



Habitat for Humanity®
Habitat pour l'humanité®
Canada

Habitat for Humanity Canada

Compliance with Accessibility for Ontarians with Disabilities (AODA)

2024-06-30

Introduction

Habitat for Humanity Canada (HFHC) is dedicated to fostering an accessible and inclusive environment for all individuals, including those with disabilities. Our Multi-Year Accessibility Plan for 2024 to 2027 outlines our strategy to enhance opportunities and remove barriers for individuals with disabilities. This plan ensures compliance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (IASR).

Statement of Commitment

Habitat for Humanity Canada is committed to treating all individuals in a manner that allows them to maintain their dignity and independence. We believe in integration and equal opportunity and are dedicated to meeting the needs of people with disabilities in a timely manner. This commitment is achieved by preventing and removing barriers to accessibility and adhering to the requirements set forth by the AODA.

Office Relocation and Accessibility

In February 2024, Habitat for Humanity Canada relocated to a new office at **100 Yonge Street, Toronto**. While this office is not designed for regular public access, it has been thoughtfully designed to accommodate individuals with disabilities. Key accessibility features include:

- Wheelchair-accessible entrances and exits
- Elevators equipped with braille buttons and auditory signals
- Electronic message boards in the elevators
- Accessible washrooms on each floor
- Wide hallways and doorways to accommodate mobility devices
- Adjustable workstations for ergonomic support
- Power-operated doors, both external and internal
- Automatic door openers in the building and office
- Designated accessible parking spaces near the building entrance and underground parking at [Scotia Plaza](#).

Information and Communication

HFHC is committed to addressing the communication needs of individuals with disabilities. We have integrated specific provisions in our policies and operating procedures to cater to diverse communication requirements. Our efforts include:

- Regular engagement with individuals with special needs
- Providing tailored communication mechanisms to meet unique circumstances
- Continuously reviewing and improving our communication methods to eliminate any barriers
- Implementing appropriate communication solutions as new needs arise

These practices ensure that everyone can effectively engage and communicate with our services.

Covered Areas in the AODA Multi-Year Accessibility Plan

The following areas are addressed in our Multi-Year Accessibility Plan:

- Accessibility Policy and Plan
- Accessible Emergency Information
- Individualized Emergency Procedures
- Employment: Recruitment, Selection, Training, Work Accommodation
- Information and Communication

For more information on this accessibility plan, please contact the Human Resources Department at (416) 644-0988 or email us at habitat@habitat.ca



1. General Requirements

1.1 Accessibility Policies

2024

- **Review and update existing policies:** Conduct a thorough review of all existing accessibility policies to ensure they align with current legislation and best practices. Update these policies as needed to maintain compliance and enhance their effectiveness.
 - **Status:** Completed
- **Establish procedures:** to support the Multi-Year Plan developed by various teams, including HR and the Joint Health and Safety Committee.
 - **Status:** Ongoing

2025

- **Develop new policies:** identify any gaps in current accessibility policies and develop new policies to address these areas. This proactive approach will ensure comprehensive coverage of all aspects of accessibility.
 - **Status:** Planned

2026

- **Annual policy review:** implement an annual review process for all accessibility policies to evaluate their effectiveness and relevance. Make necessary adjustments based on this review to continuously improve the policies.
 - **Status:** Planned

2027

- **Maintain current and effective policies:** ensure all accessibility policies are up-to-date and effective in meeting accessibility standards. Regularly monitor and update policies to reflect any changes in legislation, best practices, or organizational needs.
 - **Status:** Planned

1.2 Accessibility Plans

2024

- **Develop and launch the Multi-Year Accessibility Plan:** create and publicly release the Multi-Year Accessibility Plan for 2024-2027. Ensure the plan is accessible to everyone by providing it in various formats upon request, such as large print, braille, and digital formats.
 - **Status:** Completed

