



THE ROMAN CATHOLIC EPISCOPAL CORPORATION OF THE DIOCESE OF HAMILTON IN ONTARIO

MULTI-YEAR ACCESSIBILITY PLAN

Dated the 17th day of May 2021

1.01 PURPOSE

This Multi Year Accessibility Plan (hereinafter referred to as the “Accessibility Plan”) outlines the policies and actions that **THE ROMAN CATHOLIC EPISCOPAL CORPORATION OF THE DIOCESE OF HAMILTON IN ONTARIO** (hereinafter the “Diocese”) will put into place to improve accessibility and opportunities for people with disabilities in accordance with the provisions of the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) and Regulation 191/11, that being the *Integrated Accessibility Standards Regulation* of the AODA (the “Regulation”).

1.02 STATEMENT OF COMMITMENT

The Diocese strives to ensure an accessible environment for all persons with disabilities, and will continue to build upon and improve its practices, in addition to ensuring that it meets the accessibility needs of persons with disabilities in a timely manner, consistent with the specific requirements of the AODA and the Regulation.

The Accessibility Plan has been developed by the Diocese to outline its commitments and strategies for 2021–2026 to ensure that no new barriers are created and that, over time, any existing ones are removed.

1.03 DESIGN OF PUBLIC SPACES

The Diocese is committed to greater accessibility in, out of, and around the buildings it owns. The Diocese will ensure that its facilities incorporate the

standards for barrier-free design as existing spaces are renovated and/or new spaces are constructed in accordance with the Regulation.

For the purposes of the Regulation the Diocese will comply with applicable public space design standards in relation to the following:

- Exterior paths of travel (sidewalks or walkways) and associated elements such as ramps, stairs, and curb ramps, when renovated and/or built new.
- Accessible off-street parking spaces when renovated and/or built new.
- Service counters and waiting areas when renovated and/or built new.
- Outdoor public use eating areas and outdoor play spaces when renovated and/or built new.
- When any renovation/new construction to an accessible area is underway the Diocese will post signage to explain the disruption and set up a temporary alternative.

The Diocese has and will continue to comply with the Regulation under the Design of Public Spaces Standard, and any applicable changes to the Standard.

2.01 ROMAN CATHOLIC EPISCOPAL CORPORATION OF THE DIOCESE OF HAMILTON IN ONTARIO ACCESSIBILITY PLAN: SUMMARY OF ACTIONS AND STATUS

AODA Standard/ Regulation Section References	Initiative/Action	Description	DIOCESE Completion Status and date	AODA Compliance Date
Customer Service Standard O. Reg 191/11, Part IV.2	Establishment of Policies, Practices and Procedures	<p>Policies and Practices must be compatible with the following principles:</p> <ol style="list-style-type: none"> 1. Dignity 2. Independence 3. Integration 4. Equal Opportunity <p>To provide accessible customer service, organizations need to create and put in place policies that:</p> <ol style="list-style-type: none"> 1. Considers a person's disability when communicating with people 2. Allows assistive devices 3. Allows service animals 	Completed and continuing on an as-needed basis.	January 1, 2012

AODA Standard/ Regulation Section References	Initiative/Action	Description	DIOCESE Completion Status	AODA Compliance Date
		<ol style="list-style-type: none"> 4. Informs customers (referred to in the Diocese’s AODA policies as “parishioners” and “guests”) when accessible services are not available 5. Trains staff on accessible customer service 6. Put policy in writing 7. Informs customers on availability of the organization's policy 8. Offer the policy in accessible formats 	Completed and continuing on an as needed basis.	January 1, 2012

AODA Standard/ Regulation Section References	Initiative/Action	Description	DIOCESE Completion Status	AODA Compliance Date
	Training	Customer Service training must be provided for those persons specified in the Accessible Customer Service Policy, section 1.06(f).	<p>In-house training has been scheduled or has been provided to all present staff.</p> <p>Training will be provided to newly hired employees and if policies change.</p>	January 1, 2012
	Feedback Process	<p>Establish an accessible process for receiving and responding to feedback about the manner in which the organization provides goods or services to persons with disabilities.</p> <p>The information about the process will be readily available to the public.</p>	Completed and continuing on an as needed basis.	January 1, 2012

AODA Standard/ Regulation Section References	Initiative/Action	Description	DIOCESE Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 3	Establishment of Accessibility Policies	Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in the Regulation	<p>Diocese developed and, implemented an Integrated Accessibility Standards Policy</p> <p>Integrated Accessibility Policy Standards Policy available at:</p> <ol style="list-style-type: none"> 1. www.hamiltondiocese.com 2. In person at the Diocese Hamilton offices 3. By telephone: 1-905-528-7988 4. In writing, upon request to the Diocese Human Resources Department (HR) 5. Electronically upon request to ggill@hamiltondiocese.com 6. Diocese will provide the Policy in an accessible format upon request 	January 1, 2014

