



Habitat
for **Humanity**[®]
Heartland Ontario

2026

Multi-Year Accessibility Plan

Developed under the guidelines of:



AODA

Overview

Habitat for Humanity Heartland Ontario (HFHHO) is committed to meeting the accessibility needs of individuals with disabilities in a timely manner. To meet this goal and to comply with the requirements as defined under the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) and the *Integrated Accessibility Standard under Ontario Regulation 191/11*, HFHHO has developed the following multi-year accessibility plan. This plan will be reviewed at least once every five years.

This 2025-2030 accessibility plan outlines the policies and actions that HFHHO have in place to reduce barriers and improve accessibility for people with disabilities.

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Statement of Commitment

Habitat for Humanity Heartland Ontario 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* and *Accessible Canada Act, 2019*.

Definitions

In accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11* below are the common definitions included within the regulation:

- **Accessible formats:** may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.
- **Communications:** means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.
- **Communication supports:** may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.
- **Conversion ready:** means an electronic or digital format that facilitates conversion into an accessible format.
- **Government of Ontario:** includes the executive of the government and operational branches, including every ministry of the Government of Ontario and the Office of the Premier.
- **Information:** includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning
- **Large organization:** means an organization with 50 or more employees in Ontario, other than the Government of Ontario, the Legislative Assembly or a designated public sector organization.
- **Mobility aid:** means a device used to facilitate the transport, in a seated posture, of a person with a disability.
- **Mobility assistive device:** means a cane, walker or similar aid.
- **Obligated organization:** means the Government of Ontario, the Legislative Assembly, a designated public sector organization, a large organization and a small organization.

General Requirements

| Area | Legislative Requirements | Outcomes | Status |
|--|---|---|--------------------|
| Development of Accessibility Policies and Statement of Commitment | <p>Create written policies pertaining to meeting the requirements under the <i>Integrated Accessibility Standard</i>. The policies must include a statement of commitment.</p> <p>Ensure that the policies are available to the public and in an accessible format upon request.</p> | <p>Accessibility Policy and Statement of Commitment is established to incorporate new requirements, practices and procedures as required.</p> | Complete |
| | | <p>Accessibility Policy is posted on websites and will be available in accessible formats upon request.</p> | Complete |
| Development of an Accessibility Plan | <p>Create a multi-year accessibility plan that is reviewed at least once every five years.</p> <p>Post the plan on the company's website and make it available in an accessible format upon request.</p> | <p>Accessibility plan will be created and updated on an on-going basis.</p> | Ongoing |
| | | <p>The plan will be posted on external web site and will be available in accessible formats upon request.</p> | In Progress |
| Training | <p>Provide training on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities:</p> <ul style="list-style-type: none"> - to all persons who are an employee or volunteer with the organization, - participate in the development of policies, and/or - provide goods, services, or facilities on behalf of the organization. | <p>Training is incorporated into orientation program which will be assigned to all new employees and volunteers. Where appropriate, key employees will be provided with additional training, specific to their job, e.g. HR and Customer Service.</p> <p>Training programs:</p> <ul style="list-style-type: none"> - Accessible Customer Service - Understanding Ontario's Human Rights Code and the AODA | Ongoing |
| Accessibility Compliance Report(s) | <p>Complete and file reports, as requested.</p> | <p>Reports are completed and submitted in accordance with legislation.</p> | Ongoing |

Customer Service Standards

| Area | Legislative Requirements | Outcomes | Status with Date |
|---|--|---|------------------|
| Establishment of Policies | Develop, implement and maintain policies governing the provision of goods, services or facilities to persons with disabilities and make it readily available and posted in a conspicuous place on the premises or the website. | The Accessibility of Ontarians with Disabilities (AODA) policy has been established. | Complete |
| Use of service animals and support persons | <p>Ensure that the person is permitted to enter the premises with a service animal and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises.</p> <p>Ensure that both the individual and support person are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.</p> <p>Develop, implement and maintain a policy related to the above and make it readily available and posted in a conspicuous place on the premises or the website.</p> | <p>We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all employees, volunteers, and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal. Every attempt will be made to ensure that any offsite event venues are compliant with our commitment regarding service animals.</p> | Complete |
| Notice of temporary disruptions | Give notice to the public if there is a temporary disruption in facilities or services used by persons with disabilities. Notice must include reason, anticipated duration, and alternative facilities or services. | We provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of | Complete |

