



# Woodview Mental Health and Autism Services

## 2022 – 2027 Multi-Year Accessibility Plan

### Statement of Commitment

**Woodview** is committed to an inclusive and accessible culture and environment, where all individuals are treated in a manner that allows them to maintain their dignity and independence. We believe that every individual has the right to feel valued, celebrated, and to be treated with respect and dignity.

**Woodview** strives to remove barriers for the children, youth, adults, and families that we service, and believe in an inclusive workplace environment.

We are committed to listening, validating, acknowledging, and learning. We are mindful of areas that need improvement and are committed to continuous improvement and learning.

### Introduction

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

This 2022 – 2027 Multi-Year Accessibility plan outlines the, steps, policies and actions that **Woodview Mental Health and Autism Services (“Woodview”)** will put in place to prevent and remove barriers to accessibility.

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

### Review and Maintenance of Multi-Year Plan

This plan is reviewed and updated at least once every 5 years by Woodview’s Senior Leadership Team and Executive Director. Review and sign off is documented in meeting minutes. The date of last review and changes made are documented in Appendix A: Review History.

This plan is posted internally on Woodview’s SharePoint, accessible by all staff. This plan is posted externally on Woodview’s website at: <https://woodview.ca/aoda-plan/>

## Employee Training

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.

## Achievements

- Accessibility audits completed at main locations with improvements made including accessible entry-ways and automatic door openers (supported by Enabling Accessibility grant funding):
  - 69 Flatt Road, Burlington – completed January 8, 2021
  - 643 Park Road North, Brantford – completed March 19, 2021
  - 435 York Boulevard, Hamilton – completed March 27, 2023
- Accessible site developed in partnership with local school board – completed September 15, 2018
- Website exceeds compliance of Web Content Accessibility Guide (WCAG 2.0, Level AA) to WCAG 2.1, Level AA – completed May 14, 2020
- Provide staff with accommodations such as standing desks – ongoing as requested
- All staff, students, and volunteers trained in accessibility standards, Ontario Human Rights Code (ORHC), and customer service standards – ongoing at hiring
- “Strengthening Equity, Diversity, and Inclusion” has been set as a priority in Woodview’s 2022-25 Strategic Plan – completed January 26, 2022
- Equity, diversity, and inclusion are core values for Woodview and are expanded upon in our EDI page: <https://woodview.ca/equity-diversity-inclusion/> – completed April 13, 2023
- Created two “Type A” accessible parking spaces with wayfinding path at head office – completed November 9, 2022

## Strategies and Actions to Prevent and Remove Barriers

### Accessible Emergency Information

**Woodview** is committed to providing publicly available emergency information in an accessible way upon request.

**Woodview** will also provide employees with disabilities with individualized emergency response information when necessary.

**By January 1, 2025, Woodview** will implement a standardized self-assessment tool for employees to self-identify accessible emergency information, and review current emergency procedures.

## Customer Service

**Woodview** 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.

## Training

**Woodview** will provide training to employees, students, and volunteers on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, students, and volunteers.

**By January 1, 2025, Woodview** will take the following steps to ensure employees, students, and volunteers are provided with the training needed to meet Ontario's accessible laws:

- Incorporate accessibility training webinar into learning management system.
- Maintain a comprehensive training matrix tracking system monitoring compliance.

## Information and Communications

**Woodview** is committed to meeting the communication needs of people with disabilities. Woodview will consult with people with disabilities to determine their information and communication needs.

## Website

**Woodview's** website exceeds compliance with Web Content Accessibility Guide (WCAG 2.0, Level AA) to WCAG 2.1, Level AA. This includes:

- Font size and screen contrast adjustments
- Screen reading software
- Seizure-safe mode
- ADHD mode
- Keyboard navigator
- Accessible photo descriptions and photo captions

Any changes to Woodview's websites are done so with accessibility compliance.

## Feedback Process

Feedback processes are available to people with disabilities.

- Feedback surveys are sent out, facilitating feedback.
- Contact information is provided on Woodview's website.
- Information is offered, upon request via e-mail, in large print, by mail, or other accessible format as needed.

## Social Media

**Woodview's** use of hashtags in its social media channels are accessibility compliant by being written in #CamelCase

## Communication Supports

**Woodview** will make information easy to use for people with disabilities by offering communication supports such as reading the written information aloud to the person directly and repeating, clarifying or restating information.

**Woodview** will add captions to its owned content (videos) **by January 1, 2025**.

## Employment

**Woodview** is committed to fair and accessible employment practices.

**Woodview** takes the following steps to notify the public and staff that, when requested, will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Accommodate the needs of staff, as requested and according to need.
- Advise job applicants that recruitment and hiring processes will be modified to accommodate their disabilities, if requested.

**By January 1, 2025, Woodview** will implement an accessible recruitment checklist for job postings and interview processes.

**Woodview** takes the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- If accommodation of work is required, Woodview agrees to create individual accommodation plans - in writing. The plan will be regularly reviewed to ensure it is working for both parties.
- If requested and to help employees stay safe in emergency situations, Woodview will provide staff with individualized emergency response information when necessary.

**Woodview** takes the following steps to ensure the accessibility needs of employees with disabilities are taken into account with respect to utilizing performance management, career development and redeployment processes:

- Accommodate the needs of individuals as needed, on an ongoing basis.

**Woodview** takes the following steps to prevent and remove other accessibility barriers as identified:

- If print of material is too small; information in large print will be provided.

- Woodview will endeavour to provide appropriate communication supports; arranging sign language, recorded Braille, audio, etc. if required.

## Design of Public Spaces

**Woodview** will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals.
- Accessible off-street parking.
- Service-related elements like service counters, fixed queuing lines and waiting areas.

**Woodview** will continue implementing accessibility improvements to its physical space based on the recommendations from the accessibility audit such as replacing door hardware (knob to lever), installing slip resistant nosing on stairs and installing washroom grab bars by **January 1, 2025**.

**Woodview** will install an accessible wayfinding signage system through its main locations by **January 1, 2027**.

**Woodview** will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

- In the event of a service disruption, Woodview will notify the public of the service disruption and alternatives available.

## For more information or alternate accessible formats

For more information on this accessibility plan, please contact Irene Richmond, Director of Human Resources at:

905-689-4727 ext. 112  
[irichmond@woodview.ca](mailto:irichmond@woodview.ca)

Accessible formats of this document are available free. Accessible formats currently available include large print, accessible PDF or Word format, and audio (.MP3). Alternate accessible formats are available free upon request from:

Administrative Office  
69 Flatt Road  
Burlington, ON L7P 0T3  
[wmhas@woodview.ca](mailto:wmhas@woodview.ca)

## Appendix A: Review History

Review Date	Change	Sign Off
February 21, 2024	Updated strategies and achievements	Flora Ennis, Executive Director
April 15, 2024	Added Appendix A: Review History Added dates of achievements	Flora Ennis, Executive Director