

Derbecker's Heritage House
ONTARIO MULTI-YEAR ACCESSIBILITY PLAN-2022-2027

Statement of Commitment

Derbecker's Heritage House 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.

Current Revision Date: August 2024

Compliance Area	Action Item	Status
2012 Action Items		
Accessibility Policy	Develop and maintain policy on accessibility	Completed
Individualized Workplace Emergency Response Information	Ensure employees with disabilities are provided with individualized workplace emergency response information, to be set out in the organization's individualized emergency response information form.	Completed
Emergency Procedure, Plans or Public Safety Information	Emergency policies and procedures in place and made available in accessible format or with appropriate communication supports upon request. Examples include emergency codes, signate {exits}, fire alarms and instructions.	Ongoing
Accessible Customer Service	Train staff and document training Ensure guide dogs, other service animals, and support persons are able to enter the organization's premises to accompany a person with a disability.	Ongoing
Assistive Devices	Ensure that the organization is able to accommodate the use of an assistive device by a person with a disability on the organization's premises.	Ongoing
Notice of Temporary Disruptions in Service	Ensure that notice of temporary disruptions in the services or facilities that people with disabilities use to access the organization's goods or services is posted.	Ongoing
Accessible Feedback Process	Ensure that the organization's feedback process is accessible to people with disabilities by providing for or arranging for the provision of accessible formats and communications supports upon request.	Ongoing
Accessibility Report	File an Accessibility Compliance Report	Completed
2014 Action Items		
Multi-Year Accessibility Plan	Establish, implement and maintain a multi-year accessibility plan outlining the organization's strategy to prevent and remove barriers to accessibility and to meet the requirements set out in the AODA and its regulations.	Completed

Compliance Area	Action Item	Status
Accessibility Policy	Update	Completed
Self-Service Kiosks	Have regard to accessibility features that could be built into kiosks to best meet the needs of people with disabilities.	Ongoing
Accessible Website	Ensure that the organization's website and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level A.	No website
Training – Integrated Accessibility Standards	Train employees, students, volunteers, individuals, or organizations that provide facilities, goods, or services on the organization's behalf and any individual who is involved in the preparation of the organization's policies and plans regarding the requirements of the AODA and the Integrated Accessibility Standards.	Ongoing
Accessibility Report	File an Accessibility Compliance Report	Completed
2015 Action Items		
Make it easy to provide accessible feedback e.g. surveys	Maintain ways to provide feedback including via telephone and email in addition to printed materials	Ongoing
Train staff on accessibility laws	Include staff and volunteers. Maintain training records	Ongoing
Accessibility reports	File an Accessibility Compliance Report	Completed
2016 Action Items		
Make employment practices accessible	Make hiring, training and retraining opportunities accessible Have in place a process for developing individual accommodation plan and return to work plan for employees	Ongoing
Make public information accessible when asked	Work with person to figure out how to meet their needs	Ongoing
2017 Action Items		
Built Environment Standards	Comply with the Built Environment Standards when undertaking new construction and redevelopment of public spaces.	Completed
2018 Action Items		
Accessibility Report	File Accessibility Compliance Report	Completed.
2019 Action Items		
Multi-Year Accessibility Plan	Develop a multi-year accessibility plan for 2019-2023	Completed
2021 Action Items		
Accessible Website	New public website Ensure that the organization's website and web Content conforms to the World Wide Web Consortium Web Content Accessibility Guidelines	Completed
Accessibility Report	File Accessibility Compliance Report	Completed

Compliance Area	Action Item	Status
2024 Action Items		
Multi-Year Accessibility Plan 2022-2027	Review and update plan {minimum every 5 years} Maintain plan to remove and prevent barriers to accessibility and to meet the AODA. Update policy to align with MYAP	Completed
Accessibility Report	File Accessibility Compliance Report	Completed
2025-2026		
Make any new or redeveloped public spaces accessible	Work with consultants in planning, design and construction of new/ renovated building public spaces {outdoors: eating, play, walking paths, parking lots. Indoors: customer service counters and waiting areas.	Pending
2027 Action Items		
Accessibility Report	File Accessibility Compliance Report	Planned
2028 Action Items		
Multi-Year Accessibility Plan 2028-2033	Review and update plan {minimum every 5 years} Maintain plan to remove and prevent barriers to accessibility and to meet the AODA. Update policy to align with MYAP	Planned