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| | | alternative facilities or services if available. | |
| Training for Staff | <p>Provide training on the provision of goods, services, and facilities as it pertains to persons with disabilities:</p> <ul style="list-style-type: none"> - to all persons who are an employee or volunteer with the organization, - participate in the development of policies, and/or - provide goods, services, or facilities on behalf of the organization. <p>Training must include, how to interact and communicate with persons with various types of disabilities, interact with persons who use assistive devices, service animals, and/or support persons, how to use any equipment that is available on your premises, what do to if a person is having difficulty accessing your goods, services, or facilities.</p> <p>Ongoing when policies or requirements change.</p> <p>Record of training, dates provided and # of attendees.</p> | <p>We provide training to all employees, volunteers, and others who deal with the public or other third parties on our behalf. Training is developed and delivered in various formats.</p> <p>Training includes the following:</p> <ul style="list-style-type: none"> - The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard. - How to interact and communicate with people with various types of disabilities. - How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person. - How to learn about the use of various assistive devices. - What to do if a person with a disability is having difficulty in accessing our goods and services. - HFHHO policies, practices, and procedures relating to the customer service standard. <p>All employees will be trained on policies, practices, and procedures that affect the way services are provided to</p> | Ongoing |

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| | | people with disabilities. Employees will also be trained on an ongoing basis when changes are made to these policies, practices, and procedures. | |
| Feedback Process | <p>Develop, implement, and maintain a feedback process related to the provision of goods, services, and facilities to persons with disabilities.</p> <p>Specify actions that the provider will take when a complaint is received.</p> <p>Ensure accessibility of the process to persons with disabilities and that is readily available to the public and posted in a conspicuous place on the premises or the website.</p> | Current feedback process has been enhanced to improve accessibility. The leadership team will continue to ensure the process meets accessibility standards. | Complete |
| Format of documents | If requested, provide or arrange for the provision of policies and information in an accessible format that takes into account the person's accessibility needs by consulting with the person making the request and at a cost that is no more than the regular cost charged to other persons. | We have a goal of meeting and exceeding customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. A Customer Feedback Form is available from our administrative office and can be emailed, mailed, or faxed as requested. The form can also be obtained in person by arranging an appointment. All feedback will be directed to Senior leadership for review. Customers can expect to hear back within fifteen (15) business days. | Ongoing |

Information and Communication Standards

The information and communications standards do not apply to the following:

1. Products and product labels, except as specifically outlined by legislation.
2. Unconvertible information or communications.
3. Information that the obligated organization does not control directly or indirectly through a contractual relationship.

If we determine that information or communications are unconvertible, upon request we will provide an explanation as to why the information or communications are unconvertible and a summary of the unconvertible information or communications.

For the purpose of this section unconvertible means that it is not technically feasible to convert the information or communications or the technology is not readily available to support converting the content.

| Area | Legislative Requirements | Outcomes | Status |
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| Feedback | Ensure that its feedback process is accessible to people with disabilities by providing accessible formats and communication supports upon request. | Current feedback process has been enhanced to improve accessibility. Requests will be documented and the format needed confirmed. | Complete |
| | Notify the public about the availability of accessible formats and communications supports with respect to the feedback process. | A general statement of availability will be posted on the website. | In Progress |
| Accessible formats and communication supports | Provide accessible formats and communication supports to individuals with disabilities when requested at no additional cost. Consult with the person making the request to determine the suitability of an accessible format or communication support. | Request can be made using the Communication Accommodation Request Form. The request will be documented and the format needed confirmed. | Ongoing |
| Emergency Procedures, Plans and Public Safety Information | Provide any emergency procedures, plans or public safety information that is made available to the public in an accessible format upon request. | Emergency Procedures, Plans, and Public Safety information will be posted on websites and will be available in accessible formats upon request. | In Progress |

