

Multi-Year Accessibility Plan 2021 – 2025

Commitment to Creating an Accessible City

Diverse communities and groups make up the population of Toronto. The City of Toronto values the contributions made by all its people and believes that diversity among its people has strengthened Toronto.

The City of Toronto is committed to building an inclusive society and providing an accessible environment in which all individuals have access to the City's services and programs in a way that respects the dignity and independence of people with disabilities.

The City of Toronto supports the goals of the Accessibility for Ontarians with Disabilities Act (AODA) and will establish policies, practices and procedures, which are consistent with the accessibility standards established under the AODA, including accessible customer service, information and communication, employment, the built environment and transportation.

The City of Toronto will continue to prevent barriers by designing inclusively and supporting positive attitudes that address "ableism" – attitudes which devalue and limit the potential of persons with disabilities.

In working towards its goals under this Statement, the City of Toronto is committed to meeting the requirements of existing legislation and to its own policies and goals related to the identification, removal and prevention of barriers to people with disabilities and becoming a barrier free city.

Toronto City Council, August 2009 [EX33.4]

The Statement of Commitment gives guidance to the delivery of City services to people with disabilities, in compliance with requirements of provincial legislation. (Accessibility Standards for Customer Service, O. Reg. 429/07, Integrated Accessibility Standards, O.Reg.191/11, established under the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11.) The Statement applies to all City employees, volunteers, and third party contractors who deal with the public on behalf of the City, and those who are involved in City policy and program development.

Waterfront Neighbourhood Centre is committed to the continual improvement of access to our facilities, programs and services for participants, staff, volunteers and members of the community. Waterfront Neighbourhood Centre is committed to:

- Maintaining an Accessibility Planning Committee with members of staff, volunteers, and participants
- Seeking the participation of people with disabilities in the development and review of the annual accessibility plan; and the provision of quality services to people with disabilities
- Ensuring that the policies, procedures and practices are consistent with the principles of accessibility and inclusive design
- Improving access to facilities, policies, programs and practices for people with disabilities
- Ongoing identification and removal of barriers to facilities, policies, programs and services

Purpose

The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is to improve opportunities for people with disabilities. In accordance with our organizational obligations under AODA, specifically the Integrated Accessibility Standards Regulation (O.Reg. 191/11), Waterfront Neighbourhood Centre has prepared a multi-year plan to improve accessibility.

Objectives

WNC's multi-year plan outlines the Waterfront Neighbourhood Centre strategy to prevent and remove barriers for people with disabilities, to address the current and future requirements under AODA, and to fulfill the commitments outlined in the Accessibility Policy.

In accordance with the requirements set out in the IASR, Waterfront Neighbourhood Centre will:

- Implement, review and update the plan in consultation with people with disabilities
- Post the plan on our website <https://waterfrontnc.ca/>
- Report as required all necessary updates to the plan
- Provide the plan in an accessible format
- Review the plan at least every five years or as needed

Waterfront Neighbourhood Centre's Multi-Year Accessibility Plan outlines the overall strategies of how Waterfront Neighbourhood Centre(WNC) will meet accessibility standards in the following developing [accessibility standards](#) in five key areas of daily living:

- **Customer Service**
- **Information And Communications**
- **Employment**
- **Transportation**
- **Design Of Public Spaces**

The plan covers the period from 2020 - 2025. It is a living document, which will be reviewed and updated once every 5 years.

IASR Section Requirement: (13) Emergency Procedure, Plans or Public Safety Information**Implementation Date: January 1, 2012**

General Requirements	Strategies to remove and prevent barrier
<p>Conventional transportation service providers and specialized transportation service providers,</p> <ol style="list-style-type: none"> 1. shall establish emergency preparedness and response policies that provide for the safety of persons with disabilities; and 2. make the policies available to the public <p>Upon request, provide the policies in an accessible format</p>	<p>WNC emergency procedures, plans and public safety information available to the public, are to be provided in an accessible format with appropriate communication supports, upon request.</p> <p>Once a week boat and fire drills performed to deal with safety of all passengers. Currently this information is not available to the public.</p> <p>Emergency procedures are by public announcement from the Ferry Boat Captain and there is signage on the decks advising of proper use of life jackets and a lifesaving plan which shows location of Emergency muster Station locations.</p> <p>Information about Ferry Services will be updated and posted on the Parks, Forestry and recreation website prior to the end of 2012.</p>

Transportation**Conventional and Specialized Transportation Services (Ferries);****Duties of Municipalities and Taxicabs**

General Requirements	Strategies to remove and prevent barrier
<p>Note: Aspects of the Transportation Standard which do not include public transit.</p> <p>The Toronto Transit Commission (TTC) will cover these requirements.</p>	N/A

