



OPTIONS BYTOWN

380 Cumberland Street • Ottawa, ON • K1N 9P3

Our Statement of Commitment

Options Bytown is committed to:

- ensuring equal access to our goods and/or services and participation for people with disabilities
- providing equal treatment to people with disabilities with respect to the use and benefit of Options Bytown services in a manner that respects their dignity and independence
- removing and preventing barriers to accessibility, and to meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and other relevant Ontario accessibility laws

Introduction and Background

Under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), organizations with 50 or more employees located in Ontario are required to develop and publish a multi-year accessibility plan. With recent growth in 2023, Options Bytown has more than 50 employees, and as such, we are pleased to develop and present our 2023-2028 multi-year accessibility plan.

Options Bytown strives to meet the needs of both employees and clients with disabilities and we are working hard to remove and prevent barriers related to accessibility.

Our organization is committed to fulfilling our requirements under the AODA. This accessibility plan outlines the steps Options Bytown is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how Options Bytown will play its role in making Ontario an accessible province for all Ontarians.

Customer Service

Options Bytown is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

Options Bytown is committed to customer service excellence, which includes service provision that is accessible and inclusive to anyone who access our services. Options Bytown has updated and implemented our Accessibility Policies to ensure a clear

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feedback process, a statement of commitment and clearly define how our staff and volunteers are trained in the Ontario's Customer Service Standard. Options Bytown strives to ensure that its policies, practices and procedures are consistent with the following principles:

- Goods and services are provided in a manner that respects the dignity and independence of persons with disabilities.
- Options Bytown staff and volunteers when communicating with a person with a disability, will do so in a manner that takes into account that individual's disability.
- Persons with disabilities are given equal opportunity to use and benefit from the goods and/or services offered by our organization.
- Persons with disabilities are welcomed into our organization with assistive devices, support animals, and/or support persons to access our goods and/or services.
- All employees and volunteers who deal with the public on behalf of Options Bytown shall receive training on accessible customer service on an ongoing basis and will include a review of the AODA, the Accessibility Standards for Customer Service, the requirements of this policy, as well as the Ontario Human Rights Code as it relates to people with disabilities.
- Training will be provided in a way that best suits the nature of that individual's work or involvement with our organization.

Our Accessibility policy includes a feedback process available in a variety of formats. Any persons who would like to provide feedback are encouraged to do so.

For more information about Ontario's Customer Service Standard, visit ontario.ca/accessibility.

Information and Communications

Options Bytown is committed to meeting the information and communication requirements as laid out by the AODA. We continue to consult with people with disabilities to determine their information and communication needs, to achieve the most effective access to information for all users.

Options Bytown has undertaken the following actions to ensure compliance with this standard:

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- A review of our current website ensuring accessible formatting and capabilities. Our organization is undertaking the development of a new website in December 2023, which will have accessibility as a priority.
- Our accessibility policy includes a feedback process that includes accessible options. These processes can be by telephone, in-person, by email or mail, or any other accessible method by request.
- The Accessibility Standards course that includes Information and Communications Standard module is provided to staff who are involved in the development or communication of information both internally and externally on behalf of the organization.

We will continue to assess the accessibility of our internal and external communication methods and ensure time-frames for accessible formatting are communicated in a timely manner, when possible.

Employment

Options Bytown is committed to inclusive and accessible employment practices. We welcome and encourage applications from people with disabilities and provide accommodations on request for candidates taking part in all aspects of our selection and recruitment process.

Options Bytown has taken the following steps to ensure compliance with Employment Standards:

- Specify on all job postings that accommodations are available on request for applicants with disabilities
- Notify all applicants who are invited to participate in the interview process that accommodations are available
- Notify all successful applicants that accommodations are available for employees and volunteers with disabilities
- Provide updated information on accommodation policies to employees
- Provide documented individual accommodation plans
- Provide individualized return to work processes for employees who have been absent due to a disability
- A Workplace Emergency Response Plan will be provided to staff and/or volunteers who have indicated to the organization that they have a disability and may require assistance in the event of an emergency

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Design of Public Spaces

As of January 1, 2023, Options Bytown does not retain ownership of any public spaces. For any future plans to which the Design of Public Spaces Standard would be applicable, Options Bytown will meet accessibility laws when building or making major changes to public spaces.

While Options Bytown does not own any properties or have public spaces, we work closely with our landlords to ensure procedures are in place to prevent service disruptions to the accessible parts of our leased spaces.

For More Information

For more information on this accessibility plan, please contact our Manager of Human Resources, Emily Teeter at 613-241-6363 ext. 222, and eteeter@optionsbytown.com.

Standard and accessible formats of this document are free on request.

This plan will be reviewed at least once every five years.