AODA Standard/ Regulation Section References	Initiative/Action	Description	DIOCESE Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 4	Accessibility Plans	<p>s. 4 (1) Large organizations shall,</p> <p>(a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under this Regulation</p> <p>(b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and</p> <p>(c) review and update the accessibility plan at least once every five years</p>	<p>Completed and continuing on an as needed basis</p> <p>Diocese has established, implemented and documented a multi-year accessibility Plan</p> <p>Diocese will post the multi-year accessibility plan on Diocese website</p> <p>HR will provide a copy of the multi-year accessibility plan in alternative format upon request.</p> <p>HR will review and update the multi-year accessibility plan in accordance with the Regulation</p>	January 1, 2014

AODA Standard/ Regulation Section References	Initiative/Action	Description	DIOCESE Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 5	Procuring or acquiring goods, services or facilities	s. 5(1) Public sector organizations shall incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.	Not Applicable to Diocese	
		s. 5(2) If a designated public sector organization determines that it is not practicable to incorporate accessibility criteria and features when procuring or acquiring good, services or facilities, it shall provide, upon request, an explanation.	Not Applicable to Diocese	

AODA Standard/ Regulation Section References	Initiative/Action	Description	DIOCESE Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 6	Self-Service Kiosks	<p>s. 6 (1) Without limiting the generality of section 5, the Government of Ontario. Legislative Assembly and designated public sector organizations shall incorporate accessibility features when designing, procuring or acquiring self-service kiosks.</p> <p>s. 6 (2) Large organizations and small organizations shall have regard to the accessibility for person with disabilities when designing, procuring or acquiring self-service kiosks.</p> <p>s. 6 (3) The Government of Ontario, Legislative Assembly and designed public sector organizations shall meet the requirements of this section in accordance with the schedule set out in subsection 5 (3).</p> <p>s. 6 (4) Large organizations shall meet the requirements under subsection (2) as of January 1, 2014 and small organizations shall meet the requirements as of January 1, 2015.</p>	<p>Not Applicable to Diocese</p> <p>Not applicable to Diocese</p> <p>Not Applicable to Diocese</p> <p>Not applicable to Diocese</p>	

AODA Standard/ Regulation Section References	Initiative/Action	Description	DIOCESE Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 7	Training	<p>s. 7(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities to,</p> <p>(a) all employees, and volunteers;</p> <p>(b) all persons who participate in developing the organization’s policies; and</p> <p>(c) all other persons who provide goods, services or facilities on behalf of the organization.</p>	<p>Ongoing: HR has implemented accessibility standards and <i>Human Rights Code</i> training module for all employees and direct service volunteers</p> <p>Ongoing: HR has developed a tracking system to ensure compliance</p>	January 1, 2015

AODA Standard/ Regulation Section References	Initiative/Action	Description	DIOCESE Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 11	Information and Communication Standards Feedback	s. 11 (1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.	Information Technology (IT) and HR have reviewed current feedback process and revised as necessary	January 1, 2015

AODA Standard/ Regulation Section References	Initiative/Action	Description	DIOCESE Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 12	Accessible formats and Communication Supports	<p>s. 12 (1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,</p> <p>(a) in a timely manner that takes into account the person’s accessibility needs due to disability; and</p> <p>(b) at a cost that is no more than the regular cost charged to other persons.</p> <p>s. 12 (2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p> <p>s. 12 (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports</p>	<p>Ongoing: IT and HR departments have and will continue to identify possible formats and supports required</p> <p>Ongoing: IT and HR departments have and will continue to identify possible formats and supports required Will inform public of availability</p>	January 1, 2016
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 13	Emergency procedure plans, or public safety information	<p>s. 13 (1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.</p>	<p>Ongoing: Diocese prepares and implements emergency procedures and plans and will provide accessible formats and communication supports, on request.</p>	January 1, 2012

AODA Standard/ Regulation Section References	Initiative/Action	Description	DIOCESE Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 14	Accessible websites and web content	s. 14 (2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA by January 1, 2021	IT has put this in place and is in process of meeting this standard By January 1, 2021, IT will conform with WCAG 2.0 Level AA, in regards to its websites and web content.	January 1, 2014 – new internet websites and web content on those sites must conform with WCAG 2.0 Level A. January 1, 2021 – all internet websites and web content must conform with WCAG 2.0 Level AA, other than: i. success criteria 1.2.4 Captions (Live), and ii. success criteria 1.2.5 Audio Descriptions (Pre-recorded).

