



|                     |                                                                  |                        |                 |
|---------------------|------------------------------------------------------------------|------------------------|-----------------|
| <b>Policy Name:</b> | Accessibility Policy and Multi-Year Accessibility Plan 2026-2031 | <b>Effective Date:</b> | January 1, 2026 |
| <b>Approved by:</b> | Executive Director                                               | <b>Approval Date:</b>  | July 8, 2026    |

### **STATEMENT OF COMMITMENT**

The Humane Society of Oakville, Milton & Halton (HSOMH) is committed to fostering an inclusive, barrier-free environment where all employees, volunteers, applicants, clients, donors, and members of the public are treated with dignity, independence, integration, and equal opportunity. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the Ontario Human Rights Code, and all applicable accessibility standards, HSOMH is committed to identifying, removing, and preventing barriers to accessibility across our workplace, programs, services, and facilities.

HSOMH is committed to providing accessible employment practices throughout the recruitment, hiring, onboarding, accommodation, return-to-work, performance management, and career development processes. We recognize that every individual's needs are unique and will work collaboratively with employees and applicants requiring accommodation to provide reasonable accommodations that support their full participation, to the point of undue hardship.

Accessibility is a shared responsibility. All employees are expected to contribute to an inclusive and respectful workplace by complying with this policy, participating in required accessibility training, and supporting accessible practices in their daily work. HSOMH will regularly review its accessibility policies, practices, and procedures to ensure ongoing compliance with legislative requirements and to continually improve accessibility for everyone who interacts with our organization.

### **PURPOSE**

The purpose of this Accessibility Policy and Plan is to:

1. Promote equal access to employment, services, programs, and facilities by identifying, removing, and preventing barriers to accessibility.
2. Ensure compliance with applicable accessibility legislation and standards.

3. Establish consistent practices for providing accessible customer service and reasonable accommodations.
4. Foster a culture of dignity, independence, inclusion, and equal opportunity for all individuals.

#### Assistive Devices

We will ensure that our staff are trained and familiar with various assistive devices used by clients and customers with disability while accessing our goods, services, and building.

#### Communication

We will communicate with users with disabilities in ways that consider their disability.

#### Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on any parts of our premises that are open to the public, though accommodations may need to be made where the health and security of animals are concerned.

#### Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

- Fees will not be charged for support persons, although fundraising events may be the exception
- We will notify customers of this through a notice posted on our premises and via our website

#### Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, HSOMH will notify customers promptly. This will be done through clearly posted notices being placed on our facility's entrance and on our website. The notice will include information about the reason for disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

#### Training

HSOMH will provide training to all employees, volunteers and others who deal with the public or other third parties on our behalf.

This training will be provided to new hires as part of their orientation. Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the accessible equipment or devices on our premises, including elevators, automatic doors, wheelchair lifts, or other such equipment
- What to do if a person with a disability is having difficulty in accessing HSOMH's goods and services

Staff will also be trained when changes are made to our accessibility customer service plan.

#### Feedback Process

Customers who wish to provide feedback on the way HSOMH provides goods and services to people with disabilities can provide feedback by e-mail, verbally, or by letter.

All feedback, including suggestions, issues or complaints, will be directed and handled by the Executive Director or another representative. Customers can expect to hear back within 10 days.

Documents can be made available in various accessible formats upon request.

#### **MULTI-YEAR ACCESSIBILITY PLAN 2026-2031**

The 2026-2031 accessibility plan outlines the policies and actions that the Humane Society of Oakville, Milton & Halton (HSOMH) will put in place to improve opportunities for people with disabilities in their interactions with our various services.

#### Section One: Past Achievements to Remove and Prevent Barriers

HSOMH currently has the following initiatives in place in accordance with the AODA:

- 1. Training on the Integrated Accessibility Standards Regulations (IASR), the Human Rights Code and the Customer Service Standard.**

HSOMH will continue to provide training to current and new employees and volunteers who deal with the public on behalf of HSOMH on Ontario's accessibility laws and the Human Rights Code as it relates to people with disabilities.