2025-2027

- **Monitor and adjust the plan:** Continuously monitor the implementation of the Multi-Year Accessibility Plan. Conduct annual reviews to assess progress and make necessary adjustments to address emerging needs, incorporate feedback, and ensure ongoing compliance with accessibility standards.
 - **Status:** Planned

2. Accessible Emergency Information

2.1 General Requirements

2024

- **Review and update existing emergency procedures:** assess current emergency procedures, evacuation plans, fire safety protocols, alarm systems, and emergency exits. Identify gaps in accessibility and update these procedures as needed. [100-yonge-tenant-evacuation-procedures.pdf](#)
 - **Status:** Planned for Q3
- **Inform employees about accessible emergency information:** communicate the importance of accessible emergency information to all employees and provide initial training on available, accessible formats (e.g., large print, screen reader-compatible documents, captioned videos).
 - **Status:** Planned for Q3



- **Convert emergency information into accessible formats:** ensure that all existing emergency information is available in accessible formats. Distribute these formats to employees as needed.
 - **Status:** Planned for Q4
- **Gather feedback and adjust:** collect feedback from employees regarding the accessibility of emergency information and make necessary adjustments to improve accessibility.
 - **Status:** Planned for Q4
- Add AODA training, information, and resources to the employee onboarding process with Human Resources. <https://www.aoda.ca/free-online-training/>
 - **Status:** Planned for Q4

2025

- **Regular communication and reinforcement:** continue to inform and remind employees about the availability of accessible emergency information. Provide ongoing training as needed.
 - **Status:** Planned for once each quarter
- **Routine reviews and updates:** conduct regular reviews of all accessible emergency information and update it as necessary to ensure continued accessibility.
 - **Status:** Planned for Q3, and or as required.

2026 - 2027

- **Annual comprehensive review:** conduct a comprehensive annual review of all accessible emergency information to ensure it is up-to-date and compliant with AODA standards.
 - **Status:** Planned Q3 on an annual basis
- **Integration with new policies:** integrate accessible emergency information into any new emergency policies or procedures. Ensure seamless access and availability.
 - **Status:** On an as-needed basis



2.2 Individualized Emergency Procedures

2024

- **Identify employees requiring assistance:** distribute a confidential self-assessment form to all employees to identify those who need individualized emergency response information due to a disability, whether permanent or temporary. [HFHC Employee Emergency Memo.docx](#) ; [HFHC Employee Emergency Information Worksheet.docx](#)
 - **Status:** Planned for Q3 and Q4

2025

- **Develop individualized emergency response plans:** meet with identified employees to discuss their specific needs and create individualized emergency response plans using provided templates. [HFHC Individualized Emergency Plan.docx](#)
 - **Status:** Planned for Q1
- **Train designated helpers:** train staff members designated to assist employees with disabilities during emergencies. Ensure they understand their roles and responsibilities.
 - **Status:** Planned for Q2
- **Finalize individualized emergency response plans:** ensure all individualized emergency response plans are complete and in place.
 - **Status:** Planned for Q2
- **Conduct emergency drills:** test the effectiveness of individualized emergency response plans through emergency drills. Note any issues or areas for improvement.
 - **Status:** Planned for Q3/Q4
- **Collect feedback and refine plans:** gather feedback from employees and designated helpers after drills and refine the individualized plans based on the feedback.



- **Status:** Planned for Q4

2026 - 2027

- **Continuous monitoring and addressing new needs:** continuously monitor the effectiveness of individualized emergency response plans and address any new needs or changes in employee conditions promptly.
 - **Status:** Ongoing
- **Annual emergency drills:** conduct annual emergency drills focusing on individualized procedures to ensure their effectiveness and make any necessary adjustments.
 - **Status:** Planned for Q3/Q4 on an ongoing basis
- **Final compliance check and report:** perform a final compliance check to ensure all procedures meet AODA standards and prepare a report summarizing compliance status and any future steps needed.
 - **Status:** Planned for Q3/Q4

3. Information and Communications Standards

3.1 Accessible Formats and Communication Supports

- **2024:** establish a process for responding to requests for accessible formats and communication supports in a timely manner.
 - **Status:** Completed
- **2025-2027:** review and improve the process based on feedback from users.

