

AODA – Multi-Year Accessibility Plan

Intent

This Accessibility Plan outlines Mission Services of Hamilton’s priorities for the period from 2025 to 2031. It includes both new and ongoing initiatives aimed at identifying, removing, and preventing barriers that may hinder individuals with disabilities from accessing goods and services or fully participating in the community.

Mission Services is committed to meeting the needs of people with disabilities and to fulfilling the requirements set out in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

This plan was originally established in 2011. A compliance review took place in October 2023, with a Compliance Review Report available upon request. This plan will be reviewed annually and revised as needed.

With many of the timelines for specific standards already met by 2023, this Plan will focus on monitoring and enhancing existing goals and strategies, while also exploring new opportunities to improve services through community engagement and public feedback.

The decision to remove internal deadlines reflects the understanding that all identified priorities are important throughout the entire duration of the Plan. This approach supports continuous improvement, while still ensuring that all mandatory compliance timelines under the Integrated Accessibility Standards Regulation (IASR) are met.

Opportunities to advance accessibility will be considered on an ongoing basis throughout the term of the Plan. It will also align with and support other guiding documents and initiatives undertaken by Mission Services.

Progress on the Plan’s action items will be monitored and reported annually, reinforcing accountability and transparency.

Statement of Commitment

Mission Services is committed to ensuring equal access and participation for people with disabilities. Mission Services is committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

Mission Services believes in integration, and is committed to meeting the needs of people with disabilities in a timely manner to ensure that everyone has equal opportunities. Mission Services will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario’s accessibility laws.

Guidelines

General Requirements			
Accessibility Requirement	Establishment of Accessibility Policies and Multiyear Accessibility Plan		
Past Achievements:	<p>Mission Services' policy titled Accessibility for Ontarians with Disabilities Act (now the AODA- Commitment Policy) was established in the year 2011. In the year 2014, Mission Services created the Multiyear Accessibility Plan to provide a blueprint for identifying, preventing and removing barriers for individuals with disabilities accessing organizational goods and services.</p> <p>Both Mission Services' AODA policy and Accessibility Plan were revised in 2016, 2020, and 2023 to reflect organizational and legislative changes.</p> <p>Applicable policies in the employee handbook were updated to reflect AODA standards (ex. AODA standards for recruitment and selection were added to the Recruitment policy).</p>		
Current and Potential Future Barriers:	Currently, Mission Service's AODA Policy and Accessibility Plan continue to be reviewed annually, and revised as needed.		
Plan to Meet Requirements:	<p>Review and update the Accessibility Policy to ensure it continues to reflect the organization's evolving needs and legal obligations.</p> <p>Timeline: To be reviewed every two years or as needed based on legislative updates or organizational changes.</p> <p>Any updated versions of Mission Services' AODA Policy and Accessibility Plan will be reviewed by, and approved by, Executive Leadership.</p>		
Responsible Authority	People, Culture and Communication Department and Executive Leadership	Results	Completed with Continued Review
Accessibility Requirement	Training on IASR, the Human Rights Code and Accessible Customer Service		
Past Achievements:	<p>All Mission Services' volunteers, employees and students have been required to complete training on the Human Rights Code and the AODA, Accessible Customer Service Standards and IASR's.</p> <p>All volunteers, employees and students who have successfully completed this training receive a certificate- a copy of this certificate is retained by the People, Culture and Communication Department.</p> <p>Accessible training formats are available upon request.</p>		

