

## Multi-Year Accessibility Plan

Pathways to Independence's Multi-Year Accessibility Plan is a requirement under the [Accessibility for Ontario with Disabilities Act, 2005 \(AODA\)](#). It is a five-year plan to identify, remove, and prevent accessibility barriers across the organization by committing to initiatives and outcomes aimed at making sure our supported individuals, employees, and other stakeholders with disabilities can access Pathways worksites and participate in programs, services, facilities, information and communication, and employment.

### Introduction

Pathways to Independence strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities and is committed to providing access to our programs and services in ways that take into account their disabilities and specific requirements for the provision of service. This policy is inclusive of the general requirements that apply across the five standards of Customer Service, Information & Communications, Employment, the Design of Public Spaces and Transportation as identified in the Act.

In keeping with this legislative requirement and with CARF accreditation standards, Pathways will establish, implement, maintain and document a multi-year plan outlining its strategy to prevent and remove barriers. The plan will be posted on the Pathways website and it will be provided in an accessible format upon request. The plan will be reviewed and updated annually in keeping with CARF and AODA ISAR requirements.

Pathways to Independence is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

### Customer Service

Pathways remains in compliance with the Customer Service Standard. New employees are trained on the customer service requirements upon hire in policy updates as required. Feedback regarding the way Pathways provides goods and services to people with disabilities can be made in person, verbally, by email, or on the agency website. Feedback may be provided to the Chief Executive Officer or designate who will ensure that the appropriate actions are taken to respond or resolve any issue presented.

### Strategies & Actions

Pathways is committed to provided accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others. Pathways continues to provide training to all new hires and volunteers on AODA and our Accessibility plan and policy.

#### **Timeline: Upon hire and ongoing.**

We welcome 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 welcome support persons who accompany a person with a disability. The support persons role will be respected and they will be included based on the needs or expressed wishes of the person with a disability. Fees will not be charged for a support person accompanying a person with a disability to any Pathways event or program.

#### **Timeline: Current practice and ongoing as required.**

## Information and Communication

Pathways will provide goods & services and communicate with people with disabilities in ways that takes into account their disability. Depending upon the need, this may include but is not restricted to use of communication devices and media such as large print, TTY machines, use of American Sign Language (ASL), telephony services or email. Pathways website is compliant with accessibility design standards.

### Strategies & Actions

Pathways will provide customers and members of the public 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 alternative facilities or services, if available. The notice will be placed at all public entrances and service counters, on the website and related social media and in the event of urgent circumstances on local radio stations.

Pathways website will be reviewed on a regular basis to ensure it continues to meet all accessibility standards.

**Timeline: Current practice and ongoing.**

## Employment

Pathways employs people with disabilities. Accessibility notices are attached to each job posting, and accommodations made for potential employees upon request. Upon hire, new employees requiring accommodations are supported. Examples include, information is provided in easy to understand policies, job-related training is provided in multiple formats to ensure understanding is achieved. Supported individuals work with a job coach when needed.

### Strategies & Actions

Pathways will ensure that human resources processes are supportive of people with a disability. These processes include but are not limited to; recruitment, providing accessible information, plans for emergencies, individual accommodation, return to work, performance management, and career development and deployment. Supportive employment related processes and tools will be developed & implemented in accordance with the collective agreement.

**Timeline: Current practice and ongoing.**

Pathways community employment program works with local business to secure employment opportunities for people with developmental disabilities. This program will continue to sources opportunities for the people we support.

**Timeline: Current practice and ongoing.**

## Procurement

Pathways is committed to including accessibility criteria and features when procuring or acquiring goods, services or facilities. The only exception is in cases where it is impractical to do so.

## Self Service Kiosks

Not Applicable.

## Training

Pathways will ensure that employees with disabilities who require workplace accommodation due to their disability will have a documented accommodation plan. Pathways provides training to all employees upon hire who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of policies, practices and procedures. Training includes understanding of the OHRC and AODA legislation.

### Strategies & Actions

Training on OHRC and AODA will continue to be provided to all new employees upon hire.

#### **Timeline: Current practice and ongoing.**

Training continues to be provided to employees to support people with disabilities based on their needs and requirements. Examples include, Brain Basics, Mental Health First Aid, Trauma informed care, Safety Care, Crisis Prevention.

#### **Timeline: upon hire, as needed based on position, and recertification requirements of annually or bi-annually as identified.**

Pathways identified the need to provide training on mental health supports as they contribute to situations of homelessness in our local communities. Sessions provided digitally, and available for all employees to participate.

#### **Timeline: January 2023 and ongoing.**

## Designing of Public Spaces

Pathways worksites that are open to the public are accessible, including ramps and elevators. The majority of Pathways worksites are not open to the public.

Pathways will meet accessibility laws when building or making major changes to public spaces.

## Transportation

Pathways does not provide transportation services to the public. However, Pathways supported individuals are transported in accessible vehicles where required.

All wheelchair vans are continuously inspected. Areas of enhancement/concern are addressed accordingly.

## Other Planned Initiatives

- Notice of Interruption of Services (Current Practice)
- Recruitment, Assessment and Selection (Current Practice)
- Providing Feedback (Current Practice)
- Accessible Communications for Employees (Current Practice)
- Service Animal (Current Practice)
- Support Person (Current Practice)

For more information on this accessibility plan, please contact:

Cindy Pierce  
Interim Director, Human Resources  
[cindyp@pathwaysind.com](mailto:cindyp@pathwaysind.com)  
613-962-2541

Our accessibility plan is publicly posted on our website: [www.pathwaysind.com](http://www.pathwaysind.com)