

# AODA – Multi-Year Accessibility Plan

## Intent

This accessibility plan outlines the policies and actions that Southridge Community Church will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

## Statement of Commitment

Southridge Community Church strives at all times to provide our services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other guests.

Southridge Community Church is committed to training on Ontario's accessibility laws and on accessibility aspects of the Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

## Progress to Date 2012 – 2017

From 2012 – 2017 we made strides in meeting the ongoing requirements of AODA legislation.

- We put into writing our commitment to the Customer Service AODA Practices
- We confirmed our commitment to welcome service animals and support persons to assist people with disabilities
- We established a process to receive and respond to feedback from customers/guests
- We developed a training process for staff and volunteers regarding providing service to people with disabilities
- We trained staff and volunteers on accessible customer service
- We improved accessibility at service counters in our St Catharines location Lobby and Receptions areas
- Provided a mechanism through our website for feedback from customers/guests
- Upgrade website to include compliance with World Wide Web Consortium Web Content Accessibility Guidelines (WCAG), at Level AA
- Include a statement in all staff recruitment/postings confirming commitment to accommodation of applicants with a disability

## Commitments for 2024 – 2028

From 2024 – 2028 we will strive to complete the following in order to meet the requirements of AODA legislation and to remove and prevent barriers to people with disabilities.

IMPROVEMENTS	2024	2025	2026	2027	2028
INFORMATION & COMMUNICATION					
EMPLOYMENT STANDARD					
Create a formal Employee Accommodation Plan that ensures any employee who requires accommodation has a plan that accommodates their needs.	•				
Incorporate accommodation awareness in all stages of our hiring process in postings new hire orientation	•				
DESIGN OF PUBLIC SPACES					
Consider AODA requirements in the selection and design of any new office and program space	•	•	•	•	•
Identify areas where accessibility is hindered in our facilities (like stages, gymnasiums, kitchens etc.) & strive to develop strategies to make necessary improvements as identified.	•	•	•	•	•
CUSTOMER SERVICE STANDARDS					
Identify & Reevaluate volunteer roles in hospitality ministry (FIM) to determine which can be modified to be more inclusive of people with disabilities.	•	•	•	•	•
Continue to deliver training to staff and volunteers regarding customer service of individuals with disabilities, including initial orientation upon hire	•	•	•	•	•

## Communication of Multi-Year Accessibility Plan

This plan will be posted on Southridge Community Church’s website and copies will be made available upon request.