Current and Potential Future Barriers:	Potential future changes to legislated training requirements		
Plan to Meet Requirements:	<p>Mission Services will continue to provide training in the following areas to all new employees, volunteers and students:</p> <ol style="list-style-type: none"> 1. Accessibility for Ontarians with Disabilities Act, 2005 2. Obligations under the Integrated Accessibility Standards Regulation 3. Instructions on how to interact and communicate with customers with various types of disabilities 4. Instructions on how to interact with people with disabilities who: use assistive devices; require the assistance of a service animal; or require the use of a support person 5. Instruction on how to use equipment or devices that are available at your premises or that may help customers with disabilities (program specific) 6. Instructions on what to do if a customer with a disability is having difficulty accessing services; and 7. Policies, procedures and practices surrounding the legislation <p>Staff Training: Diversity, Equity, Inclusion, and Belonging (DEIB) Mission Services recognizes that accessibility is deeply connected to broader principles of equity and inclusion. As part of our ongoing commitment to fostering an inclusive environment, we will implement regular DEIB training for staff and leadership.</p> <p>Training will be repeated when required.</p> <p>The People, Culture and Communication Department will monitor legislative requirements for training and ensure any changes to training are reflected by the organization.</p>		
Responsible Authority	People, Culture and Communication Department and Program Managers	Results	Completed with Continued Review
Information and Communication Standards			
Accessibility Requirement	Feedback Process		
Past Achievements:	<p>Mission Services has implemented a feedback process for service users through the creation of the Service Users Concern policy</p> <p>Mission Services has implemented the following steps for ensuring that all new and existing processes for receiving and responding to feedback are accessible to people with disabilities:</p>		

	<ol style="list-style-type: none"> 1. Senior leadership within the organization takes primary responsibility for overseeing the accessibility of feedback from service users, employees, and members of the public 2. The organization is ready for a variety of feedback methods - telephone, hand-written letters, and email- upon request 3. The organization is able to provide accessible formats or communication supports for questionnaires, surveys or comments if requested <p>A new policy titled ‘Employee Response to Service Users and Community Members Concerns’ was established in 2020 to provide information for employees about how they can support service users in providing feedback about accessibility concerns</p> <p>Mission Services developed and implemented the Service Users Concern Procedure and the Community Members Concern Procedure to ensure accessible and transparent channels for feedback and concerns.</p> <p>Both procedures are now publicly available on our website, supporting accountability and continuous improvement in service delivery.</p>		
Current and Potential Future Barriers:			
Plan to Meet Requirements:	<p>Mission Services will continue to ensure that all feedback mechanisms remain accessible by:</p> <ul style="list-style-type: none"> • Reviewing the feedback process periodically to identify and address any barriers, ensuring it remains accessible and responsive to the needs of all users • Providing feedback options in multiple formats (e.g., phone, email, written) and offering accessible formats or communication supports upon request • Training staff to support individuals with disabilities in submitting feedback • Monitoring the effectiveness of the feedback process and making adjustments as needed 		
Responsible Authority	People, Culture and Communication Department, Senior Leadership, Community Relations and Resource Development Department	Results	Completed with Continued Review
Accessibility Requirement	Accessible Formats and Communication Supports		
Past Achievements:	<p>Mission Services allows for multiple types of communication formats including (but not limited to) email, telephone, and written mail.</p> <p>Mission Services consults with individuals with disabilities to determine the best method of communication to accommodate their information and communication needs.</p> <p>Mission Services will continue to notify the public and employees about the availability of accessible formats and communication supports</p>		

	Mission Services will continue to take all measures to ensure that a person with a disability is able to understand any information provided to them		
Current and Potential Future Barriers:			
Plan to Meet Requirements:	<p>Mission Services will make any requested accessible format or communication support available as soon as possible</p> <p>Mission Services will consider what formats and communication supports might assist someone who has a disability to read, see, hear or understand information during the creation of this information</p> <p>If Mission Services is unable to convert the information or communications into an accessible format, Mission Services will explain to the person why they are unable to do so and provide a summary of the content</p>		
Responsible Authority	People, Culture and Communication Department, Program Managers	Results	Completed with Continued Review
Accessibility Requirement	Emergency Procedures, Plans or Public Safety Information		
Past Achievements:	Mission Services has established emergency procedures, plans and public safety information		
Current and Potential Future Barriers:	Emergency procedures, plans and public safety information are not currently posted on the organizational web page		
Plan to Meet Requirements:	<p>Mission Services will post all public emergency procedures, plans and public safety information on the organizational website</p> <p>Mission Services will continue to provide emergency procedures, plans and public safety information to service users in accessible formats, upon request</p>		
Responsible Authority	Executive Leadership, People, Culture and Communication Department, and Community Relations and Resource Development	Results	Ongoing
Accessibility Requirement	Accessible Websites and Web Content		
Past Achievements:	The Community Relations and Resource Development Department of Mission Services has ensured that all new websites and web content is accessible to the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.0, Level A.		
Current and Potential	The potential future creation of new websites/web content or social media sites		