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| Accessible Websites and Web Content | All internet websites and web content must conform with WCAG 2.0 Level AA, other than (a) success criteria 1.2.4 Captions (Live), and (b) success criteria 1.2.5 Audio Descriptions (Pre-recorded) by January 1, 2021. | The website will be continuously updated to support alignment with WCAG 2.0 Level AA. Employees working on or responsible for website content will be provided with guidelines and training to ensure alignment. | In Progress |
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Employment Standards

| Area | Legislative Requirements | Outcomes | Status |
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| General Recruitment | Notify current employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes. | <p>All job postings will include information for requesting accommodation or assistance.</p> <p><i>“Habitat for Humanity Heartland Ontario is an equal opportunity employer. We welcome and encourage applications from candidates of all backgrounds. Accommodation is available upon request for candidates taking part in all aspects of the selection process.”</i></p> | Ongoing |
| Recruitment, Assessment or Selection process | <p>Job applicants that are individually chosen to participate in the selection process must be notified that accommodations are available.</p> <p>Consult with the applicant requesting accommodation to determine a suitable accommodation.</p> | <p>Request can be made using the Interview & Recruitment Accommodation Request Form.</p> <p>All applicants invited for interviews will be asked if they require assistance or accommodation.</p> | Ongoing |
| Notice to successful applicants | When making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities. | Emailed employment offers will notify the successful applicant of the availability for accommodation and policies in accessible formats. | Ongoing |

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| | <p><i>“Habitat for Humanity Heartland Ontario is an equal opportunity employer. If you require accommodations or the attached information in an accessible format, please reach out. Within our Employee Handbook you will find many policies that outline our commitment to offering an inclusive and accessible work environment, including:</i></p> <ul style="list-style-type: none"> <i>- Commitment to Protecting Human Rights</i> <i>- Mental Health & Wellness</i> <i>- Personal Sickness & Injury</i> <i>- Workplace Disability Management Program</i> <p><i>We look forward to welcoming you to the team.”</i></p> | | |
| Informing employees of supports | <p>Inform employees of policies used to support their employees with disabilities.</p> | <p>The <i>Commitment to Protecting Human Rights, Alcohol, Substance, and Drug Usage in the Workplace, Mental Health & Wellness, Personal Sickness & Injury, and Workplace Disability Management Program</i> policies are readily available to all employees and communicate upon hiring.</p> | Ongoing |
| Accessible formats and communication supports for employees | <p>Provide accessible formats and communication supports to an employee with a disability for:</p> <ul style="list-style-type: none"> - Information that is needed in order to perform the employee’s job; and - Information that is generally available to employees in the | <p>Request can be made using the Communication Accommodation Request Form.</p> <p>Accommodation for positions based on</p> | Ongoing |

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| | <p>workplace.</p> <p>Consult with the employee when determining the suitable format or communication support.</p> | <p>requirements will be provided.</p> | |
| Workplace emergency response information | <p>Provide individualized workplace emergency response information to employees who have a disability and require accommodation.</p> <p>If required and consented to by the employee, provide the individualized plan to the person designated by the employer to provide assistance to the employee.</p> | <p>Employees will have the opportunity to identify themselves in order to be provided with an individualized workplace emergency plan. Accessible formats will be provided upon request.</p> <p>Assistance will be provided upon request and consent.</p> | Ongoing |
| Documented individual accommodation plans | <p>Develop a written process for the development of documented individual accommodation plans.</p> <p>Click here for more details.</p> | <p>HFHHO will review any ongoing accommodation plans and update as necessary.</p> | Ongoing |
| Return to work process | <p>Develop a return-to-work process that is documented for its employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work.</p> | <p>The following materials are readily available to support employees when they are returning to work due to a disability and/or require accommodation:</p> <ul style="list-style-type: none"> - Personal Sickness & Injury Policy - Workplace Disability Management Program - Blueprints for Leadership (Accommodation) - Individual Accommodation Plan | Completed |
| Performance Management | <p>If a performance management program exists, take into account the accessibility needs of employees with disabilities as well as individual accommodation plans.</p> | <p>Any implemented performance management systems or processes will include AODA requirements.</p> | Not Applicable |
| Career development and advancement | <p>If you provide career development and advancement, take into account the accessibility needs of employees with disabilities as well as individual accommodation plans.</p> | <p>All team training and available professional development is offered to all employees. Any required accommodation or developed accommodation plans will be taken into account to ensure appropriate assistive aids</p> | Ongoing |

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| | | are provided. | |
| Redeployment | If you utilize redeployment, take into account the accessibility needs of employees with disabilities as well as individual accommodation plans. | A review of current organizational opportunities will be completed to include accessibility considerations at a time layoffs are considered. | Ongoing |

For more information

For more information on this accessibility plan, please contact the Director of Corporate Services at:

- **By email:** jhoward@Habitat4Home.ca
- **By phone:** (519) 455-6623 x221

Accessible Formats

Accessible formats of this document are available for free upon request.