



<b>Section:</b> People and Culture	<b>Applicable to:</b> All Employees
<b>Procedure/Policy:</b> Action Plan	<b>Approval Date:</b> December 1, 2020
<b>Subject:</b> AODA Action Plan	<b>Revision Date:</b> December 27, 2023

## 1.0 INTRODUCTION

- 1.1** Shepherds of Good Hope is committed to ensuring equal access and participation for people with disabilities, providing equal treatment with respect to the provision of services and employment without discrimination based on the protected grounds as described by the *Ontario Human Rights Code* (OHRC).
- 1.2** This accessibility plan is intended to meet the requirements of the *Integrated Accessibility Standards, Ontario Regulation 191/11* for the Employment Standard set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*. This plan applies to the provision of:
- (a) accessible employment services for persons with disabilities;
  - (b) goods and services to the public or other third parties, not to the goods themselves; and
  - (c) information and communications services and materials for people with disabilities.
- 1.3** All employment, goods, services, information, and communication materials provided by Shepherds of Good Hope shall follow the principles of dignity, independence, integration and equal opportunity.
- 1.4** Shepherds of Good Hope works to achieve an environment free of barriers by providing accommodation for the needs of those individuals covered by the Code. Every effort will be made such that the impact of accommodation will not discriminate against another group protected by the Code.
- 1.5** The plan is reviewed and updated at least once every 5 years.

## 2.0 CUSTOMER SERVICE

- 2.1** Shepherds of Good Hope is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.
- 2.2** All individuals using our shelter services or living in our residences receive orientation documents that explain the roles and responsibilities of the staff and of the individuals

using these services. These documents are provided in writing and are reviewed verbally. We include some plain language versions of some of the documents.

**2.3** Shepherds of Good Hope provides all individuals using our services with information on how to provide feedback. This is done through written feedback forms, verbally through regular group meetings with the individuals using our shelter services and with individuals living in our housing, through one-on-one verbal conversations, through calling our reception or the specific program where the person is accessing services, and through email. Individuals accessing our community based services, such as our community lunch and drop-in programs have the ability to provide feedback through written feedback forms, verbally through speaking to the staff or manager on-site, through calling our reception desk, or through sending an email. There is a general email address that is monitored by the Inclusion, Diversity, Equity and Accessibility (IDEA) committee, [gotidea@sghottawa.com](mailto:gotidea@sghottawa.com), where staff can also send their concerns to be addressed by the committee. All formal responses to complaints or feedback that is provided is retained. Trends or significant issues are escalated to the leadership team for further discussion and resolution.

**2.4** Action Plan for Customer Service:

<b>AREA</b>	<b>ACTION</b>	<b>DESCRIPTION</b>	<b>DEADLINE</b>
<b>CUSTOMER SERVICE</b>	<b>Feedback Options</b>	<b>Post signs in all programs with all the ways that feedback can be provided.</b>	<b>March 31, 2024</b>
<b>CUSTOMER SERVICE</b>	<b>Plain Language Orientation Documents</b>	<b>Ensure that all orientation documents, leases, and other important information is translated into plain language versions</b>	<b>December 15, 2024</b>

**3.0 INFORMATION AND COMMUNICATIONS**

**3.1** Shepherds of Good Hope is committed to making our information and communications accessible to people with disabilities. When Shepherds of Good Hope redesigned their website, they ensured that the website could be accessed by those with disabilities by ensuring the information can be enlarged through a zoom function, that information can be heard when using text to speech applications and that videos can be experienced when using closed caption functions on the videos.

**3.2 Action Plan for Information and Communications:**

<b>AREA</b>	<b>ACTION</b>	<b>DESCRIPTION</b>	<b>DEADLINE</b>
<b>INFORMATION AND COMMUNICATIONS</b>	<b>Description in Links</b>	<b>Ensure that all links on website, such as “Read More” include description for “type-to-text” reader users.</b>	<b>March 31, 2024</b>

**4.0 EMPLOYMENT**

**4.1** Shepherds of Good Hope is committed to fair and accessible employment practices. Shepherds of Good Hope endeavours to ensure that employment opportunities are accessible by providing information to anyone applying to our roles about the ability to notify us about any needs for accommodation. Accommodations that have been provided include providing questions in either written format or verbal format, providing larger interview rooms, and offering smaller interview panels. Interviews have also been held with the option of in person or virtual, depending on the person’s needs. Plain language copies of information have been provided upon request.

<b>AREA</b>	<b>ACTION</b>	<b>DESCRIPTION</b>	<b>DEADLINE</b>
<b>EMPLOYMENT</b>	<b>Active Recruitment of Individuals with Disabilities</b>	<b>Strengthen relationships with other agencies that work with individuals with disabilities who are facing barriers to employment, such as Causeway, to actively recruit and provide opportunities to these individuals.</b>	<b>December 15, 2024</b>
<b>EMPLOYMENT</b>	<b>Plain language interview packages</b>	<b>Create plain language interview packages for all interview questions.</b>	<b>December 15, 2024</b>

## 5.0 TRAINING

**5.1** Shepherds of Good Hope 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. All employees and volunteers complete AODA training, including Customer Service Standards, upon onboarding. Employees are required to renew their AODA training annually during our Health and Safety month. Employees and volunteers are provided with any updates to policy or procedure through email, verbal check-ins, and through staff and volunteer meetings. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

AREA	ACTION	DESCRIPTION	DEADLINE
TRAINING	Training for managers on providing accessible interviews.	Create and deliver training to management team on how to support individuals with disabilities through the interview process.	March 31, 2024
TRAINING	Training for managers on developing accommodation plans with staff.	Update and deliver training to the management team on how to support individuals with disabilities who may require accommodation in the workplace.	June 30, 2024.

## 6.0 IDEA COMMITTEE

**6.1** Shepherds of Good Hope has a committee of staff from across the organization who meets regularly to discuss potential barriers to Inclusion, Diversity, Equity and Accessibility called the IDEA committee. Meeting minutes from these meetings are shared with the leadership team.

AREA	ACTION	DESCRIPTION	DEADLINE
IDEA COMMITTEE	Increase awareness about committee	Increase awareness about the IDEA committee throughout the organization by	December 15, 2024

		<b>using monthly staff and volunteer newsletter, presenting at staff meetings, and putting up signs with purpose of committee and contact information.</b>	
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## **7.0 INFORMATION AND FEEDBACK**

**7.1** For more information about this accessibility plan or to receive standard or accessible formats of this document, please contact our People and Culture department at 613-789-8210 ext 1210 or [hr@sghottawa.com](mailto:hr@sghottawa.com) or our IDEA committee at [gotidea@sghottawa.com](mailto:gotidea@sghottawa.com).

**7.2** Our accessibility plan and policy can be found posted at [www.sghottawa.com](http://www.sghottawa.com)