Future Barriers:				
Plan to Meet Requirements:	<p>Mission Services will take the necessary steps to make all websites and web content conform to WCAG 2.0, Level AA. This standard refers to all new websites and content on those sites</p> <p>Plan for periodic website scans to ensure all content is WCAG 2.0 AA compliant and provide enhanced training for website users</p>			
Responsible Authority	<table border="1"> <tr> <td>Community Relations and Resource Development</td> <td>Results</td> <td>Completed with Continued Review</td> </tr> </table>	Community Relations and Resource Development	Results	Completed with Continued Review
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Employment Standards				
Accessibility Requirement	Recruitment, Assessment and Selection Processes			
Past Achievements:	<p>The People, Culture and Communication Department notifies the public and staff that Mission Services will provide accommodation throughout the recruitment and selection process.</p> <p>The People, Culture and Communication Department provides accommodation to individuals throughout the recruitment and selection process.</p> <p>In response to the 2016 Internal Compliance Report, candidates are informed that accommodations are available during the interview process.</p> <p>Mission Services has created an Accessible Interviewing Checklist which will be regularly consulted.</p>			
Current and Potential Future Barriers:	<p>The accessibility disclaimer recommended in the 2016 Internal Compliance Report is not yet posted on an easily accessible page of the organizational website.</p> <p>Some job postings may not consistently include a clear Accessibility and Accommodation Statement, which could discourage applicants with disabilities from requesting support.</p> <p>Staff involved in recruitment may require ongoing training to ensure consistent application of accessible hiring practices.</p>			
Plan to Meet Requirements:	<p>The People, Culture and Communication Department will continue to:</p> <ol style="list-style-type: none"> 1. Inform job applicants on the website, job posting, or by letter or email that information is available in accessible formats if needed, and that they can ask for accommodations throughout the recruitment process 2. Respond to requests for accommodation by developing accessible formats and communication supports that enable full participation in the application and interview process 3. Utilize the Accessible Interviewing Checklist 			

	<p>4. Include an Accessibility and Accommodation Statement in all job postings to reinforce the organization’s commitment to inclusive hiring.</p> <p>5. Post the accessibility disclaimer on a clearly visible and easily accessible page of the organizational website.</p>		
Responsible Authority	People, Culture and Communication Department, Program Managers	Results	
Accessibility Requirement	Informing Employees of Supports		
Past Achievements:	<p>The People, Culture and Communication Department notifies the public and staff that Mission Services will provide accommodation throughout the recruitment and selection process.</p> <p>The People, Culture and Communication Department asks all new hires if they have any limitations that they may need accommodation assistance for</p> <p>The People, Culture and Communication Department provides employees with individual accommodation plans as needed</p>		
Current and Potential Future Barriers:			
Plan to Meet Requirements:	Human Resources will continue to notify all organizational job applicants and employees of accommodation processes, and offer individualized accommodation plans as needed		
Responsible Authority	People, Culture and Communication Department	Results	Completed with Continued Review
Accessibility Requirement	Accessible Formats and Communication Supports for Employees		
Past Achievements:	<p>Mission Services allows for multiple types of communication formats including (but not limited to) email, telephone, and written mail.</p> <p>Mission Services established a document titled Examples of Job Accommodations List to assist the employer in assessing possible veiled disabilities throughout the workplace.</p> <p>Mission Services will notify the public about the availability of accessible formats and communication supports</p>		
Current and Potential Future Barriers:			
Plan to Meet Requirements:	Mission Services will consult with individuals with disabilities to determine the best method of communication to accommodate their information and communication needs		