3.2 Websites and Web Content

2024

- Conduct an audit of all websites and web content for compliance with WCAG 2.0 Level AA.



- **Status:** Completed
- Implement necessary changes to ensure all web content meets WCAG 2.0 Level AA standards.
 - **Status:** Planned for Q3/Q4 on an ongoing basis

2025-2027:

- Maintain compliance by regularly updating web content and performing periodic audits.
- **Status:** Ongoing Provide training to staff on digital accessibility best practices, and ensure all relevant staff are kept up to date with changes to accessibility legislation and guidelines
 - **Status:** Ongoing

4. Employment Standard

4.1 Recruitment

2024:

- **Update recruitment processes:** ensure all recruitment processes are accessible to persons with disabilities. This includes updating job posts to include accessible recruitment statements and procedures to be inclusive and removing any barriers that may hinder the application process.
 - **Status:** Completed
- **Provide training to hiring managers:** conduct training sessions for hiring managers on inclusive recruitment practices, ensuring they understand how to effectively attract, evaluate, and hire candidates with disabilities.
 - **Status:** Completed
- **Provide training to new employees:** ensure all new employees participate in the onboarding training for the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (“Working Together: The Code and the AODA.”).



- **Status:** Ongoing

- **Onboarding Documentation:** include a comprehensive form that captures the essential information about new employees, ensuring accessibility and accommodation needs are appropriately documented.
 - **Status:** Ongoing

2025:

- **Implement feedback mechanisms:** Establish channels for feedback from applicants with disabilities to improve the recruitment process continuously.
 - **Status:** Planned

2026-2027:

- **Review and adjust recruitment strategies:** Regularly review recruitment strategies and adjust them based on feedback and best practices to maintain and enhance inclusivity.
 - **Status:** Planned

4.2 Training

2024

- **Accessibility Training Initiative:** provide training regarding Integrated Accessibility Regulation and Ontario Human Rights Code requirements to all employees and volunteers, persons who participate in developing organizational policy and other persons who provide goods, services or facilities on behalf of the organization. Training is to take place as soon as practicable and shall include any changes to policies on an ongoing basis. Record keeping of training provided and number of participants is required
 - **Status:** Planned

2025

- **Implement a refresher training program:** launch a refresher training program to reinforce knowledge and update participants on any changes or new information. Track completion rates to ensure all relevant individuals are up to date with their training.

- **Status:** Planned

2026-2027

- **Evaluate and update training materials:** assess the effectiveness of the training programs by gathering feedback and analyzing performance metrics. Regularly update training materials to reflect current standards, best practices, and feedback from participants to ensure ongoing relevance and effectiveness.
 - **Status:** Planned

5.1 Employee Accommodation

2024:

- **Formalize procedures:** for a return-to-work plan for employees, which includes coordinating with insurance providers.
 - **Status:** Completed
- **Develop and implement a formalized process:** create a standardized process for developing individual accommodation plans tailored to the needs of employees with disabilities. This includes documentation, assessment procedures, and communication protocols.
 - **Status:** Ongoing

2025:

- **Train managers and HR personnel:** provide comprehensive training for managers and HR personnel on the accommodation process, ensuring they are equipped to support employees with disabilities effectively.
 - **Status:** Planned

2026-2027:



- **Monitor and review:** continuously monitor and review the effectiveness of individual accommodation plans and the overall accommodation process. Based on feedback and evolving best practices, make necessary adjustments to ensure ongoing support for employees with disabilities.
 - **Status:** Planned

5.2. Return to Work

2024

- **Review and update policies:** conduct a comprehensive review and update of return-to-work policies to ensure they are supportive and accommodating for employees with disabilities. This includes ensuring policies are clear, inclusive, and effectively communicated.
 - **Status:** Ongoing

2025

- **Implement training programs:** develop and deliver training programs for supervisors on the return-to-work process. These programs will focus on best practices, legal requirements, and practical strategies for supporting employees with disabilities during their return to work.
 - **Status:** Planned

2026-2027

- **Evaluate and improve:** continuously evaluate the effectiveness of the return-to-work program. Gather feedback from employees and supervisors, review outcomes, and make necessary improvements to enhance the support provided to employees with disabilities.
 - **Status:** Planned

2026-2027



- **Ongoing maintenance and reviews:** regularly maintain and review exterior paths of travel to ensure continued compliance with accessibility standards.

