



Accessibility Plan

Adopted: December 23, 2023
Amended: April 28, 2024

Multi-Year Accessibility Plan

In accordance with the Integrated Accessibility Standards regulation (O. Reg. 191/11) under the Accessibility for Ontarians with Disabilities Act, 2005 (S.O. 2005, c. 11), Gillian's Place has established a Multi-Year Accessibility Plan.

The below plan outlines the requirements of the legislation, and states whether Gillian's Place is compliant or how it will become compliant.

| Requirement | Compliant | Notes/Actions |
|---|-----------|---|
| Establishment of Accessibility Policies: | | |
| <ul style="list-style-type: none"> Develop, implement and maintain required accessibility policies Statement of Commitment AODA Statement of Commitment and Multi-Year Accessibility plan posted on website Make policies available to the public, upon request | YES | <p>Gillian's Place has the following policies implemented in the organization:</p> <ul style="list-style-type: none"> Accessibility Policy Accessible Customer Service Policy Information and Communications Standard Policy Employment Standard Policy Statement of Commitment - AODA (Accessibility) <p>These policies are available to all employees electronically (via SharePoint) and this plan is posted publicly on our website. They are available in accessible format on request.</p> |
| Hiring: | | |
| <p>Ensure job postings are accessible and inform employees and the public of the Employer's commitment to accommodating the needs of people with disabilities in the hiring process.</p> <p>This information must be posted on the Employer's website and included in all job postings.</p> | YES | <p>Gillian's Place encourages people of colour, Indigenous folks, newcomers, immigrants, sexually- and gender-diverse folks, people of all abilities, and members of other underrepresented communities to apply.</p> <p>Gillian's Place welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process. Any applicant who communicates the need for accommodation shall be considered in a manner that is non-discriminatory and respectful.</p> |
| <p>Notify job applicants when they are selected for an interview that accommodation will be provided.</p> | YES | <p>Gillian's Place ensures that each candidate is asked if accommodations are required when contacting an applicant about an interview.</p> |
| <p>Notify successful applicants of the organization's accommodation policies for accommodating employees with disabilities.</p> | YES | <p>Gillian's Place has an accommodation process in place and provides accommodations for employees with disabilities.</p> <p>If you require a specific accommodation due to a disability or a medical need that you have not yet informed us about, please contact us so that arrangements can be made for the appropriate accommodations to be in place before you begin your employment.</p> |

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| <p>Inform employees about the organization's policies to support people with disabilities. Inform new employees when they are hired, and inform all employees if the policies are updated or changed.</p> | <p>YES</p> | <p>All policies are available to employees on SharePoint. New employees are required to read all policies.</p> <p>Any time a policy changes, all employees are required to read and acknowledge the new policy.</p> <p>New employees complete training on the AODA, provided by a third party, upon hire and again every 2 years.</p> |
| Providing Accessible Workplace Information: | | |
| <p>Workplace information must be provided in an accessible format upon employee request. This includes:</p> <ul style="list-style-type: none"> Any information necessary for employees to perform their jobs (e.g., job descriptions and manuals). General information available to all employees at work (e.g., company newsletters, organization-wide memos, and bulletins regarding company policies and health and safety information). | <p>YES</p> | <p>Gillian's Place will engage in discussions with employees with disabilities to determine their preferred information delivery methods and how information can be made accessible.</p> |
| Self Service Kiosks: | | |
| <p>Self Service Kiosks</p> | <p>N/A</p> | <p>Does not apply to Gillian's Place</p> |
| Training | | |
| <p>Accessibility training which meets AODA requirements must be provided to:</p> <ul style="list-style-type: none"> All employees and volunteers (paid and unpaid, full-time, part-time and contract positions) as soon as possible after joining the organization Anyone involved in developing your organization's policies (including managers, senior leaders, directors, board members and owners) Anyone who provides goods, services or facilities to clients/customers on your organization's behalf | <p>YES</p> | <p>Accessibility training provided to employees of Gillian's Place must cover the following:</p> <ul style="list-style-type: none"> the purpose of the AODA the customer service standard GP's policy on providing accessible customer service how to interact with people with various types of disabilities how to interact with people who use an assistive device or require the assistance of a service animal or support person what to do if a person with a disability is having difficulty accessing GP's goods, services or facilities the accessibility standards and the Ontario Human Rights Code as it relates to people with disabilities any changes or updates to the organization's accessibility policies any accessibility training pertaining to the employee's responsibilities or job duties <p>The Manager of Human Resources is responsible for ensuring AODA training for all employees. Training records are documented in the employees' HR file.</p> <p>Where staff are seconded from another agency, Gillian's Place will maintain records of the AODA training provided by that agency.</p> |