	<p>Mission Services will make the requested accessible format or communication support available as soon as possible</p> <p>Mission Services will consider what formats and communication supports might assist someone who has a disability to read, see, hear or understand information during the creation of this information</p> <p>If Mission Services is unable to convert the information or communications into an accessible format, Mission Services will explain to the person why they are unable to do so and provide a summary of the content</p> <p>Mission Services will take all other measures to ensure that a person with a disability is able to understand any information provided to them</p> <p>People, Culture and Communication Department will develop an AODA-compliant PowerPoint presentation template to support accessible communication across the organization.</p>		
Responsible Authority	People, Culture and Communication Department	Results	Completed with Continued Review
Accessibility Requirement	Workplace Emergency Response Information		
Past Achievements:	<p>Workplace emergency response information has been developed for Mission Services and is available in accessible formats upon request</p> <p>Mission Services has two forms, The Identification of Potential Barriers during an Emergency Response and the Individualized Employee Emergency Response Information Form that employees and supervisors can complete cooperatively to properly assess potential barriers during an emergency response for employees with disabilities, and to aid in completing an individualized emergency response plan</p>		
Current and Potential Future Barriers:	<p>Workplace emergency response information has not been posted on Mission Services' website</p>		
Plan to Meet Requirements:	<p>All workplace emergency response information will be posted on Mission Services' web page</p> <p>People, Culture and Communication Department will ensure that Emergency Response Plans are available to provide to employees and service users upon request</p> <p>Emergency Response Plans will continue to be provided in a format that is accessible to the user</p>		
Responsible Authority	Executive Leadership, Program Managers, People, Culture and Communication Department, and Community Relations and Resource Development Departments	Results	Completed with Continued Review

Accessibility Requirement	Documented Individual Accommodation Plans		
Past Achievements:	<p>Mission Services has established a process to initiate and document individual accommodation plans.</p> <p>Mission Services has a short and full Functional Capacity Assessment Form that can be completed by the employee and their health care provider to assess the employee's functional capabilities in the workplace, as well as assist the employer in developing an Individual Accommodation Plan</p> <p>Mission Services is committed to working with employees to establish individual accommodation plans that are suitable to the employee's needs</p> <p>Mission Services is committed to reviewing accommodation plans and making required adjustments any time there is a change in job position, promotion, reassignment or increased responsibility within the current position.</p> <p>Mission Services will provide any accommodation plans in accessible formats upon request.</p>		
Current and Potential Future Barriers:			
Plan to Meet Requirements:	Inform employees that Individual Accommodation Plans are available and that information disclosed in the creation of these plans will be kept confidential.		
Responsible Authority	Program Management and People, Culture and Communication Department	Results	Completed with Continued Review
Accessibility Requirement	Return to Work Process	Compliance Deadline	January 1, 2016
Past Achievements:	<p>Mission Services has available a Return to Work Plan form and a Return to Work Process form to assist in the development of individual return to work plans.</p> <p>The Director of People, Culture and Communication Department, along with the supervisor or manager of the employee, is responsible for meeting with the employee with the disability to prepare a return to work plan and subsequently create or modify the workplace accommodation plan if the disability is permanent or recurring</p>		
Current and Potential Future Barriers:			
Plan to Meet Requirements	Mission Services will continue to work with employees in developing and implementing return to work plans		

