



**AFGHAN WOMEN'S ORGANIZATION  
REFUGEE & IMMIGRANT SERVICES**

## **AWO'S MULTI-YEAR ACCESSIBILITY PLAN**

### **Intent**

This accessibility plan outlines the initiatives that AWO has achieved to prevent and remove barriers for people with disabilities in compliance with the requirements of the *Integrated Accessibility Standards* regulation under the *Accessibility for Ontarians with Disabilities Act, 2005*. It also outlines AWO's strategy and ongoing efforts to identify and remove any barriers for the people with disabilities and comply with IARS under AODA, 2005.

### **Statement of Commitment**

AWO is committed to providing an accessible environment for all clients, employees, job applicants, suppliers, and visitors who may enter our premises, access our information, or use our services. As an organization, we respect and comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* and its associated regulation. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created. The organization ensures that persons with disabilities are provided with equal opportunities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

### **Multi-year Accessibility Plan**

This plan outlines the initiatives that are achieved and the initiatives that are ongoing and should be achieved in the near future.

This plan is reviewed and updated at least once every five years. Employees are provided with required training under the *Accessibility for Ontarians with Disabilities Act, 2005* and its associated regulation as soon as practicable after hiring, and when changes are made to the organization's accessibility policies.

If you have any questions or concerns about this plan or its initiatives, or if you want to receive a copy of the plan in a different accessible format, please contact [Admin@afghanwomen.org](mailto:Admin@afghanwomen.org)

## 1. COMPLETED INITIATIVES AS OF OCTOBER 2024

AWO has completed the following initiatives to prevent and remove barriers and comply with the requirements of the *Integrated Accessibility Standards* regulation under the *Accessibility for Ontarians with Disabilities Act, 2005*:

### 1.1. General

AWO has established the following accessibility policies:

- AODA policy
- Accessible Employment Policy
- AODA-Customer Service Policy
- Accommodation Policy and Procedure

### 1.2. Training

- All current AWO employees, volunteers, students, and board members are provided with training on the accessibility standards set out in the *Integrated Accessibility Standards Regulation*, the *Human Rights Code*.
- All new hires will be assigned to complete training on the accessibility standards set out in the *Integrated Accessibility Standards Regulation*, the *Human Rights Code*.

### 1.3. Information and Communication Standards

- Feedback Process: AWO has established a feedback process for clients. Feedback forms are provided to the clients with disability to share their feedback about our service, goods, and facilities.
- Accessible formats and communication support: Except as otherwise provided by the AODA, AWO, upon request, and in consultation with the person making the request, provides or arranges to provide accessible formats and communications support for persons with disabilities.
- Emergency procedures, plans or public safety information: AWO has established an emergency response plan and procedure to address potential and foreseeable types of emergencies affecting the organization. This plan outlines the processes and procedures for appropriate responses to emergencies.
- Accessible websites and web content: AWO's website is accessible: Websites and web content controlled directly by AWO or through a contractual relationship that allows for modification of the product conforms to the *World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.1*, at Level A and AA in accordance with the schedule set out in the *AODA Integrated Accessibility Standards*.

- Educational and training resources or materials: LINC program uses ministry/government provided resources and materials that follow the AODA guidelines. The platforms that are used are Avenue, ELLII, and Smartboard.
- Training to educators: All educators have received all necessary AODA and Emergency Response plan and procedures.

#### **1.4. Employment Standards**

- Recruitment, assessment and selection processes: AWO is committed to providing accommodation during the recruitment, assessment and selection process. AWO includes a statement in the job postings informing the job applicants that we will provide accommodation during the hiring process.
- Informing employees of supports: successful applicants are informed of the organization's policies for accommodating employees with disabilities when making an offer of employment. Accommodation policy is shared with employees and they are informed that support is available.
- Workplace emergency response information: Workplace emergency response plan and procedure is shared with employees and they are trained on what to do in case of an emergency.
- Accommodation policy: AWO has an accommodation policy.

#### **1.5. Customer Service Standards**

- AWO's has developed policies regarding the provisions of goods, services, or facilities to persons with disabilities aligned with AODA Integrated Accessibility Standards.
- AWO has Prepared documents describing the accessible customer service policies, provide on request, and clients can have access to the policies on request.
- AWO ensures that a person with a disability is permitted to enter the premises with their service animal and to keep the animal with them, unless the animal is otherwise excluded by law from the premises.
- AWO ensures that other measures are available to enable a person with a disability to obtain, use, or benefit from organization's goods, services, or facilities if the person's service animal is excluded from the premises.
- AWO ensures that a person with a disability and their support person are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.

- AWO requires a person with a disability to be accompanied by their support person only for a valid health and safety reason and after consulting with the person with a disability.
- AWO provides notice of any temporary disruption to services that may affect persons with disabilities.
- AWO prepares a document on temporary disruption of services, provides document on request, and notifies that the document is available on request.
- AWO provides accessible customer service training to all staff.
- AWO has established a feedback process for providing goods, services, or facilities to persons with disabilities.
- AWO ensures that documents or information given to a person with a disability are offered in an accessible format or with communication support

**1.6. Transportation Standards:** AWO doesn't provide transportation services to employees and clients.

## **2. NEW AND ONGOING INITIATIVES**

AWO plans to take or is in the process of completing the following initiatives to prevent and remove barriers and comply with the *Integrated Accessibility Standards* regulation under the *Accessibility for Ontarians with Disabilities Act, 2005*:

### **2.1. General**

- Update the policies.

### **2.2. Training**

- Continue providing training to current and new employees on the AODA and the IASR and Human Rights Code as it pertains to people with disabilities.

### **2.3. Information and Communication Standards**

- Update the emergency procedures, plans or public safety information.
- Ensure that the Website content is always accessible in accordance with the schedule set out in the *AODA Integrated Accessibility Standards*.
- Continue informing job applicants and employees of support.

### **2.4. Employment Standards**

- Ensure that employees have access to Accommodation Policy.
- Performance management process: Make sure that Performance Management process is accessible to employees with disabilities.

## **2.5. Customer Service Standards**

- Ensure that policies regarding the provisions of goods, services, or facilities to persons with disabilities are updated.
- Ensure that policies regarding the provisions of goods, services, or facilities to persons with disabilities are followed by employees
- Ensure that all employees are provided by accessible customer service training.
- Ensure that clients with disabilities are given the opportunity to provide their feedback about accessibility of goods, services and/or facilities.

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