

Accessibility Plan and Policies for the John Howard Society of Ottawa

This 2014-21 accessibility plan outlines the policies and actions that the John Howard Society of Ottawa (JHS Ottawa) will put in place to improve opportunities for people with disabilities.

Statement of Commitment

JHS Ottawa 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

JHS Ottawa is committed to providing the customers and 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

JHS Ottawa 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.

JHS Ottawa will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2014

- Employees will be trained when changes are made the accessibility policy as soon as practicable;
- New employees will be trained during Orientation.

Information and Communications

JHS Ottawa is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

JHS Ottawa will take the following steps to make all new websites and content on those sites conform to WCAG 2.0, Level A by January 1, 2015:

- Consult with internal administration and IT personnel, along with the external website developer to ensure understanding and implementation of the required technical standards, including an audit performed by external website developer for compliance with [\[WCAG 2.0\]](#)

JHS Ottawa will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2014:

- Conduct a review of all feedback processes across the organization (internally and externally);
- Determine what/how accessible formats and communication supports we will provide upon request.

JHS Ottawa will take the following steps to ensure all publicly available information is made accessible upon request by January 1, 2015:

- Determine what accessible formats and communication supports we will provide to persons with disabilities

JHS Ottawa will take the following steps to make all websites and content conform to WCAG 2.0, Level AA by January 1, 2021:

- Consult with internal administrative and IT personnel, along with the external website developer to ensure understanding and implementation of the required technical standards, including an audit performed by external website developer for compliance with WCAG 2.0

Recruitment

JHS Ottawa is committed to fair and accessible employment practices.

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

a) Notice to Successful Applicant

When making offers of employment, JHS Ottawa will notify the successful applicant of its policies for accommodating employees with disabilities.

b) Informing Employees of Supports

JHS Ottawa will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

Return to Work Process

JHS Ottawa maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

The return to work process outlines the steps JHS Ottawa will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return to work process will not replace or override any other return to work process created by or under any other statute (i.e. the *Workplace Safety Insurance Act, 1997*).

Performance Management, Career Development and Advancement & Redeployment

JHS Ottawa will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

Design of Public Spaces

JHS Ottawa will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include”

- Outdoor public eating areas;
- Outdoor paths of travel, like sidewalks, ramps stairs, curb ramps, rest areas and accessible pedestrian signals;
- Accessible off street parking; and
- Service-related elements like service counters and waiting areas

JHS Ottawa will put procedures in place to prevent service disruptions to its accessible parts of its public spaces.

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

For More Information

For more information on this accessibility plan, please contact Human Resources at:

Phone: (613) 789-7418 ext. 228

Email: rwootton@jhsottawa.ca

Accessible formats of this document are available free upon request, please contact Human Resources at:

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