Training will be provided in a way that best suits the duties of the employees and volunteers. HSOMH will provide educational or training resources in an accessible format that considers the accessibility needs of a person with a disability. Records of the dates and number of individuals trained will be maintained. Mandatory training content will be reviewed and updated as needed to ensure compliance.

## **2. Feedback Process**

HSOMH will continue to ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing accessible formats and communication supports upon request and in a timely manner.

## **3. Emergency Procedures, Plans or Public Safety Information/Accessible Emergency Information**

HSOMH will continue to provide customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individual emergency response information when necessary and as soon as practically possible.

## **4. Accessible Formats and Communication Supports**

HSOMH will continue to ensure all publicly available information is made available in accessible formats upon request and will provide accessible formats and communication supports in a timely manner, at no additional cost.

## **5. Recruitment, Assessment and Selection Processes**

HSOMH will continue to notify the public and staff that, when requested, HSOMH will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

HSOMH will review existing recruitment policies, procedures, and processes to ensure compliance.

## **6. Informing Employee of Supports**

HSOMH will continue to inform current and new employees, volunteers, and other stakeholders, as soon as practicable after they begin employment, of the policies supporting employees, volunteers, and other staff with disabilities.

HSOMH will keep employees, volunteers, and other staff up to date on the changes to policies/procedures relating to accommodation.

## **7. Documented Individual Accommodation Plans and Return to Work Process**

HSOMH will consider, review, and update current accommodation processes for employees that have been absent due to a disability. HSOMH will continuously update and review accommodation processes and plans. HSOMH will continue to document and track all individual accommodation in a confidential manner.

HSOMH will continue to support employees returning to work following a disability-related absence by working collaboratively to develop an individualized return-to-work plan that promotes a safe and successful transition back to the workplace. HSOMH will continuously update, review, and document the existing return-to-work process. HSOMH will continue to document and track all individual return-to-work plans in a confidential manner.

## **8. Performance Management Processes and Career Development**

HSOMH will continue to consider the accessibility needs of its employees with disabilities and individual accommodation plans when utilizing HSOMH's performance management processes.

HSOMH will take steps to ensure the accessibility needs of employees are taken into consideration when using career development and advanced processes and policies.

## **9. Redeployment**

If HSOMH is to use redeployment, it shall take into consideration the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.

## **10. Design of Public Space**

HSOMH will establish plans to meet the Accessibility Standards for Design of Public Spaces when applicable in the building or modifying public spaces that are under HSOMH's control.

HSOMH will take appropriate measures to prevent service disruptions to accessible parts of its public spaces. Currently many of our public spaces are made accessible through:

- Accessible washrooms
- Automatic doors
- Lower counter height to facilitate assistive devices

### Section Two: Strategies and Action Plan

#### **1. Designing/Procuring or Acquiring Self-Serve Kiosks**

If HSOMH acquires self-serve kiosks in the future, HSOMH will take steps to ensure that employees and contractors consider the needs of people with disabilities when designing, procuring, or acquiring them.

#### **2. Increasing the Number of Accessible Parking Spaces**

In the future, HSOMH may consider adding additional accessible parking spaces in our parking lot to further accommodate those with disabilities who access our services.

#### **3. Transition Into a New Accessible Facility**

As part of our long-term planning, HSOMH intends to design and build a new facility that prioritizes accessibility and inclusivity. The new space will be thoughtfully designed to reduce barriers and create an environment that is welcoming and accessible for employees, volunteers, visitors, and members of the community.

For more information on this accessibility plan or to provide feedback, please contact Human Resources at: 905-845-1551 ext. 149 or [hr@hsomh.ca](mailto:hr@hsomh.ca).

Accessible formats of this document are available free upon request from: [hr@hsomh.ca](mailto:hr@hsomh.ca) or by calling 905-845-1551 ext. 149.

**REVIEW**

This Policy and Plan will be updated at least every five (5) years or as required.

**DOCUMENT REVISION HISTORY / APPROVALS**

| Version Date | Author(s)       | Approved by:   | Revision Notes                           |
|--------------|-----------------|----------------|------------------------------------------|
| July 2026    | Leadership Team | Jeff Vallentin | Initial draft, review and implementation |
|              |                 |                |                                          |
|              |                 |                |                                          |
|              |                 |                |                                          |