	The employer will complete all necessary return to work paperwork while the employee is on disability leave so an individualized return to work plan can be implemented in a timely manner.		
Responsible Authority	People, Culture and Communication Department and Program Management	Results	Completed with Continued Review
Accessibility Requirement	Performance Management Process		
Past Achievements:	<p>Mission Services has implemented a performance management process to ensure the accessibility needs of employees with disabilities are considered during performance management, career development, or job changes.</p> <p>The performance management process consists of the following steps:</p> <ol style="list-style-type: none"> 1. Developing and managing the employee evaluation process, including probationary period and other performance evaluations, in consideration of an employee’s accessibility needs. 2. Offering to review accommodation plans and make required adjustments any time there is a change in job position, promotion, reassignment, or increased responsibility within the current position 3. Providing any performance management documents in an accessible format upon request 4. Providing equal access to learning and development opportunities by providing courses and training materials in accessible formats and at costs that are no more than regular formats <p>Mission Services uses a progressive discipline process to ensure that all employees are provided feedback about their performance and provided with opportunities to improve performance where required.</p>		
Current and Potential Future Barriers:	Potential future changes to collective agreement		
Plan to Meet Requirements:	Mission Services will continue to implement and monitor the established performance management process to ensure the accessibility of employees with disabilities		
Responsible Authority	People, Culture and Communication Department, Union Representatives (where applicable), Program Management	Results	Completed with Continued Review
Accessibility Requirement	Career Development and Advancement		
Past Achievements:	Mission Services is committed to considering an employee’s accessibility needs in the career development and advancement process		
Current and Potential			

Future Barriers			
Plan to Meet Requirements:	Mission Services will continue to inform employees with disabilities about the accommodation process when discussing career development and advancement opportunities		
Responsible Authority	People, Culture and Communication Department, Union Representatives (where applicable), Program Management	Results	Completed with Continued Review
Design of Public Spaces (Accessibility Standards for the Built Environment)			
Accessibility Requirement	Make Outdoor Public Eating Areas Accessible		
Past Achievements:	Although there are no designated outdoor public eating areas within the organization, there is accessible outdoor seating available at the Men’s Emergency Shelter should a service user decide to bring food from public to consume at this site.		
Current and Potential Future Barriers:	Any new outdoor seating areas must comply to AODA standards.		
Plan to Meet Requirements:	Any new outdoor seating areas will be created in accordance with AODA standards		
Responsible Authority	Facilities Department	Results	Completed with Continued Review
Accessibility Requirement	Make Outdoor Play Spaces Accessible		
Past Achievements:	Mission Services does not currently operate or maintain any outdoor play spaces.		
Current and Potential Future Barriers:	Any new outdoor play spaces must comply to AODA standards.		
Plan to Meet Requirements:	Mission Services will monitor future opportunities for the development of outdoor play spaces and will ensure that any such spaces are designed in accordance with the Design of Public Spaces Standards under the AODA. If outdoor play spaces are introduced, the organization will consult with individuals with disabilities and relevant stakeholders to ensure inclusive and accessible design.		
Responsible Authority	Facilities Department	Results	
Accessibility Requirements	Make Exterior Paths of Travel Accessible		

Past Achievements:	<p>All organizational buildings have exterior paths of travel that are accessible to individuals using mobility aids or who are accompanied by a service animal. This includes access to ramps and/or stairs with appropriate railings and which are free of barriers or obstacles.</p> <p>All buildings have depressed curbs or curb ramps available for community members, employees and service users.</p> <p>Exterior paths of travel are maintained by the Facilities Department and cleaning and/or maintenance are conducted as needed.</p>		
Current and Potential Future Barriers:	<p>Wear and tear to exterior paths of travel</p> <p>Inclement weather making exterior paths of travel difficult to navigate</p>		
Plan to Meet Requirements:	<p>Facilities Department to continue to conduct regular inspection and maintenance of exterior paths of travel</p>		
Responsible Authority	Facilities Department	Results	Completed with Continued Review
Accessibility Requirement	Make Off-Street Parking Accessible		
Past Achievements:	<p>Mission Services has accessible off-street parking available to staff and visitors at all locations of service.</p>		
Current and Potential Future Barriers:	<p>The potential future need for more accessible off-street parking spaces</p>		
Plan to Meet Requirements:	<p>Continue to monitor the need for accessible off-street parking spots and ensure that new spots are created if the need for them increases</p>		
Responsible Authority	Facilities Department	Results	Completed with Continued Review
Accessibility Requirement	Make Service Counters, Queuing Guides and Waiting Areas Accessible		
Past Achievements:	<p>Mission Services ensures that service counters or desks where service users might have face to face conversations with staff have space available which is accessible to individuals using mobility aids.</p>		
Current and Potential Future Barriers:	<p>Renovations to current buildings or construction of new spaces</p>		
Plan to Meet Requirements:	<p>Continue to monitor the need for accessible counters, queuing guides and waiting areas, ensuring that any new or renovated spaces are compliant with AODA guidelines</p>		
Responsible Authority	Facilities Services	Results	Completed with Continued Review

