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## Multi-Year Accessibility Plan Requirement

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[Regulation 191/11: Integrated Accessibility Standards](#) under the [Accessibility for Ontarians with Disabilities Act, 2005](#) requires organizations to create multi-year accessibility plans, update them at least once every five years and post them on their websites if they have one. An accessibility plan outlines what steps an organization will take to prevent and remove barriers to accessibility and when it will do so.

The law is flexible, so you can develop your accessibility plan in a way that works best for your organization. There is no right or wrong way. This form includes sample information to help you comply with section 4 of the [Regulation](#).

This section applies to the Government of Ontario, Legislative Assembly of Ontario, Designated Public Sector organizations as well as business/non-profit organizations with 50 or more employees.

### General Disclaimer

This document is provided for general information only as a sample reference to assist organizations in meeting their obligations under the *Accessibility for Ontarians with Disabilities Act, 2005*. Each organization is responsible for understanding and complying with its legal obligations and developing its own policies, procedures and material based on its particular situation. Users are encouraged to seek independent advice and the Government of Ontario, in providing public information on accessibility is not responsible for its usage.

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## Sample Plan

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### Message from the CEO

[As a not-for-profit agency women's multi-service agency that was founded on inclusion and equity, we are committing to creating an accessible environment for our workers and for our clients. The aim is minimize and eliminate barriers so that our workers and clients can benefit fully in being a part of Street Haven.](#)

## Introduction

Street Haven (SH) is a not-for-profit women's multi-services agency that provides addiction treatment and outreach services, shelter services, supportive housing, and life skills development services for women in Toronto. Annually, we serve 1,500 and have helped to support women towards greater independence and sense of security. Because our services are provided at 6 physical locations across downtown Toronto, accessibility is critical to ensuring a positive client service experience and creating a work environment that attracts and retains talent.

There are several approaches to increasing the accessibility of SH. This includes the development of new and revision of existing policies to further entrench our commitment to increasing accessibility for clients and staff. In addition, we are creating new avenues for hearing from our staff and clients including more feedback mechanisms like annual surveys, advisory groups (client, staff), and more knowledge exchange and transfer platforms.

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Name of Organization

strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

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Name of Organization

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.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

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## Section 1. Past Achievements to Remove and Prevent Barriers

In this section, you have the opportunity to highlight specific projects and programs your organization has implemented to improve accessibility for people with disabilities and to meet requirements of the *Accessibility for Ontarians with Disabilities Act*. Under each heading, add an introductory paragraph, if you wish, and provide information in bullets. You may also want to add a paragraph describing the corporate approach to addressing barriers. Disregard any headings that do not apply.

has completed the following accessibility initiatives.

### Customer Service

Provide information detailing actions your organization took to comply with the customer services standard. Include a statement confirming that your organization has remained in compliance with the Customer Service Standards, how customer feedback was submitted, actions to address the feedback received and actions your organization took to identify/address potential barriers that may prevent people from giving feedback.

Detail actions and list initiatives from past years.

We are in constant contact with our clients and we seek feedback from them ongoing throughout their time with us as clients in all of our service streams. Feedback is reviewed and addressed on a regular basis, through staff team meetings and between clients and management. A policy will be developed by June 2023

### Information and Communications

Detail actions and list initiatives from past years.

We have attempted to make our website more visually accessible. We have attempted to accommodate clients who are ageing in place in our shelters and supportive housing by allowing them to access beds on the first floor. We will develop a policy that will recognize our infrastructure challenges and identify processes to improve accessibility.

### Employment

Detail actions and list initiatives from past years.

We ensure that we have accommodation plans for our staff so that they can continue to work at Street Haven despite any accessibility challenges they may have. This will be enshrined in policy by June 2023

### Procurement

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

not applicable

### Self-service kiosks

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

Not applicable

### Training

List initiatives from past years, if applicable.

none

### Design of Public Spaces

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

We have service areas for clients. However, we are exempt because our service sites are situated in old houses (70 - 140 year old houses)

## Transportation

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

We do not transport clients. not applicable

## Other

If your organization implemented initiatives that do not apply to any of the above headings, please list them here.

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## Section 2. Strategies and Actions

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Identify the projects and programs your organization plans to accomplish to meet the requirements of the *Accessibility for Ontarians with Disabilities Act* and to remove and prevent barriers to people with disabilities.

### Customer Service

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Name of Organization

is committed to providing 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.

List the initiatives your organization is planning to continue in order to comply with the Customer Service Standard (e.g., training new staff) and specify the timeframe for each.

We train staff is AODA and this is mandatory. We will continue to develop and evolve our policies to further enhance accessibility within our organization with an aim to do so by end of 2023. We are focused on improving our website to comply with standards and best practices. This will be done by March 2023.

### Information and Communications

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Name of Organization

is committed to making our information and communications accessible to people with disabilities.

List the initiatives your organization is planning and specify the timeframe for each.

same as above.

### Employment

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Name of Organization

is committed to fair and accessible employment practices.

List the initiatives your organization is planning and specify the timeframe for each.

same as above.

## Procurement

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Name of Organization

is committed to fair and accessible employment practices.

List the initiatives your organization is planning and specify the timeframe for each, if applicable.

n/a

## Self-service kiosks

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Name of Organization

is committed to incorporating accessibility features/ considering accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

If applicable, list the initiatives your organization is planning and specify the timeframe for each.

n/a

## Training

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Name of Organization

is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

List initiatives your organization is planning and specify the timeframe for each.

same as above.

## Design of Public Spaces

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Name of Organization

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

If applicable, list initiatives your organization is planning and specify the timeframe for each.

n/a

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Name of Organization

will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

## Transportation

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Name of Organization

is committed to accessible transportation services.

List the initiatives your organization is planning and specify the timeframe for each, if applicable

n/a

**Other**

If your organization has planned initiatives that do not fit any of the above headings, list them here in bullet format and specify the timeframe.

**For More Information**

For more information on this accessibility plan, please contact at

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Telephone Number 416-906-1325	Email Address executivedirector@streethaven.com	

Our accessibility plan is publicly posted at

Website and/or Social Media Addresses

[www.streethaven.com](http://www.streethaven.com)

Standard and accessible formats of this document are free on request from

Last Name	First Name	Middle Initial
Telephone Number	Email Address	

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