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| Accommodation Plans: | | |
| <p>Develop and document a process for creating accommodation plans for employees with disabilities. This process must be documented and should include:</p> <ul style="list-style-type: none"> • How an employee participates in the development of their individual accommodation plan • How an employee is assessed on an individual basis • How a unionized employee can ask for a representative from their bargaining agent to participate in the development of the accommodation plan • How a non-unionized employee can ask for a representative from the workplace to participate in the development of the accommodation plan (as applicable) • How Gillian's Place, as an employer, can request assistance from an outside expert, at your expense • The steps you will take to protect the privacy of the employee's personal information • How and when you will provide the employee with their personalized accommodation plan • The schedule for when and how the plan will be reviewed and updated • How you will tell an employee that their individual accommodation plan has not been accepted • How you will provide the plan in an accessible format | <p>YES</p> | <p>Gillian's Place is committed to providing an accessible working environment for all employees. Gillian's Place will support and facilitate the accommodation of employees with disabilities so that they are able to safely access all the opportunities that Gillian's Place offers, subject only to the limits of undue hardship.</p> <p>Gillian's Place recognizes the importance of inclusion by design and barrier removal in the integration of employees with disabilities. Gillian's Place will work to eliminate or minimize the adverse effects of all forms of barriers in accordance with its obligations under the Human Rights Code ("the Code"), and the AODA.</p> <p>Refer to the Workplace Accommodation Policy, which outlines the process by which accommodation requests will be received, approved and facilitated.</p> |
| Managing Performance, Career Development, and Redeployment: | | |
| <p>If you have performance management or career development processes, you must consider the needs of an employee with disabilities when you:</p> <ul style="list-style-type: none"> • Hold formal or informal performance reviews • Promote or move them to a new job | <p>YES</p> | <p>Any performance management and career development will consider the needs of employees with disabilities and respect any accommodation plans developed in accordance with the Workplace Accommodation Policy.</p> <p>Examples include:</p> <ul style="list-style-type: none"> • Making documents available in accessible formats (for example, large print for people with low vision) • Providing feedback and coaching in a way that is accessible to them (for example, allowing someone with a learning disability to record the conversation) • Providing the accommodations they need to successfully learn new skills or take on more responsibilities |

