



Accessibility Plan

JANUARY 2017

The Accessibility Plan describes how Indwell will progress towards making its services, employment and facilities accessible.

MESSAGE FROM OUR EXECUTIVE DIRECTOR

Indwell's mission, vision and values capture our commitment to creating communities of health, wellness and belonging for all participants. As a key provider of housing and support services for people with disabilities in Ontario, we are working continuously to refine and develop accessible homes, services and employment opportunities.

In 2016, we opened Rudy Hulst Commons, a 47-unit community that includes accessibility features that exceed current provincial requirements. This project is symbolic of our commitment to improving our products and services. Every new development project we open builds on our experiences and incorporates new features that enhance accessibility and quality of life for our tenants and staff.

The Indwell Accessibility Plan is our commitment to engaging in dialogue and taking action to refine and improve Customer Service Standards, Access to Information, Employment and the Built Environment to create spaces and services that are welcoming, accessible and inclusive.

INTRODUCTION

Indwell is a Christian charity that creates affordable housing communities supporting people seeking health, wellness and belonging. Since 1974, our organization has continuously evolved to meet the housing and support needs of people with significant disabilities, primarily mental illness.

Indwell strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps Indwell is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how Indwell will play its role in making Ontario an accessible province for all Ontarians.

SECTION I: PAST ACHIEVEMENTS TO REMOVE AND PREVENT BARRIERS

This document includes a summary of the accessibility initiatives Indwell has completed.

CUSTOMER SERVICE

Indwell achieved compliance with the Customer Service Standard of the AODA in 2011, one year in advance of the requirement for private organizations.

All Indwell staff and volunteers are required to take AODA customer service standard training at the beginning of their service. All staff and volunteers are made aware of updates and changes to the customer service standards.

Indwell's feedback process was made available on our website in 2013. To date we have received no feedback through this means. For more information about Ontario's Customer Service Standard, visit ontario.ca/accessibility.

EMPLOYMENT

All Human Resources documents and policies updated to meet the July 2016 revised standard.

THE BUILT ENVIRONMENT

Since 2011, every new building project undertaken by Indwell has incorporated design technologies to reduce barriers for people requiring accessibility to be more independent. We continue to use tenant feedback to refine and develop barrier free and accessible units with each new build.

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SECTION II: STRATEGIES AND ACTIONS

These are the projects and programs our organization plans between now and 2021 to meet the requirements of the Accessibility for Ontarians with Disabilities Act and to remove and prevent barriers to people with disabilities.

CUSTOMER SERVICE

Indwell is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

Initiatives planned for Indwell to refine customer service standards:

2017

- Review and update training and procedures for monitoring customer service standards of hired contractors.
- Review and update disruption of service procedures and signage.
- Revise training procedures for improved employee and volunteer access to training and updates.

2018

Review feedback procedures and determine and implement identified strategies to elicit feedback on accessible customer service.

INFORMATION AND COMMUNICATIONS

Indwell is committed to making our information and communications accessible to people with disabilities.

2017

Improve web notification of accessibility features and create more access to alternative formatting of documents.

EMPLOYMENT

Indwell is committed to fair and accessible employment practices.

2017

- Management training of revised accessible workplace/hiring policies.
- Implement annual review of hiring documentation to confirm compliance.

SECTION II: STRATEGIES AND ACTIONS (CONT'D)

TRAINING

Indwell is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

2017

- Add direct training to all staff regarding prohibited grounds from the OHRC regarding delivery of service and employment.
- Complete revised training.

2018

- Create and implement refresher training program for employees and volunteers with more than 4 years of service.
- Explore training regarding design of accessible living spaces.

DESIGN OF PUBLIC SPACES

Indwell will meet accessibility laws when building or making major changes to public spaces.

Indwell engages in continuous development and refinement of its approach to accessible and barrier free design in all of its buildings.

2019

Review of current building stock and identify potential improvements in anticipation of implementation of the AODA built environment standards.

For more information on this accessibility plan, please contact Steven Rolfe at:

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Standard and accessible formats of this document are available free on request by emailing:

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