



**Ottawa Foyers Partage**  
764 Belfast Road  
Ottawa, ON K1G 0Z5  
613-744-3562 ▪ info@ofp.ca

**ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)  
OTTAWA FOYERS PARTAGE MULTI-YEAR ACCESSIBILITY PLAN  
2023-2028**

**Statement of Commitment**

Ottawa Foyers Partage (OFP) 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. OFP works to remove accessibility barriers and to prevent future barriers for the persons it serves, its employees, its volunteers and all other individuals who have dealings with OFP. Ottawa Foyers Partage is committed to meeting the accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and the *Ontario Regulation 191/11 Integrated Accessibility Standards*.

OFP is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. OFP understands that obligations under the *Accessibility for Ontarians with Disabilities Act (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

**Description of OFP**

OFP was incorporated in 1982 to empower people with disabilities to engage with the world. OFP is governed by a volunteer Board of Directors and is a registered Canadian Charity (119071561 RR 0001). OFP's Executive Director and their management team oversee the day-to-day operations at OFP. Our talented staff team is responsible for providing the quality care to our residents and clients that our community has come to expect.

We offer a range of services to support people with developmental disabilities and their caregivers, including:

- 24/7 Residential Services
- Supported Independent Living
- Respite Services
- Community Programming

Our programming is grounded in a belief that connected communities create connected people.

**Multi-Year Accessibility Plan**

This 2023-2028 Accessibility Plan outlines actions that OFP will take to improve opportunities for persons with disabilities according to the OFP Statement of Commitment, the OFP Accessibility Policy and the *Accessibility for Ontarians with Disabilities Act, Integrated Accessibility Standard Regulation (191/11)*. This plan is posted on OFP's website and provided in an accessible format upon request. OFP reviews and updates this plan at least once every 5 years.

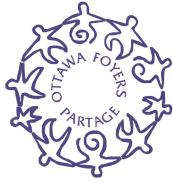


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## 1) Customer Service

OFP remains committed to complying with the standards established by the *Accessibility for Ontarians with Disabilities Act*; OFP policies reflect the 2016 consolidation of the regulations into the *Integrated Accessibility Standards, O. Reg. 191/11*.

- **Accessibility Policies:** OFP will ensure services are provided in a manner that respects the dignity and independence of persons with disabilities. When communicating, OFP considers the person's disability and associated needs. Annually, the OFP policy undergoes a review, and any changes are shared with residents and employees, as applicable. A copy of OFP's Accessibility Policy is located on the OFP website.
- **Availability of Documents:** OFP notifies the public that documents related to accessible customer service and feedback processes are available upon request by providing the Accessibility Policy to all new residents and clients and posting our Accessibility Plan on our website.
- **Service Disruption:** OFP will issue a notification of the disruption of services as quickly as possible.
- **Feedback Process:** Current feedback processes are available in accessible formats to people with disabilities, upon request.
  - OFP will collect, review, and respond to gaps or complaints relating to accessible customer service.
- **Training:** OFP 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.
  - Employees, volunteers/students, and board members receive training as soon as practicable after being hired; and as changes to policy or legislation occur.
  - Training will be appropriate to work duties.
  - Upon request, OFP will provide training in alternate formats.
  - How to interact and communicate with people with various types of disabilities
  - How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
  - How to use the equipment or devices available on-site or otherwise that may help with providing goods, services, or facilities to people with disabilities.
  - 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.
- **Assistive Devices:** People with disabilities may use their personal assistive devices when accessing our goods, services, or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services, or facilities. We ensure that our staff are trained and familiar with



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various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our services or facilities.

- **Service Animal:** If a resident/ participant, employee, or other person present in an OFP location is accompanied by a service animal, OFP shall ensure that he or she is permitted to keep the animal with him or her when required unless the animal is otherwise excluded by law from the premises.

## 2) Information and Communications

OFP is committed to meeting the communication needs of people with disabilities. We consult with people with disabilities to provide them with information in a manner that considers the person's disability.

- All publicly available information and communication will be available on request in an accessible format or with communication support.
- OFP will work in consultation with the person with the disability to provide them with information that considers the person's disability.
- Clear, plain language is used, and a variety of communication options are provided (e.g. phone, email, and text messaging) to support accessible communication with employees and people supported.
- OFP utilizes resources that support accessible virtual and in-person meetings and engagement activities.
- OFP's website and website content complies with current WCAG 2.0, Level AA standards for accessibility.

## 3) Employment

OFP is committed to fair and accessible employment practices. OFP will:

- Provide accommodations throughout the hiring process (pre-screening, recruitment, assessment, and selection) to applicants with disabilities.
- Work with the employee to develop an Individualized Workplace Response Plan outlining the employee's emergency response information/protocols, as requested.
- Work with the employee to develop a Return-to-Work Plan for employees with disabilities.
- Ensure that the Performance Appraisal and Succession Planning processes consider the accessibility needs of its employees with disabilities.
- Endeavour to reduce or eliminate barriers to accessible employment.

## 4) Design of Public Spaces

OFP is committed to providing accessible and inclusive spaces for employees, people supported, families and visitors. Newly constructed or redeveloped buildings and spaces will incorporate barrier-free requirements under the Ontario Building Code and the technical requirements under the AODA Design of Public Spaces Standards into its design and consultation process.



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**For More Information**

For more information on this accessibility plan, please contact:

Kim Gallant, Executive Director  
Ottawa Foyers Partage  
764 Belfast Road  
Ottawa, Ontario, K1G 0Z5