



Integrated Accessibility Policy and Multi-Year Plan

Creation Date: October 2014

Revision Date:



Fife House Accessibility Policy Statement

The following policy, practices and procedures have been established by Fife House to govern the provision of its services in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and Regulation 429/07 “Accessibility Standards for Customer Service”.

Fife House shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

Dignity and Independence – The programs and services must be provided in a manner that respects the dignity and independence of persons with disabilities. We will always be willing to assist a person with a disability but will not do so without the express permission of the person.

Integration – The provision of goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from goods and services.

Equality of Opportunity – Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from goods or services.



Fife House Accessibility Plan

This 2014-21 accessibility plan outlines the policies and actions that **Fife House Foundation** will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Fife House Foundation 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

Fife House Foundation is committed to providing the clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

Fife House Foundation will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Fife House Foundation will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015**:

- The Executive Director will conduct a presentation to all Fife House staff in June 2014 regarding Fife House's policy on accessibility, the Ontario Human Rights Code and Ontario's Integrated Accessibility Standards under AODA.



- The Volunteer Coordinator will conduct annual training for all active volunteers and new volunteers regarding Fife House's policy on accessibility, the Ontario Human Rights Code and Ontario's Integrated Accessibility Standards under AODA.

Policy

Fife House Foundation will take the following steps to ensure current and new employees and new volunteers consider the needs of people with disabilities by including the Fife House policy statement and this plan are included in the orientation of all new employees and volunteers by January 1, 2014:

- Information on Fife House policy on accessibility
- Make available Online training

Information and communications

Fife House Foundation is committed to meeting the communication needs of people with disabilities. Upon request, we will work with people with disabilities to determine their information and communication needs.

Fife House Foundation will take the following steps to make the agencies current websites (including the websites for the Ontario HIV and Substance Use Training Program and the AIDS Bereavement and Resiliency Program of Ontario) and content on those sites conform with WCAG 2.0, Level A by **January 1, 2016**:

- Fife House's current website will be compliant with WCAG 2.0, Level A in fiscal 2015-16
- Ontario HIV and Substance Use Training Program website will be compliant with WCAG 2.0, Level A by April 1, 2015
- AIDS Bereavement and Resiliency Program of Ontario website will be compliant with WCAG 2.0, Level A by April 1, 2015

Fife House Foundation will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**:

- Information on Fife House program surveys will be added notifying respondents about Fife House's accessibility policy and providing a link to further information.

Fife House Foundation will take the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2016**:



- Information will be added on Fife House's website and on the welcome message on our general inquiries telephone line to notify the public that we will provide information in an accessible format upon request.
- Information will be added to the client application package(s) and intake forms about Fife House's accessibility policy.
- Information will be added to new resident orientation package(s) about Fife House's accessibility policy.

Fife House Foundation will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by **January 1, 2021**:

- Fife House continues to work towards WCAG 2.0, Level AA and has taken steps to reach this goal by 2021.

Employment Standard

Fife House Foundation is committed to fair and accessible employment practices. The Employment Standard builds upon the existing requirements under the Ontario Human Rights Code in relation to how accessibility throughout the entire employment cycle is provided. It applies to all employees.

We will take the following steps to notify the public and employees that, when requested, **Fife House Foundation** will accommodate people with disabilities during recruitment and assessment processes and when people are hired:

- Include information about the process for requesting accommodations in all job postings.
- Provide information to anyone involved in the recruitment process about the accommodation process.
- Notify successful applicants of the policies for accommodating employees with disabilities.
- Ensure that all current and new employees are made aware of the policies in place that provide support for employees with disabilities.

Fife House Foundation 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:

- Create and document an accommodation and or return to work plan in conjunction with the employee, the employee's manager, Human Resources and the appropriate medical professionals .
- Establish a time frame for monitoring and reviewing the plan on a regular basis with all involved to ensure the accommodation remains appropriate.



Fife House Foundation will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if **Fife House Foundation** is using performance management, career development and redeployment processes:

- Address individual accommodation requests on a case by case basis taking into account the nature of the disability.
- Through individual accommodation requests, Fife House will adapt its policies and procedures to make sure we comply with all AODA requirements.

Fife House Foundation will take the following steps to prevent and remove other accessibility barriers identified:

- Fife House is compliant with AODA regulation in terms of public spaces being barrier free.
- The Denison residence is now fully compliant and barrier free.
- Fife House will redesign its front reception area at 490 Sherbourne to accommodate a mobility aide and investigate an automatic door on the 2nd floor entrance to reception.

For more information

For more information on this accessibility plan, please contact Fife House Executive e Director:

- Phone: via General Inquires telephone line: 416-205-9888.
- Electronically: www.fifehouse.org
- By Mail:

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