

Multi-Year Accessibility Plan 2021-2026

COMMITMENTS

Contact Hamilton commits to enhancing opportunities for people with disabilities. Contact Hamilton will review this plan every five years, and will update it as required. Contact Hamilton is a values and principles-based organization and strives to adhere to these through its work and conduct. To this end, Contact Hamilton's central I.D.E.A. is:

- **Integrity**
 - o Contact Hamilton board, staff and volunteers will be trustworthy, honest, responsible and will treat people with dignity and respect
- **Diversity**
 - o Contact Hamilton board, staff and volunteers will be inclusive, fair, equitable, welcoming and provide a safe place to request and receive service
- **Empathy**
 - o Contact Hamilton board, staff and volunteers will act with compassion, patience and will provide support and guidance
- **Accountability**
 - o Contact Hamilton board, staff and volunteers will be transparent, responsive and strive for service excellence

With respect to accessibility, Contact Hamilton is committed to:

- Treating everyone with dignity and in a manner that promotes independence and self-direction / self-determination

- Providing needed support in a respectful, safe, and dignified manner as directed by the person
- Preventing, identifying, and removing barriers to accessibility
- Fair and accessible employment practices
- Accommodating the needs of people with disabilities
- Complying with the accessibility requirements identified under the Accessibility for Ontarians with Disabilities Act
- Complying with Contact Hamilton's Accessibility Policy
<https://contacthamilton.ca/accessible-customer-service/>

EDUCATION AND TRAINING

Contact Hamilton will provide training to its staff and volunteers on Ontario's accessibility laws, and the Human Rights Code as it relates to people with disabilities.

COMMUNICATION AND INFORMATION

Contact Hamilton will do its best within its abilities and resources to meet the communication needs of people with disabilities by ensuring that:

- People with disabilities are the authorities with respect to their information and communication needs, and therefore are consulted about their information and communication needs
- People with disabilities are aware of their rights, including the right to accommodation
- Contact Hamilton's website and website content, developed by or on behalf of the Contact Hamilton meets accessibility standards
- Existing feedback processes are accessible to people with disabilities, on request
- All publicly available information is accessible to people with disabilities, on request.

EMPLOYMENT

Contact Hamilton will:

- Inform the public and staff about the availability of accommodation supports for applicants with disabilities during the recruitment, assessment, selection, and hiring process, when requested
- As requested, work with employees to develop and implement individualized accommodation and return-to-work plans for employees who have been absent due to a disability
- Provide an individualized workplace emergency response plan to employees with a disability
- Ensure the accessibility needs of employees with disabilities are considered when undertaking performance management, career development/advancement, and redeployment processes
- Work towards preventing and removing other accessibility barriers as identified
- When engaging in renovations, consider impacts on accessibility and the accessibility needs of all employees, including employees with disabilities

For more information about this accessibility plan, please contact:

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