

## **Statement of Organizational Commitment**

Summit Housing & Outreach Programs is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

Summit Housing & Outreach Programs strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility. Summit Housing & Outreach Programs is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years. We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. 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.

Accessible formats of this document are available upon request.

AODA Standard	IASR requirement	Due Date	Steps to take	Completion Status
<b><u>Past Achievements</u></b>				
<b><u>IASR General Requirements</u></b>				
	Create policies and procedures for each standard	Jan. 1, 2014	Summit has completed and posted the IASR and Customer Service Standard Policies on our website and the internal employee portal.	Completed
	Create Multi-Year Accessibility plans	Jan. 1, 2014	Update previous plans to meet current requirements.	Completed.
	Train all staff and volunteers (including Board Members) on what they have to do under the IASR and on aspects of the Human Rights Code that relate to accessibility	Jan. 1, 2015	<p>Training is provided at onboarding and annually to employees, students and volunteers (Including Board Members) on Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities. Summit is committed to providing refresher training to our employees, students and volunteers on an annual basis. Training is mandatory and available on the employee portal. A mechanism for tracking this training has been established.</p> <p>Human Rights and AODA <a href="http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda">http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda</a> ALL MODULES for all staff, volunteers and students at onboarding.</p>	Completed
	Complete government accessibility report	Dec. 31, 2014		Completed
	Update Multi-Year Accessibility Plan	Jan. 1, 2019 Dec 2021 Oct 2023		Completed
	Complete government accessibility report	Dec. 31, 2017 Nov 2023		Completed

<b><u>Information &amp; Communications</u></b>				
	When asked, make your emergency and public safety information accessible to the public	Jan. 1, 2012	Summit posts emergency fire plan information in our facilities. Upon request, we will provide this information in an accessible format or with appropriate communication support.	Completed
	All new internet websites and web content on those sites must conform with WCAG 2.0 level A	Jan. 1, 2014	Agency uses accessibility compliance software on website.	Completed
	Make your feedback processes, like surveys or comment cards, accessible when asked	Jan. 1, 2015	Customers can provide feedback in a variety ways: email, phone, mail, in person. Support will be provided to any customer in providing feedback in an accessible manner.	Completed
	Make information about your organization's goods, services and facilities accessible upon request	Jan. 1, 2016          Mar 2019	Summit's documents and/or information are in an electronic format which will facilitate the conversion into more accessible formats. Summit shall upon request provide or arrange for the provision of accessible formats for persons with disabilities. The cost to provide this service shall not be incurred by the customer. The customer will be consulted to determine the suitability of an accessible format.  Agency brochure is available in Large Print.	Completed
	All internet website and website content conforms with WCAG 2.0 level AA (excluding live captioning and audio description)	Jan. 1, 2021	New website to be launched 2021 will meet most recent WCAG level 2.0 level AA standards.	
<b><u>Employment</u></b>				

	When necessary, provide individual plans to help employees with disabilities during an emergency, or emergency information that's formatted so an employee with a disability can understand it.	Jan. 1, 2012	Upon request, Summit creates individualized workplace Emergency Response Plan for employees who have a disability and require accommodation(s) and supports to evacuate their workplace in an emergency. With the employee's consent, the employees in their workplace will be provided with the necessary information to assist the employee with the disability.	Completed
	Notify employees, potential hires and public that accommodations can be made during recruitment, assessment and selection processes for people with disabilities	Jan. 1, 2016	The agency accommodation statements included in all job postings, job description and job offer letters	Completed
	Notify new hires and staff of policies for accommodating employees with disabilities	Jan. 1, 2016	New hires are required to review all accommodation policies at onboarding and will be notified verbally that accommodation is available.	Completed
	Have in place a written process to develop individual accommodation plans for employees with a disability	Jan. 1, 2016	Summit has individual accommodation plans for any employee for which they have been made aware has a disability. The employee will be included in the development of the plan. The plan will be reviewed when there is a change in the employee's disability or job.	Completed
	Have a written return to work process in place for employees who have been absent due to a disability	Jan. 1, 2016	This is outlined in Terms and Conditions document in the Employee HR Handbook.	Completed
	If your office uses performance management, career development and redeployment processes, take the needs of employees with disabilities into account	Jan. 1, 2016	Under the AODA, the term performance management means activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success. Summit considers the accessibility needs of employees with disabilities during the performance management process.	Completed
	Ensuring processes are in place to support employee / workplace accommodation requests following absences from work and during an employee's employment	15-May-23	HR Business Partner position implemented which oversees all employees who require workplace accommodations are supported.	Completed.

<b><u>Design of Public Spaces</u></b>	Make new or redeveloped spaces accessible	Jan. 1, 2017	Summit has included a review of AODA requirements in renovation and redevelopment planning to ensure public spaces are in compliance to make it easier and safer for people with disabilities to move through and use our environments. This includes but is not limited to outdoor public seating areas, outdoor play spaces, service	Completed
	Maintain accessible elements of public spaces	31-Oct-23	Accessible features of public spaces in both offices are regularly maintained and repaired.	Completed
<b><u>Future Actions</u></b>				
Part 2: Identify your strategy to prevent and remove additional barrier in your organization				
<b>Barrier</b>	<b>Steps to Take</b>	<b>Targeted Completion Date</b>	<b>Completion Status</b>	
Residential housing stock not accessible	Audit of each home for potential to renovate to be more accessible. Secure funding for accessibility renovations. Complete renovations.	2025		
Streamline process for employees requesting workplace accommodation	Expand current employee accommodation policy so that it is more comprehensive for employees requiring accommodation in the workplace. Inform and train employees on this policy.	Mar-24		

Improve volunteer AODA training	Implement comprehensive training in formats suitable for participants	Mar-24		
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