



## **The Windsor Women Working with Immigrant Women(WWWWIW)**

### **Multi Year Accessibility Plan**

The Windsor Women Working with Immigrant Women 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 by meeting our accessibility requirements under Ontario's accessibility laws.

### **Laws and rules**

The standards and rules on providing accessible customer service are set out in the:

1. Accessibility Standards for Customer Service (Ontario Regulation 429/07)
2. Integrated Accessibility Standards (Ontario Regulation 191-11)

[http://www.elaws.gov.on.ca/html/source/regs/english/2007elaws\\_src\\_regs\\_r07429\\_e.htm](http://www.elaws.gov.on.ca/html/source/regs/english/2007elaws_src_regs_r07429_e.htm)

[http://www.elaws.gov.on.ca/html/source/regs/english/2011elaws\\_src\\_regs\\_r11191\\_e.htm](http://www.elaws.gov.on.ca/html/source/regs/english/2011elaws_src_regs_r11191_e.htm)

## **Accessibility Reports**

An Accessibility Standard for Customer Service report has been e-filed with the Government of Ontario [accessibility@ontario.ca](mailto:accessibility@ontario.ca)

## **Accessible Customer Service Policies**

WWWWIW established, implemented and maintained a Customer Service Accessibility policy on January 1, 2012. This policy was reviewed and revised on June 9, 2015. The Customer Service Accessibility policy will be reviewed annually.

## **Information and Communication Standard**

The Customer Service Accessibility policy and Multi-Year Accessibility Plan will be posted on WWWWIW's website in 2017. The policy and plan will be provided in accessible format, upon request.

## **Training**

Training has been completed by persons at WWWWIW that have developed the policies, plans, and practices related to the Accessibility for Ontarians with Disabilities Act, as follows;

1. Understanding Human Rights Training (AODA)
2. AODA Customer Service Training
3. Integrated Accessibility Standards – Information / Communication & Employment Standards
4. Ontario Human Rights Commission - Understanding Human Rights Training (AODA)

## **Employee Training**

WWWWIW will provide training to employees who deal with the public on our behalf. Employee Training is scheduled throughout 2014 - 2017

Employee Training will include:

1. An overview of the purpose of the Accessibility for Ontarians with Disabilities Act.
2. How to interact and communicate with persons with various types of disability.
3. How to interact with persons with disabilities who use assistive devices or require the assistance of a guide animal or a support person.
4. How to use equipment that is available on the premises that may help in the provision of goods or services.
5. Information on WWWWIW's policies, practices and procedures governing the provision of goods and services to people with disabilities, and
6. Employees will also be trained when any changes are made to WWWWIW's plan or policies.

### **Feedback Process**

A feedback process has been developed and will be posted on WWWWIW's website, as follows;

Feedback may be provided;

1. In person
2. By telephone / TTY
3. In writing
4. By email, or
5. Any other communication technology, as requested

All feedback, including complaints, will be directed to the Human Resources Department. The feedback will be acknowledged and the person providing the feedback will be notified of any actions taken by the organization. All feedback will be evaluated annually in conjunction with the annual review of the Customer Service policy.

## **Employment Standard**

An AODA Employment Standards policy will be developed and implemented in accordance with the regulation requirements. The policy will address the following areas of employment;

### **General Requirements**

1. Engage in the proactive identification, removal and prevention of barriers hindering the full participation in employment of persons with disabilities,
2. Design procedures for establishing individual accommodation plans.
3. Ensure that WWWWIW's performance management, career development and advancement is informed and/or applied in a manner consistent with employee accommodation needs or plans; and
4. Provide the means to deliver accessible formats and other related communication supports and services of various documents upon an employee's request.

### **Recruitment Requirements**

1. Notify job applicants that accommodations are available upon request,
2. Notify the successful applicant of WWWWIW's policies for accommodating employees with disabilities when making offers of employment.
3. Communicate Emergency Response Information to Employees.
4. Provide individualized workplace emergency response information to employees who have a disability.
5. Review the individualized workplace emergency response information periodically.

## **Return to Work**

1. Have a return to work process for employees absent from work due to disability and require disability-related accommodations to return to work.

## **Review**

The Multi-Year Accessibility Plan will be reviewed annually and updated at least once every five years.

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