

Newcomer Centre of Peel Multi-Year Accessibility Plan, 2026–2031

Newcomer Centre of Peel (NCP) is committed to meeting its obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR). This Multi-Year Accessibility Plan outlines NCP's approach to accessibility and its commitment to preventing and removing barriers for persons with disabilities.

NCP will review and update this Plan at least once every five years, as required.

Statement of Commitment

Newcomer Centre of Peel is committed to treating all people in a way that respects their dignity and independence. We believe in integration and equal opportunity. NCP is committed to meeting the needs of persons with disabilities in a timely manner by preventing and removing barriers to accessibility and meeting applicable requirements under the AODA and its regulations.

Accessibility Policies

NCP maintains policies and practices to support accessibility and meet applicable requirements under the AODA and IASR.

Accessibility-related information will be provided in an accessible format or with communication supports upon request, where required.

1. Customer Service Standard

Status: Complete / Ongoing

NCP is committed to providing programs and services in a manner that respects the dignity and independence of persons with disabilities and provides equal opportunity to access NCP services.

NCP's accessible customer service practices include:

- communicating with persons with disabilities in a manner that takes their disability into account;
- permitting the use of assistive devices;
- welcoming service animals and support persons in accordance with applicable requirements;
- providing notice when facilities or services normally used by persons with disabilities are temporarily unavailable;
- providing an accessible process for receiving feedback; and
- providing required accessibility training to applicable employees, volunteers and other persons.

2. Information and Communications Standard

Status: Ongoing

NCP is committed to making information and communications accessible to persons with disabilities in accordance with applicable AODA requirements.

NCP will:

- provide or arrange for accessible formats and communication supports upon request;

- consult with the person making the request to determine an appropriate accessible format or communication support;
- ensure that its feedback processes are accessible to persons with disabilities upon request; and
- continue to address identified accessibility issues with its public website and applicable web content in accordance with applicable IASR requirements.

3. Employment Standard

3.1 Recruitment

Status: Complete / Ongoing

NCP is committed to fair and accessible employment practices. NCP notifies applicants that accommodations are available during the recruitment and selection process.

Where an applicant requests accommodation, NCP will consult with the applicant and provide suitable accommodation that takes the applicant's accessibility needs into account. Successful applicants are informed of NCP's policies for accommodating employees with disabilities.

3.2 Informing Employees of Supports

Status: Complete / Ongoing

NCP informs employees of policies used to support employees with disabilities, including policies related to workplace accommodation. New employees are provided with this information as required, and employees are informed of relevant changes to these policies.

3.3 Accessible Formats and Communication Supports for Employees

Status: Complete / Ongoing

Where an employee with a disability requests an accessible format or communication support for information required to perform their job or information generally available to employees, NCP will consult with the employee to determine an appropriate accessible format or communication support.

3.4 Workplace Emergency Response Information

Status: Complete / Ongoing

NCP provides individualized workplace emergency response information to employees with disabilities where required.

Individualized workplace emergency response information will be reviewed when required, including when:

- an employee moves to a different location within the organization;
- the employee's accommodation needs or plans are reviewed; or
- NCP reviews its general workplace emergency response policies.

3.5 Individual Accommodation Plans

Status: Complete / Ongoing

NCP maintains a process for developing documented individual accommodation plans for employees with disabilities where required.

Accommodation will be considered based on the employee's individual accessibility needs and applicable requirements.

3.6 Return-to-Work Process

Status: Complete / Ongoing

NCP maintains a documented return-to-work process for employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work.

The process outlines the steps NCP will take to facilitate the employee's return to work and incorporates an individual accommodation plan where applicable.

3.7 Performance Management, Career Development and Redeployment

Status: Complete / Ongoing

Where applicable, NCP takes into account the accessibility needs of employees with disabilities and individual accommodation plans when conducting performance management, providing career development or advancement opportunities, or redeploying employees.

4. Design of Public Spaces Standard

Status: Not Currently Applicable

The Design of Public Spaces Standard applies to certain newly constructed or redeveloped public spaces.

Where NCP undertakes construction or redevelopment to which the Standard applies, NCP will comply with the applicable accessibility requirements.

5. Transportation Standard

Status: Not Applicable

NCP does not operate conventional or specialized transportation services to which the Transportation Standard applies.

6. General Requirements

6.1 Procurement

Status: Ongoing

NCP will consider accessibility criteria and features, where applicable and practicable, when procuring or acquiring goods, services, or facilities.

6.2 Self-Service Kiosks

Status: **Not Currently Applicable**

NCP does not currently use self-service kiosks in the delivery of its programs or services.

Should NCP use self-service kiosks in the future, applicable accessibility requirements will be considered.

7. Training

Status: **Complete / Ongoing**

NCP provides accessibility training as required under the IASR to applicable employees, volunteers and other persons.

Training includes applicable accessibility requirements under the AODA and the Ontario Human Rights Code as it relates to persons with disabilities.

Training is provided as required and records of required training are maintained.

8. Accessibility Feedback

NCP welcomes feedback regarding accessibility and barriers experienced by persons with disabilities in accessing NCP's programs, services, information and communications.

NCP will provide accessible formats or communication supports for its feedback process upon request.

9. Review and Reporting

NCP will review and update this Multi-Year Accessibility Plan at least once every five years.

NCP will complete accessibility compliance reporting in accordance with applicable AODA reporting requirements.

This Plan covers the period 2026–2031 and will be formally reviewed no later than 2031.

10. Availability of the Plan

This Multi-Year Accessibility Plan will be made available to the public and posted on NCP's website.

Upon request, NCP will provide this Plan in an accessible format or with communication supports.

11. Contact Information

For more information about accessibility at NCP, to provide accessibility feedback, or to request information in an accessible format or with communication supports, please contact:

Human Resources Department
Newcomer Centre of Peel
Email: HR@ncpeel.ca