

Enterphase Child & Family Services - Multi-Year Accessibility Plan Policy

POLICY STATEMENT:

Enterphase Child & Family Services (E.C.F.S.) is committed to meeting the accessibility needs of persons with disabilities in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). This Multi-Year Accessibility Plan outlines our strategy to prevent and remove barriers and to improve opportunities for all individuals and staff with disabilities.

SCOPE:

This policy applies to all employees, volunteers, contractors, and agents of E.C.F.S., as well as anyone who interacts with our organization or uses our facilities.

FORMATS AVAILABLE

Enterphase currently offers our Multi-Year Accessibility Plan in the following formats:

- PDF Document
- Compatible with Read Aloud software on Microsoft
- Document will be uploaded to our website by November 6, 2024

Enterphase is committed to arranging for our Multi-Year Accessibility Plan to be available in alternate formats and communication supports upon request to persons with disabilities at a cost that is no more than the regular cost charged to other persons. Enterphase will consult with the person making the request to help determine the suitability of an accessible format or communication support. Requests can be made by contacting: contactus@enterphase.com. All emails will be responded to within 2 business days.

When new formats of our Multi-Year Accessibility Plan are made available, information will be posted on our internal central management system as well as on our website.

POLICY GUIDELINES:

1. The Multi-Year Accessibility Plan will be created through consultation with all levels of the Management Team. This team will meet in October of each year.

2. Minutes will be taken at each annual meeting, including the names of all members present. Minutes will be uploaded to the central management system.
3. Specific tasks will be established that assist E.C.F.S. with meeting all AODA standards and recommendations.
4. Tasks will be assigned to those who will be responsible for completion and updates on progress or barriers to completion.
5. Due dates for task completion will be established and revised as needed.
6. Progress/Review dates will be established
7. During monthly Management Meetings, time will be allotted to discuss any ongoing or new accessibility issues encountered by individuals in our care, employees, volunteers or visitors and to update progress being made on tasks in our Multi-Year Plan.

ESTABLISHMENT OF THE ACCESSIBILITY COMMITTEE:

E.C.F.S. will establish an Accessibility Committee responsible for the development, implementation, and review of the Multi-Year Accessibility Plan.

The committee will consist of representatives from various departments and may include individuals with disabilities or their representatives.

IDENTIFICATION AND REMOVAL OF BARRIERS:

The Accessibility Committee or designate (Team Leader, Shift Leader, Senior Manager) will conduct regular reviews of each property and assessments to identify and remove barriers that may impede the accessibility of our goods, services, facilities, and employment practices. An annual meeting will take place in October of each year and on-going discussion at our monthly Management Meetings will occur to address any accessibility issues that arise in the interim.

Barriers may include physical, information, communication, technology, and attitudinal barriers.

Preventative Maintenance

Team Leaders or delegates complete daily walk throughs of our live in programs; all maintenance concerns are reported to the maintenance team to be addressed as soon as possible. Salt and snow shovels are provided at the onset of the winter season to all programs and is replenished as needed. Our Senior Managers complete a monthly

walk-through and safety checklist for each of their programs; all maintenance issues are promptly reported to the Maintenance Department.

Emergency maintenance – Team Leaders alert the Office Manager who in turn relays issues to the Maintenance Department; we have on call maintenance 24 hours a day/365 days a year.

Mitigation Procedures:

Exterior paths of travel – all sidewalks and walkways leading to or around our head office and live-in programs are maintained by the city. During the winter months, the staff teams at each location are responsible for clearing and salting the walk ways and steps to ensure safety and accessibility to our locations.

Off-street parking –

- Head Office - There are 2 small private parking lots available for visitors to use that can accommodate regular sized vehicles. One van accessible spot has been designated for accessibility vehicles. There is also ample street parking is available in the vicinity that can accommodate all vehicles.
- Live-In Programs – parking is available on site at all of our Live-In Programs; parking areas are van accessible

Waiting areas – The waiting area at our Head Office has multiple seating options and is large enough to accommodate a wheel chair or other mobility aid.