Accessibility Requirement	Maintain the Accessible Parts of your Public Spaces		
Past Achievements:	<p>Mission Services ensures regular maintenance of accessible parts of public spaces to ensure minimal service disruptions</p> <p>Any disruptions to accessible parts of public spaces are reported to the Director of Facilities immediately</p> <p>Mission Services' Facilities Department responds to any disruptions to accessible parts of public spaces in a timely manner</p>		
Current and Potential Future Barriers:	<p>Unforeseen weather conditions or emergencies may temporarily impact accessible routes or features.</p> <p>Limited availability of accessible replacement parts or contractors may delay repairs.</p>		
Plan to Meet Requirements:	<p>Continue proactive inspections and maintenance of accessible features in public spaces.</p> <p>Maintain a list of preferred vendors and suppliers for accessible equipment to reduce delays in repairs.</p> <p>Include accessibility considerations in all future renovations.</p>		
Responsible Authority	Facilities Department	Results	Completed with Continued Review
Customer Service Standards			
Accessibility Requirement	Develop, Implement, and Maintain Policies Regarding the Provisions of Goods, Services, or Facilities to Persons with Disabilities		
Past Achievements:	<p>Mission Services' policy titled Accessibility for Ontarians with Disabilities Act (now the AODA-Compliance Policy) was established in the year 2011. In the year 2014, Mission Services created the Multiyear Accessibility Plan to provide a blueprint for identifying, preventing and removing barriers for individuals with disabilities accessing organizational goods and services.</p> <p>Both Mission Services AODA policy and Accessibility Plan were revised in 2016, 2020 and 2023 to reflect organizational and legislative changes in regards to providing goods and services to people with disabilities.</p> <p>Mission Services ensures that communication with individuals with disabilities is conducted in a manner that takes into account their specific needs.</p>		
Current and Potential Future Barriers:	Changes to Legislative requirements		

Plan to Meet Requirements:	People, Culture and Communication Department will continue to monitor any legislative changes that may affect policies pertaining to the provisions of goods, services or facilities to persons with disabilities		
Responsible Authority	People, Culture and Communication Department	Results	Completed with Continued Review
Accessibility Requirement	Prepare One or More Documents Describing the Accessible Customer Service Policies, Provide These Documents on Request, and Notify that the Documents are Available on Request		
Past Achievements:	Mission Services' policy titled Accessibility for Ontarians with Disabilities Act (now the AODA- Compliance Policy) was established in the year 2011. In the year 2014, Mission Services created the Multiyear Accessibility Plan to provide a blueprint for identifying, preventing and removing barriers for individuals with disabilities accessing organizational goods and services.		
Current and Potential Future Barriers:			
Plan to Meet Requirements:	Mission Services is committed to providing documents in a format that takes into consideration the service user's disability, upon request		
Responsible Authority	People, Culture and Communication Department	Results:	Completed with Continued Review
Accessibility Requirement	Ensure that a Person with a Disability is Permitted to Enter the Premises with their Service Animal and to Keep the Animal with Them, Unless the Animal is Otherwise Excluded by Law from the Premises		
Past Achievements:	Mission Services' policy titled Accessibility for Ontarians with Disabilities Act was established in the year 2011. Included in this initial policy was a commitment to ensuring that individuals with disabilities are able to enter a premise with their service animal unless the animal is otherwise excluded by law from the premise. This same information is contained in the updated policy now titled AODA- Commitment Policy. Mission Services provides training to all volunteers, employees and students about how to interact with people with disabilities who are accompanied by a service animal.		
Current and Potential Future Barriers:	Given the fact that Mission Services' emergency shelters are communal living environments, and in the context of health and safety, Mission Services must adhere with the legislated requirements of the Occupational Health and Safety Act. Therefore, a person may be asked to provide proof that their service animal is a "bona fide" service animal upon accessing emergency shelters		
Plan to Meet Requirements:	If it is not readily apparent that an animal is being used by a service user for reasons relating to a disability, Mission Services will request documentation in accordance with Ontario legislation from one of the following registered health professionals: <ul style="list-style-type: none"> a) Audiologist or speech-language pathologist b) Chiropractor c) Nurse 		

