



POLICY and PROCEDURE

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Holland Christian Homes (HCH) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

Training

We are committed to provide on-going and updated training to our employees, policy developers, volunteers, students, contractors and all other persons who provide goods, services or facilities in HCH. The training is related to Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

We will train all our employees on accessibility as it relates to their specific roles. All training is provided as soon as possible and in a timely manner.

Procurement

We will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, including self-serve kiosks. If it is not possible and practical to do so, we will provide an explanation upon request.

Self-service kiosks

We will incorporate accessibility features/consider accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

Information and communications

We will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.



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We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Employment

We will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.

We will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

Our performance management, career development and redeployment processes will take into account the accessibility needs of all employees.

Design of Public Spaces

We will meet accessibility laws when building or making major changes 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
- Accessible on-street parking

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

Changes to existing policies



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We will modify or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities.

Any policies changes will be posted on the bulletin board or electronic bulletin board.