



Multi-year Accessibility Plan & Practices 2023-2026

Tamir believes that our role is to advocate and promote universal respect for human rights, dignity, and the inclusion of people with Developmental Disabilities and people with Autism in the Jewish and broader community. We believe that all facilities, programs, and communications should be in compliance with accessibility standards and the principles of universal design.

The Accessibility for Ontarians with Disabilities Act came into effect in 2005 with the purpose of recognizing and addressing the issue of discrimination against persons with disabilities in Ontario by developing, implementing and enforcing standards to achieve accessibility for people with disabilities with respect to General Requirements, Customer Service, Information and Communications, Employment and Design of Public Spaces by January 1, 2025.

This Multi-Year Accessibility Plan outlines the practices and policies that Tamir has in place to meet the obligations and compliance requirements under the Integrated Accessibility Standards Regulation (O. Reg. 191/11) under the AODA in order to improve and advance accessibility, opportunities and inclusion for people with disabilities.

General Requirements

The General Requirements under the Integrated Accessibility Standards Regulations relate to the establishment of a Statement of Commitment, establishment of policies, a Multi-Year Accessibility Plan, accessible procurement practices, and training.

Statement of Commitment

Tamir is committed to:

- Treating everyone in a way that allows them to maintain their dignity and independence,
- Preventing and removing barriers to accessibility,
- Fair, equitable and accessible employment practices,
- Generally meeting the needs of people with disabilities; and
- Complying with the accessibility requirements identified under the Accessibility for Ontarians with Disabilities Act.

Establishment of Accessibility Policies

Tamir is committed to developing, implementing, revising and, maintaining policies that govern how the organization achieves accessibility under the regulation (O. Reg. 191/11). Tamir is dedicated to making any document describing policies developed under the Regulation publicly available and in an accessible format upon request.

Multi-Year Accessibility Plan

Tamir has developed and will maintain a Multi-Year Accessibility Plan. The plan is posted on Tamir's website and will be provided in an accessible format upon request.

Procuring or Acquiring Goods, Services or Facilities

Tamir will ensure to incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.

Training

Tamir employees and volunteers receive training through HR Downloads at Intake including AODA orientation and relevant information pertaining to the standards outlined in the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code as it relates to persons with disabilities. Completion of training is tracked and recorded within the HR Downloads database.

Information and Communication

Tamir is committed to meeting the communication needs of people with disabilities and will consult with people with disabilities to determine their information and communication needs. This is achieved through accessible feedback processes, accessible formats and communication supports, and an accessible website and web content.

Tamir meets the communication needs of people with disabilities by ensuring that:

- Employees and volunteers communicate with people who have a disability in a manner that is respectful and considers their 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 staff and people supported.
- Existing feedback processes are made accessible to people with disabilities, and include phone, email, mail or our corporate website.
- Any website and website content, developed by or on behalf of Tamir or any of the supports and services it provides, conforms initially with World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A increasing to WCAG 2.0, Level AA.
- There are resources that support accessible virtual and in-person meetings and engagement activities.
- All publicly available information is made accessible to people with disabilities upon request.

Customer Service Standards

Tamir is committed to providing and upholding accessible and inclusive service practices for persons supported and their families.

Tamir meets the Customer Service Standards by ensuring that policies, practices and procedures are consistent with the following principles:

- Services are provided in a manner that respects the dignity and

independence of persons with disabilities.

- When communicating, Tamir considers the person's disability and associated needs.
- Service animals are welcome in Tamir locations. When allowing a service animal entry impacts the health and safety of someone else, Tamir will look at options that accommodate the needs of both individuals.
- When there is a planned disruption in service, Tamir will provide at least 24 hours' notice to people supported and their families/ primary contacts.
- A process is in place to ensure that all feedback collected from people supported and families, staff or the general public is reviewed and analyzed to identify potential gaps in customer services, and ensure appropriate actions are taken.

Employment Standards

Tamir is committed to fostering a welcoming, safe, inclusive, and accessible work environment for employees with disabilities and those requiring accommodation. Tamir achieves this through equitable, accessible and inclusive recruitment and hiring practices, providing appropriate and timely workplace accommodations, and ensuring the individual accessibility needs of Tamir staff are taken into account when participating in performance management and return-to-work programs, or any career development and advancement opportunities.

Tamir ensures the AODA Employment Standards requirements are met through equitable, fair and accessible recruitment and assessment policies and practices.

Design of Public Spaces

Tamir is committed to providing accessible and inclusive spaces for staff, 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.

Definitions

Under the Accessibility for Ontarians with Disabilities Act,

"Barrier" means:

- Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice; (an "obstacle")

"Disability" means:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree

of paralysis, amputation, lack of physical co- ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,

- A condition of mental impairment or a developmental disability,
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- A mental disorder, or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; ("handicap").

Related Policies and Procedures

- Personnel 19 – Accommodation Policy
- Personnel 12 – Standards of Conduct
- Health and Safety 20 - Accommodations Policy
- Program Management 26 – Mobility Systems
- Program Management 35 – Pets and Service Animals
- Program Management 43 – Lines of Communication
- Quality Assurance Measures – Concerns Complaints and Feedback