	<ul style="list-style-type: none"> d) Occupational therapist e) Optometrist f) Physician or surgeon g) Physiotherapist h) Psychologist i) Psychotherapist or mental health therapist <p>Staff in Mission Services' emergency shelters will request that proof be provided that a service animal is a "bona fide" service animal upon admission, as required.</p>			
Responsible Authority	<table border="1"> <tr> <td>All Employees within Mission Services</td> <td>Results</td> <td>Completed with Continued Review</td> </tr> </table>	All Employees within Mission Services	Results	Completed with Continued Review
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Accessibility Requirement	Ensure that Other Measures are Available to Enable a Person with a Disability to Obtain, Use, or Benefit from Mission Services of Hamilton's Goods, Services, or Facilities if the Person's Service Animal is Excluded from the Premises			
Past Achievements:	Mission Services' policy titled Accessibility for Ontarians with Disabilities Act was established in the year 2011. Included in this initial policy was a commitment to ensuring that individuals with disabilities are able to enter a premise with their service animal unless the animal is otherwise excluded by law from the premise. This policy addresses organizational programs where a service animal might be excluded by law, and states the organization's commitment to taking reasonable measures to ensure that the service user is still able to access goods and services.			
Current and Potential Future Barriers:				
Plan to Meet Requirements:	Individual programs within Mission Services will continue to take reasonable measures to ensure that the service user is still able to access goods and services			
Responsible Authority	<table border="1"> <tr> <td>All Employees within Mission Services</td> <td>Results</td> <td>Completed with Continued Review</td> </tr> </table>	All Employees within Mission Services	Results	Completed with Continued Review
All Employees within Mission Services	Results	Completed with Continued Review		
Accessibility Requirement	Ensure that a Person with a Disability and Their Support Person are Permitted to Enter the Premises Together and that the Person with a Disability is Not Prevented from Having Access to the Support Person While on the Premises			
Past Achievements:	<p>Mission Services has adopted and implemented a policy that allows any person with a disability accessing Mission Services to be accompanied by a support person. In this context a support person is any person, whether a paid professional, volunteer, family member, or friend, who accompanies a person with a disability in order to help with communications, personal care, medical needs or with access to goods and services.</p> <p>Mission Services will allow the support person to access goods and services only with the consent of the service user.</p>			

	Mission Services has established protocol in the event that a service user is bringing into a program with them a support person who identifies as the gender that the space is not set up to serve, the individual is still able to bring this support person with them as long as they are willing to speak to management about guidelines in the space.		
Current and Potential Future Barriers:	<p>Allowing an individual with a disability to be accompanied by a support person while also protecting the confidentiality of the individual with a disability</p> <p>In the case of Inasmuch House, addressing a situation where the support person is also the abuser of the service user</p>		
Plan to Meet Requirements:	<p>Before discussing confidential information in front of the support person, staff will seek the consent of the person with the disability for the support person to have access to this confidential information. In some cases, the support person will need to remain because they assist the person with the disability with their communication. When a support person remains with the person with the disability, the support person may be asked to sign a Confidentiality Agreement.</p> <p>In the case of Inasmuch House, if the support person is also the abuser of the service user, then that support person will not be allowed entry onto the property or premises of Mission Services</p>		
Responsible Authority	Program Managers and Employees	Results	Completed with Continued Review
Accessibility Requirement	Waive the Admission Charge When a Support Person is Required to Accompany a Person with a Disability		
Past Achievements:	Mission Services has adopted the policy to waive admission fees or ticket prices for a support person when that support person is accessing fundraising events in the capacity of providing support for an individual with a disability.		
Current and Potential Future Barriers:			
Plan to Meet Requirements:	Any information about admission fees or ticket prices will be clearly posted in an accessible format with information advising the service user that an admission fee will not be required for the support person.		
Responsible Authority	Community Relations and Resource Development Department	Results	Completed with Continued Review
Accessibility Requirement	Provide Notice of Any Temporary Disruption to Services that May Affect Persons with Disabilities		
Past Achievements:	Mission Services has implemented a procedure to notify the public of service disruptions by posting signs near the area of disruption. Postings will include the reason for service disruption, the duration of service disruption and any alternatives available.		

