WILLOWTREE FARM MULTI-YEAR AODA COMPLIANCE PLAN 2023-2027

Introduction

Willowtree Farm is committed to working towards full compliance with all standards under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) as they are introduced. In doing so, we affirm our commitment to providing quality services in a manner that respects the dignity and independence of persons with disabilities.

This Multi-year Accessibility Plan provides an overview of Willowtree Farm's commitment to accessibility planning and outlines the policies, achievements and actions that Willowtree Farm has put in place to improve opportunities for people with disabilities and those actions we will undertake to identify, remove and prevent barriers to people with disabilities.

The current plan covers a three year period (2023 - 2027).

Statement of Commitment

Willowtree Farm 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. Willowtree Farm has developed policies, procedures, and practices consistent with the principles of dignity, independence, integration, and equal opportunity. All documents are available upon request from Willowtree Farm.

Our accessibility plan is designed to ensure we meet legal requirements and increase inclusive and equitable treatment of people with disabilities.

To facilitate this commitment, Willowtree Farm will establish, maintain and document a multi-year accessibility plan, that will be reviewed and updated every year to identify progress made in addressing barriers and it will be posted on the Willowtree Farm website.

OBJECTIVES ;

The objectives of this plan will be to;

- Describe the process by which Willowtree Farm identifies, removes and prevents barriers to people with disabilities;
- Describe the measures that Willowtree Farm has taken to fulfill the accessibility requirements within the Customer Service Standard and IASR;
- Describe the measures that Willowtree Farm will take within the next three (3) years to meet the minimum requirements set out within the IASR legislation;
- Describe Willowtree Farm’s strategy related to the training, awareness, communication and integration of accessibility into the culture of the organization;
- Describe the ways that Willowtree Farm will make this accessibility plan available to the public.

WILLOWTREE FARM MULTI-YEAR AODA COMPLIANCE PLAN 2023-2027

Mandate

- The objective of the Willowtree Farm Accessibility Plan is to ensure that the Organization complies with AODA by identifying and facilitating the removal of barriers to equal access among persons with disabilities, including clients, their families, visitors, employees and volunteers.
- This plan will be reviewed annually to address the outcomes of the deliverables and activities as stated in this plan and contribute to changes of this plan as required. Following the review, the updated plan will be placed on our website and made available on request.

Methods used to identify Barriers at Willowtree Farm

Barriers have been identified by Willowtree Farm. Feedback can be received through our AODA feedback form, via email, telephone, mail, fax or in person. Compliments/complaints are welcomed to ensure we are continuously improving our processes and services, doing so in a manner which is equitable and accessible for all. The Program Manager will be notified of any complaints received and logged related to accessibility issues and will be responsible to request action be taken by the appropriate functional area within the organization. Such feedback will also form part of the content of the Accessibility Plan, within the following areas; Customer Service, Information and Communication, Employment, Transportation and Built Environment.

WILLOWTREE FARM MULTI-YEAR AODA COMPLIANCE PLAN 2023-2027

Barriers Willowtree Farm addressed and completed from the last report 2019-2022

Category of Barrier	Barrier Within Willowtree Farm	Means to Prevent or Address Barrier	Status
Customer Service	Clean and clear marketing	Large print posters and brochures, with high contrast colour and clear layouts	**Completed**
Information/ Communication	Improve communication regarding AODA	Link to the plan on our website Information available in multiple formats when requested	**Completed** **Completed**
Physical Environment (Built Environment)	Accessible entry Parking Lot	Install one accessible automatic door Pave driveway and parking areas to allow easier access	**Completed** **Completed**
General	Attitudinal Barriers	Train staff to interact and communicate with people with different types of Assistive devices, Accessible formats and communication supports .disabilities.	**Completed**

Barriers Willowtree Farm is addressing in 2023-2027

WILLOWTREE FARM MULTI-YEAR AODA COMPLIANCE PLAN 2023-2027

Employment	Accommodation in return to work	Have a written return to work strategy implemented which outlines the steps the employer takes to facilitate the return to work and include and individual accommodation plan. Currently provide accommodation plans for employees with disabilities. Need a return to work policy to relate information and	**In Progress**
Systemic	No leadership or accountability to address issues related to people with disabilities.	Designate a contact person to implement accessibility policies and procedures.	**In Progress**
Information/ Communication	Improve communication regarding AODA	Post status updates on our multi-year plan on our website	**In Progress**
Training	Continuous update regarding policies & procedures	Attitudinal training for employees Training on the Integrated Accessibility Standards Regulation and Human Rights Code as it pertains to persons with disabilities	**In Progress**
Technology	Improve access to web site for a range of disabilities	Review legislative requirements and how to apply to website.	**In Progress**
Physical Environment (Built Environment)	Doors on site do not automatically open	Staff to assist person with disabilities to greet at door and assist in entering	**In Progress**
	Improve: Preventative and emergency maitenance of the accessible elements in public spaces	Put measures and policies in place to adhere to governmental requirements	**In progress**

WILLOWTREE FARM MULTI-YEAR AODA COMPLIANCE PLAN 2023-2027

Information/ Communication	Services are provided only in English.	Ensure employees are informed and can access interpretative language services upon request for customers or welcomes a support person to assist customer.	**In Progress**
	No staff binder for AODA training and support materials	Create a binder to contain all the pertinent information in one spot	**In Progress**