- **Status:** Planned

5.3 Accessible Parking

2025

- **Ensure compliance:** Confirm that all parking facilities meet or exceed established accessibility standards.

- **Status:** Planned

2026-2027

- **Monitor and maintain facilities:** Regularly monitor and maintain accessible parking spaces to ensure they remain compliant with accessibility standards.

- **Status:** Planned

5.4 Service Counters and Waiting Areas

2024

- **Evaluate accessibility:** Assess the accessibility of all service counters and waiting areas to identify any barriers or improvements that need to be made.

- **Status:** Completed

2025-2027

- **Periodic reviews and maintenance:** Conduct regular reviews and maintenance of service counters and waiting areas to ensure ongoing compliance with accessibility standards.

- **Status:** Planned

6. Customer Service Standard

6.1 Accessible Customer Service

2024

- **Develop and implement policies:** Create and put into practice comprehensive policies that ensure all customer service interactions are accessible to individuals with disabilities. These policies should address various aspects of accessibility, such as communication methods, physical accessibility, and technology use.
 - **Status:** Completed

2025

- **Train employees and volunteers:** Conduct thorough training sessions for all employees and volunteers on accessible customer service standards. This training will cover the policies developed in 2024, practical implementation strategies, and ways to effectively assist customers with diverse needs.
 - **Status:** Planned

2026-2027

- **Review and update:** Continuously review and update the accessible customer service policies and training programs to incorporate feedback, address emerging needs, and integrate best practices. Ensure that the policies remain relevant and effective in providing excellent service to all customers.
 - **Status:** Planned

6.2 Feedback Process

2024

- **Create alternate formats:** Create alternate formats of feedback submission channels to ensure accessibility for persons with disabilities, including conversion-ready formats like HTML and Microsoft Word documents, large print formats, and accessible audio formats.



- **Status:** Ongoing

- **Add public notification:** Add public notification to the Habitat Canada website and feedback email regarding the availability of accessible formats of the feedback process upon request.

- **Status:** Complete

2025

- **Develop and evaluate a formalized process:** Establish a process for receiving and responding to feedback from customers with disabilities. Evaluate communication channels available for persons with disabilities to make accessibility requests and make the necessary improvements.

- **Status:** Planned

2026-2027

- **Review and update:** Continuously improve the feedback process based on customer input.

- **Status:** Planned

Commitment to Regular Review and Compliance

Compliance Explanation:

1. Accessible Formats:

- To ensure the Accessibility Plan is accessible to all individuals, we provide the document in several formats:

- **Large Print**
- **Braille**
- **Digital Formats** compatible with screen readers
- Requests for these formats can be made through our website or by contacting us at habitat@habitat.ca.

2. Review Process:

- Habitat for Humanity Canada conducts a thorough review and update of the Accessibility Plan at least once every five years. This process includes:
 - **Internal Review:** Our Human Resources Team, Equity, Diversity, and Inclusion (EDI) Committee, and Executive Leadership Team (ELT) manage the review process.
 - **Review Meeting:** A formal review meeting is held to discuss the findings, assess current accessibility measures, and identify areas for improvement.
 - **Sign-off and Approval:** The revised Accessibility Plan is reviewed and approved by the ELT, with the CEO providing final approval. This step ensures organizational commitment to the updated plan and adherence to AODA standards.

By adhering to these guidelines, Habitat for Humanity Canada reaffirms its commitment to accessibility and compliance with AODA, ensuring that our organization remains a welcoming and inclusive space for everyone.