed to meeting the communication needs of people with disabilities. Canopy will consult individually with people with disabilities to determine their information and communication needs.

Canopy will take the following steps to make its website and content on the site conform to WCAG 2.0, Level A by January 1, 2021.

- Investigate options for website upgrades through existing website host and other options
- Research funding opportunities for website upgrades



Canopy will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015.

- Establish a Continuous Quality Improvement (CQI) committee to monitor Accessibility
- Publish contact information in accessible format on Canopy's website
- CQI committee to establish process for follow up to all accessibility requests
- Offer available technology (pocket talker, cctv) or one-on-one support

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

- Establish AODA committee
- Publish contact info in accessible format on Canopy's website
- Committee to establish process for follow up to all accessible requests
- Identify and prioritize list of publicly available information to update in accessible format

## **Employment**

Canopy is committed to fair and accessible employment practices.

Canopy will take the following steps to notify the public and staff that, when requested, Canopy will accommodate people with disabilities during the recruitment and interviewing processes and when people are hired.

- Include notice of availability of accessible information/environment in all recruitment advertising
- Incorporate accommodation practices in assessment and hiring processes through consultation on communication/accessibility needs throughout these processes

Canopy 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.

- Canopy implements existing return to work and accommodation practices as per legislation (WSIB, OHSA, and Human Rights)

Canopy will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account when using performance management, career development and redeployment processes.



- Review processes to ensure that there are no barriers (attitudinal, information, communication, technology, organizational, architectural, physical) that would make processes inaccessible
- Educate supervisors on awareness of accessible issues in all work processes

### **Design of Public Spaces**

Canopy will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces that Canopy may have include:

- Outdoor public eating areas
- Outdoor recreational spaces
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas
- Accessible off street parking
- Service-related elements like service counters and waiting areas.

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

- Ensure subcontracts /landlords uphold regular property maintenance schedules

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

### **Contact Information**

For more information on the Canopy's Accessibility Plan and for accessible formats of this document, please contact the HR Manager and/or Technology and Operations Coordinator by e-mail at [accessibility@canopysupport.ca](mailto:accessibility@canopysupport.ca) or by phone at 705-876-9245.