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| Return-to-Work Process: | | |
| <p>You must develop and write a process to support employees who have been absent from work due to a disability and require disability-related accommodations to return to work.</p> <p>This requirement does not replace or override any other return-to-work process made under any other law (e.g., WSIA).</p> | YES | <p>Refer to Workplace Accommodation Policy and Process and the Return to Work Process.</p> <p>RTW Plans are documented in personnel files.</p> |
| Providing Individualized Workplace Emergency Response Information: | | |
| <p>Emergency information must be made accessible and a plan must be developed to help employees with disabilities during an emergency.</p> <p>As an employer, if you know an employee might need help in an emergency due to a permanent or temporary disability, you must provide individualized emergency response information to the employee.</p> <p>For example, how an employee:</p> <ul style="list-style-type: none"> • who uses a wheelchair can safely exit a building in the event of a fire • with a hearing disability will be notified in the event of an emergency • with a visual disability will identify and navigate emergency escape routes | YES | <p>When an employee identifies a disability, an Individualized Employee Emergency Response Information form will be completed with Human Resources. With the employee's consent, this information will be shared with fire wardens and managers.</p> <p>The employee's emergency response information will be reviewed whenever:</p> <ul style="list-style-type: none"> • The employee changes work locations • You review the employee's overall accommodation needs • You review the organization's general emergency response policies <p>See also: "Persons Requiring Assistance to Evacuate" in the Fire Safety Plan (Rev. March 2019).</p> |
| Parking: | | |
| <p>Material(s), including visual evidence with measurement of the width, confirming parking facilities have a minimum number of parking spaces for persons with disabilities in accordance with the requirements.</p> <p>For facilities with between 13 and 100 total parking spaces, the number of accessible parking spaces must be equal to 4% of the total number of parking spaces, rounding up to the nearest whole number. At least half of these spaces must be Type A spaces. Where the number of accessible spaces is uneven, the extra space may be of Type B.</p> | PARTIALLY | <p>The parking lot is designed according to code at the time it was built. However, it is not in compliance with the current AODA and IASR.</p> <p>While the parking lot does have the minimum required number of accessible spaces, the design of the spaces (e.g. width, access aisles) do not meet the requirements of the IASR.</p> <p>The parking lot is scheduled for renovation in 2024-2025, at which time it will be revised to include 4 accessible parking spaces (12% of total spaces), all of which will meet the requirements of Type A spaces.</p> <p>See also: 2.6.1 Types, Width, and Requirements of Accessible Spaces (GAATES Illustrated Technical Guide to the Accessibility Standard for the Design of Public Spaces)</p> |
| <p>Material(s), including visual evidence with measurement of the width, confirming if the organization provides more than one off-street parking facility at a site, the organization shall calculate the number and type of parking spaces for the use of persons with disabilities according to the number and type of parking spaces required for each off-street parking facility.</p> | N/A | <p>Does not apply – Gillian's Place has only one parking facility.</p> |

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| Building Physical Accessibility: | | |
| <p>The Ontario Building Code defines the accessibility requirements for most new construction and extensive renovations of buildings. These include requirements for:</p> <ul style="list-style-type: none"> • barrier-free access paths of travel • fire safety devices • public washrooms • access to pools and saunas • seating in public spaces <p>The requirements apply to most new construction and extensive renovations in Ontario, and work together with the Design of Public Spaces standard under the IASR.</p> | YES | <p>The shelter was compliant with the Building Code at the time it was last renovated. Because the code does not apply retroactively, Gillian's Place is considered compliant.</p> <p>The facility is being renovated between 2023-2025, during which time it will be brought up to meet the accessibility requirements of the current Building Code.</p> <p>Examples of changes being made in the renovation include:</p> <ul style="list-style-type: none"> • Adding 2 additional barrier-free suites, both of which include barrier-free washrooms • Adding 1 additional barrier-free washroom in staff office space • Adding 1 additional public-use barrier-free washroom in the shelter • Adding an elevator to the south side of the building, ensuring that all areas of the building can be easily accessed by elevator • Adding power door operators where required, and updating existing power door operators to comply with modern Building Code |
| Feedback: | | |
| <p>Ensure that processes for receiving and responding to feedback are accessible to persons with disabilities.</p> | YES | <p>Gillian's Place has a variety of avenues for receiving and responding to feedback.</p> <p>We will always accept feedback in whatever way best suits the person with a disability, including providing or arranging for the provision of accessible formats and communication supports, upon request.</p> <p>Gillian's Place will review all feedback received and respond in a timely manner. If the feedback is of an urgent concern, a response to the person submitting the complaint will be issued as soon as reasonably possible.</p> <p>Feedback should be provided to the AODA Representative.</p> |
| Accessibility Compliance Reports: | | |
| <p>Businesses or nonprofits with 20 or more employees are required to submit an accessibility compliance report every three years.</p> <p>The report confirms adherence to current accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).</p> | YES | <p>Last Compliance Report: 2023-12-15 (Confirmation number ACR-96791)</p> <p>Next Compliance Report: 2026-12-31</p> <p>It is the responsibility of the Manager of Human Resources and the Executive Director to ensure compliance.</p> <p>Reports are archived in SharePoint under Admin / Human Resources / AODA Compliance.</p> |

AODA Representative

The **AODA Representative** for Gillian's Place is:

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Should you require an alternative format of this or another document, a copy of AODA documentation, more information, or if you wish to provide feedback, please contact the AODA Representative.