Service counters – N/A

TRAINING:

E.C.F.S. will ensure that all employees, volunteers, and relevant staff members receive training on the requirements of the AODA, accessibility standards, and the organization's policies related to accessibility.

Training will be provided during the onboarding process and regularly as part of ongoing professional development.

COMMUNICATION OF THE PLAN:

The Multi-Year Accessibility Plan will be communicated to staff members and partners in the following ways:

- ✓ The Plan will be added to our website
- ✓ Details will be discussed with the management team at the next scheduled Management mtg
- ✓ Details will be uploaded to the Central Management System (ShareVision)
- ✓ If applicable, copies will be forward to Placing/Referring agencies
- ✓ Access to the document will be added to our website

Note: F When new formats of our Accessibility Plan are made available, information on how to access will be posted on our internal central management system as well as on our website.

REVIEW PLAN:

Enterphase is committed to reviewing and updating our Multi-Year Accessibility Plan every 5 years. Strategies and actions plans will be discussed at our regularly scheduled committee meetings as well.

STRATEGIES AND ACTIONS FOR 2024-2029

Year	E.C.F.S. Will:	Actions:
2024	Create an Accessibility Committee	<ul style="list-style-type: none"> ✓ Will review and respond to all feedback forms sent to HR ✓ Will address any accessibility comments/concerns added to the agenda in our monthly Management Meeting
Ongoing	Employee Training	<ul style="list-style-type: none"> ✓ Utilize online training module when onboarding new staff ✓ Outside Agencies will be expected to provide AODA training before their staff can work in our programs ✓ Ensure all staff complete this training on an annual basis
2024 - ongoing	Wheelchair accessible meeting space with washroom - Durham	<ul style="list-style-type: none"> ✓ Explore options and cost to add a ramp to our Ray St entrance

		<ul style="list-style-type: none"> ✓ Explore options and cost to add a washroom facility on the main floor ✓ Explore options to utilize meeting room in one of the schools where our Day Treatment Programs are located as an accessible meeting space
2024 - ongoing	Wheelchair accessible meeting space with washroom - Peterborough	<ul style="list-style-type: none"> ✓ Currently using the Lion's Club in Peterborough ✓ Confirm this location is still an option ✓ Locate and secure a rentable space that is accessible for those in wheelchairs as a back up option should the Lion's Club be unavailable.
2025	Designate wheelchair parking space at Head Office - Durham	<ul style="list-style-type: none"> ✓ Choose which spot will be designated as the accessible parking spot ✓ Add signage
2024	Website – update to include links to feedback forms and Accessibility Policies	<ul style="list-style-type: none"> ✓ Add link to Feedback Forms to the website ✓ Add Accessibility Policy to the website
2025	Central Management System (ShareVision) – explore options to provide staff with the ability to dictate reports, change font size, audio that reads documents.	<ul style="list-style-type: none"> ✓ Enquire with ShareVision what accessibility options are available for staff to utilize
2024 – ongoing	Create Accessibility Request Form and Individual Accommodation Plan for staff members to use as needed	<ul style="list-style-type: none"> ✓ A new form will be created ✓ Staff will be made aware of the form and its intended purpose ✓ It will be posted on ShareVision
2025	Train staff teams as needed on how to access and use the text to speech and speech to text software	<ul style="list-style-type: none"> ✓ Explore options already available on our current laptops and desk top computers ✓ Assess if different applications may need to be downloaded or purchased

2024 – ongoing	Enquire about the cost of installing strobe smoke detectors into all programs	✓ Explore options and cost for installation
2024 - ongoing	Train staff members as needed on how to use the following assistive devices for persons with disabilities: internet, interpretive devices, electronic communication devices, wheelchair as needed.	✓ Explore options and cost for training all staff