

## Newcomer Centre of Peel Multi-year Accessibility Plan

The 2014-21 accessibility plan outlines the policies and actions that Newcomer Centre of Peel (NCP) will put in place to improve opportunities for people with disabilities. The Multi-year Accessibility Plan will be modified on a yearly basis to reflect NCP's accomplishments in improving our services for those with disabilities, and to maintain compliance.

### Statement of commitment

Newcomer Centre of Peel is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act*.

### Customer Service Standard

Status: Complete

NCP has developed policies to comply with Regulation 429/07 of the AODA – Accessibility Standards for Customer Service. Regulation 429/07 sets out guidelines for preventing and removing barriers to accessibility to improve the customer services of agencies. NCP is committed to excellence in serving all customers including persons with disabilities. NCP's policy outlines our commitment to accessibility.

### Customer Service Achievements:

NCP has achieved the following requirements of the Customer Service Standard of the AODA:

#### Policy

Status: Complete

NCP has created and put in place a customer service plan that:

- Considers a person's disability when communicating with them
- Allows assistive devices in the workplace, like wheelchairs, walkers and oxygen tanks
- Allows service animals
- Welcomes support persons
- Let clients know when accessible services aren't available
- Invite clients to provide feedback

#### Training

Status: Complete/ ongoing

NCP has trained staff on accessible customer service, and has created an ongoing process to train new staff with regards to the customer service standard.

#### Policy availability

Status: Complete/ ongoing

NCP has put the customer service plan in writing, and made the plan available to the public and NCP employees.

- The plan is available in accessible formats, if requested

NCP will report progress online (year 2020) by filing an accessibility report with the Minister of Community and Social Services. NCP will comply with the customer service standard by filing an accessibility report on an annual basis.

### **Employment Standard: Workplace Emergency Response Information**

#### Accessible Emergency Information

Status: Complete/ ongoing

NCP is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

#### Workplace Safety

Status: Complete/ ongoing

NCP is committed to maintaining a safe workplace for all employees and will continue to document workplace emergency plans, and revise and review existing emergency plans, for employees requiring assistance with accessibility in the event of an emergency.

NCP will review the emergency response information when:

- we review the employee's overall accommodation needs;
- we review our organization's emergency response policies.

### **Employment Standard**

#### ***Recruitment***

Status: Complete

NCP is committed to fair and accessible employment practices. We have taken the following steps to notify the public and staff that, when requested, NCP will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- Let job applicants know that we will accommodate disabilities during the selection process.
- If a job applicant requests accommodation, consult with them and make adjustments that best suits their needs.
- Notify successful applicants of our policies for accommodating employees with disabilities.

### **Processes to Accommodate Employees**

Status: Complete/ Ongoing

NCP will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability. NCP will:

- Develop individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.
- Outline the steps we will take to help our employees return to work when they:
  - have been absent because of a disability, and
  - need some form of disability-related accommodation to return to work.

**Other**

*Status: Complete/ Ongoing*

NCP will take steps to prevent and remove any other accessibility barriers as identified by the public, employees, and clients of NCP as required and requested.

**Contact Information**

For more information, questions, or concerns regarding accessibility at NCP or to request communication in an accessible format, please contact the HR Department .

Email: [HR@ncpeel.ca](mailto:HR@ncpeel.ca)