AODA Standard/ Regulation Section References	Initiative/Action	Description	DIOCESE Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 22	Employment Standards Recruitment General	s. 22 Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Ongoing: HR will inform in accordance with the standard	January 1, 2016
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 23	Recruitment, assessment or selection process	s. 23 (1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used. (2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.	Ongoing: HR will communicate with applicants selected of available accommodations Ongoing: HR will consult with the applicant and provide or arrange for the provision of a suitable accommodation	January 1, 2016 January 1, 2016

AODA Standard/ Regulation Section References	Initiative/Action	Description	DIOCESE Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 24	Notice to Successful Applicant	s. 24 Every employer shall, when making offers of employment notify the successful applicant of it's polices for accommodating employees with disabilities.	Ongoing: HR provides the required information on Diocese's Employment Accommodation Policies	January 1, 2016
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 25	Informing employees of support	<p>s. 25 (1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p> <p>s. 25 (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</p> <p>s. 25 (3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p>	<p>Ongoing: HR will inform employees of employment accommodation policies and their right to support</p> <p>Ongoing: HR provides information to new hire orientation and as part of the on boarding process</p>	January 1, 2016

AODA Standard/ Regulation Section References	Initiative/Action	Description	DIOCESE Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 26	Accessible formats and communication supports for employees	<p>s. 26 (1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,</p> <p>(a) information that is needed in order to perform the employee’s job; and</p> <p>(b) information that is generally available to employees in the workplace.</p> <p>s. 26 (2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	Ongoing: Diocese will establish a point of contact for employees within HR and inform all employees of how to access support	January 1, 2016

AODA Standard/ Regulation Section References	Initiative/Action	Description	DIOCESE's Completion Status	AODA Compliance Date
<p>Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 27</p>	<p>Workplace emergency response information</p>	<p>s. 27 (1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.</p> <p>s. 27 (2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p> <p>s. 27 (3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.</p> <p>s. 27 (4) Every employer shall review the individualized workplace emergency response information,</p> <ul style="list-style-type: none"> (a) when the employee moves to a different location in the organization; (b) when the employee's overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies. 	<p>Required actions completed and continuing on an as needed basis.</p>	<p>January 1, 2014</p>

AODA Standard/ Regulation Section References	Initiative/Action	Description	DIOCESE's Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 28	Documented individual accommodation plans	<p>s. 28 (1) Employers shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>s. 28 (2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 3. The manner in which the employer can request an accommodation can be achieved. 4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan. 5. The steps taken to protect the privacy of the employee's personal information 6. The frequency with which the individual accommodation 	Completed: HR Department has developed and implemented procedures for individual accommodation plans	January 1, 2016

		<p>plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p> <p>s. 28 (3) Individual accommodation plans shall,</p> <ul style="list-style-type: none">(a) if requested, include any information regarding accessible formats and communications supports provided, as described in section 26;(b) if requested, include individualized workplace emergency response information, as described in section 27; and(c) identify any other accommodation that is to be provided.		
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AODA Standard/ Regulation Section References	Initiative/Action	Description	DIOCESE's Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 29	Return to work process	<p>s. 29 (1) Every employer, other than an employer that is a small organization,</p> <p>(a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and</p> <p>(b) shall document the process.</p> <p>s. 29 (2) The return to work process shall,</p> <p>(a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</p> <p>(b) use documented individual accommodation plans, as described in section 28, as part of the process.</p> <p>s. 29 (3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>	HR has completed and implemented a return to work process	January 1, 2016

AODA Standard/ Regulation Section References	Initiative/Action	Description	DIOCESE'S Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 30	Performance management	s. 30 (1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	Completed and ongoing	January 1, 2016
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 31	Career development and advancement	s. 31 (1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	Completed and ongoing	January 1, 2016
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 32	Redeployment	s. 32 (1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	Completed and ongoing	January 1, 2016
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 33	Transportation Standard	Not Applicable to Diocese	Not Applicable to Diocese	

3.01 MONITORING

This Accessibility Plan will be reviewed and updated at least once every five (5) years. All feedback related to accessibility received throughout the year will be considered in the amendment of this plan and in the development of new steps toward meeting accessibility requirements under the AODA.

4.01 FOR MORE INFORMATION

For more information on the Accessibility Plan, please contact us at: 1-905-528-7988, or from our website at hamiltondiocese.com.

Accessible formats of this document are available free upon request by contacting us at: 1-905-528-7988, or from our website at hamiltondiocese.com.