

Accessibility Plan and Policies for: Crisis Centre North Bay

This 2014-21 accessibility plan outlines the policies and actions that
Crisis Centre North Bay
will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Crisis Centre North Bay

is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Accessible Emergency Information

Crisis Centre North Bay

is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

Crisis Centre North Bay

will provide training to employees, volunteers and other staff members 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, volunteers and other staff members.

Crisis Centre North Bay

will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015**.

- All current employees have been provided the means and resources to complete the training on shift.
- Added this requirement to the training agenda for all new employees and volunteers. Will update training as policies are revised and requirements change.

Kiosks

N/A

will take the following steps to ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks by **January 1, 2014**.

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- _____

Information and communications

Crisis Centre North Bay

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

Crisis Centre North Bay

will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by **January 1, 2014**.

- We have confirmed with our web site consultant that our current web site meets WCAG 2.0 Level A.

Crisis Centre North Bay

will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**.

- Reviewing existing feedback mechanisms to ensure they continue to be accessible upon request.

Crisis Centre North Bay

will take the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2016**.

- Inventory all publicly available information and ensure that this information is made accessible in alternate format upon request to the extent that we are able.

Crisis Centre North Bay

will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by **January 1, 2021**.

- Work with our IT consultant to develop a plan and a multi-year budget to achieve compliance by 2021.

Employment

Crisis Centre North Bay

is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested,

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will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- Include accessibility information in the job advertisement, ask about accommodation requirements during the interview process and during orientation of new employees.

Crisis Centre North Bay

will take 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.

- Formalize the process for the above. Communicate the process to existing and new employees.
- Work with employees to develop individual accommodation plans upon employment or return to work for employees that have been absent due to a disability.

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if their needs change throughout their career.

Crisis Centre North Bay

is using performance management, career development and redeployment processes.

Crisis Centre North Bay

will take the following steps to prevent and remove other accessibility barriers identified.

- Discuss accessibility during formal supervision process and as a standing agenda item during staff meetings.

Design of Public Spaces

N/A

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

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds in provincial parks and local communities
- 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

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, we will notify the public of the service disruption and alternatives available.

For More Information

For more information on this accessibility plan,

please contact Executive Director at:

Phone: 705 472-6204

Email: info@crisiscentre-nb.on.ca

Accessible formats of this document are available free upon request from:

where feasible. Contact info@crisiscentre-