	<p>Mission Services works to prevent disruptions by ensuring regular maintenance of publicly accessible spaces.</p> <p>In the event of a service disruption, Mission Services provides alternative services when available</p> <p>Mission Services fixes service disruptions in a timely manner</p>		
Current and Potential Future Barriers:	Mission Services does not currently post information about services disruptions on the organization website and social media (when applicable).		
Plan to Meet Requirements:	<p>Mission Services will continue to ensure that service disruptions are prevented by regular maintenance of publicly accessible spaces</p> <p>Employees should report any service disruptions to their managers as soon as possible.</p> <p>Mission Services will continue to provide alternative services when available</p> <p>Mission Services will continue to fix all service disruptions in a timely manner</p> <p>Mission Services will develop a procedure to ensure that service disruptions are posted on the organizational web site and social media sites (when applicable).</p>		
Responsible Authority	<p>Facilities Department, Program Managers, Community Relations and Resource Development Department, All Employees</p>	Results	Completed with Continued Review
Accessibility Requirement	Provide Accessibility Training to Staff, Volunteers, Policy Developers, and Service Providers		
Past Achievements:	<p>All Mission Services' volunteers, employees and students have been required to complete training on the Human Rights Code and the AODA, Accessible Customer Service Standards and IASR's as part of the onboarding process.</p> <p>All volunteers, employees and students who have successfully completed this training receive a certificate- a copy of this certificate is retained by the People, Culture and Communication Department.</p> <p>Accessible training formats are available upon request.</p> <p>Refresher training is offered periodically and when policies are updated.</p>		
Current and Potential Future Barriers:	Potential future changes to legislated training requirements		

<p>Plan to Meet Requirements:</p>	<p>Mission Services will continue to provide training in the following areas to all new employees, volunteers and students:</p> <ol style="list-style-type: none"> 1. Accessibility for Ontarians with Disabilities Act, 2005 2. Obligations under the Integrated Accessibility Standards Regulation 3. Instructions on how to interact and communicate with customers with various types of disabilities 4. Instructions on how to interact with people with disabilities who: use assistive devices; require the assistance of a service animal; or require the use of a support person 5. Instruction on how to use equipment or devices that are available at your premises or that may help customers with disabilities (program specific) 6. Instructions on what to do if a customer with a disability is having difficulty accessing services; and 7. Policies, procedures and practices surrounding the legislation <p>Staff Training: Diversity, Equity, Inclusion, and Belonging (DEIB) Mission Services recognizes that accessibility is deeply connected to broader principles of equity and inclusion. As part of our ongoing commitment to fostering an inclusive environment, we will implement regular DEIB training for staff and leadership.</p> <p>Training will be repeated when required.</p> <p>The People, Culture and Communication Department will monitor legislative requirements for training and ensure any changes to training are reflected by the organization.</p>		
<p>Responsible Authority</p>	<p>People, Culture and Communication Department and Program Managers</p>	<p>Results</p>	<p>Completed with Continued Review</p>

Availability of Policies and Plans

For more information on this accessibility plan, please contact the Director of People, Culture and Communication Department.

Mission Services shall, upon request, provide a copy of any policy or plan to an employee, volunteer, student, community member or service user. When providing a document to a person with a disability, the document, or information contained in the document, will be provided in a format that takes into account the person’s disability, and is agreed upon by that individual as being accessible.

Copies of this plan can also be viewed at www.mission-services.com