Transportation**IASR Section Requirement: (34) Availability of Information on Accessibility Equipment, Vehicles, Routes, Services****Implementation Date: January 1, 2012**

General Requirements	Strategies to remove and prevent barrier
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<p>Accessibility equipment and features of their vehicles, routes and services must be made available to the public.</p> <p>Upon request, information as described above must be provided in an accessible format.</p>	<p>Support person who is accompanying a person with a disability is not charged a fee to ride the ferry.</p> <p>Procedure already in place.</p> <p>This requirement doesn't apply to WNC</p>
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Transportation

Duties Of Municipalities And Taxi Cabs

ASR Section Requirement: (78) Duties of Municipalities, General

Date: January 1, 2013

General Requirements	Strategies to remove and prevent barrier
<p>Consult with its municipal accessibility advisory committee, the public and persons with disabilities in the development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters</p> <p>Identify planning for accessible bus stops and shelters, including any steps that will be taken to meet the goal of accessible bus stops and shelters, in its accessibility plan</p> <p>When a municipality enters into arrangements with a person respecting the construction of bus stops and shelters in its jurisdiction, ensure that the person participates in the consultation and planning</p>	<p>With respect to accessibility on TTC bus services:</p> <ul style="list-style-type: none"> • All surface bus routes are accessible • TTC staff work with WNC staff to identify priority bus stops which require new or additional platforms- to date, the number of stops identified for accessibility purposes is usually less than 10 and has been accommodated under existing WNC capital budgets <p>With respect to its streetcar services provided by City of Toronto. Streetcars are fully accessible and are in compliance with AODA legislation.</p>

Transportation

Duties Of Municipalities And Taxi Cabs

IASR Section Requirement: (79) Accessible Taxicabs

Date: January 1, 2013

General Requirements	Strategies to remove and prevent barrier
<p>Consult with its municipal accessibility advisory committee, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community.</p> <p>Identify progress made toward meeting the need for on-demand accessible taxicabs, including any steps</p>	<p>The City's Municipal Licensing and Standards Division (MLS) staff are responsible for this and will be consulted by WNC's HR committee that responsible for disability issues as needed basis.</p>

that will be taken to meet the need, in its accessibility plan

IASR Section Requirement: (3) Establishment of Accessibility Policies

Implementation Date: January 1, 2013

Strategies to remove and prevent barrier - Customer Service

General Requirements

Strategies to remove and prevent barrier

Waterfront Neighbourhood Centre is committed to making our services accessible to everyone. We comply with the customer service standards of the Accessibility for Ontarians with Disabilities Act, 2005. If you would like information about our compliance, have a comment or question; please contact us as shown below.

Since its beginning in 1991, Waterfront Neighbourhood Centre (WNC) has offered a safe and supportive environment for our diverse, multi-cultural neighbourhood. We respond to the particular needs of vulnerable children, youth-at-risk and isolated adults as well as work closely with community members to improve the quality of life for everyone living in our downtown neighbourhood.

1) Our Mission

Waterfront Neighbourhood Centre is a City of Toronto-funded, non-profit organization managed by a volunteer board of local community residents. The Centre provides programs and services to the residents of the neighbourhood bounded by Strachan Avenue, Yonge Street, Front Street and Lake Ontario. If you live outside our neighbourhood, you may join as an Associate Member. Please note that non-members pay a 10% surcharge.

2) Our services

Since its beginning in 1991, Waterfront Neighbourhood Centre has offered a safe and supportive environment for our diverse, multi-cultural neighbourhood. We respond to the particular needs of vulnerable children, youth-at-risk and isolated adults as well as work closely with community members to improve the quality of life for everyone living in our downtown neighbourhood.

3) Our commitment

In fulfilling our mission, Waterfront Neighbourhood Centre will at all times provide its services in a way that respects the dignity and independence of people with disabilities. We give people with disabilities the same opportunity to access our services in the same place, and in a similar way as others.

4) Providing Services to People with Disabilities

Waterfront Neighbourhood Centre is committed to excellence in service, including service to people with disabilities, and we carry out our functions and responsibilities in the following areas:

4.1 Communication

We communicate with people with disabilities in ways that take into account their disability. We train our staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

4.2 Telephone services

We offer to communicate by email, regular phone or other methods if regular telephone communication is not suitable to someone's communication needs.

4.3 Assistive devices

We serve all people with disabilities, including those who use assistive devices. We ensure that our staff are trained and familiar with various assistive devices that may be used by people with disabilities while accessing our services. We also ensure that staff know how to use the assistive devices at their respective work locations which are applicable to their positions.

We ensure that all staff dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by either a support person or a service animal.

5) Use of service animals and support persons

We welcome people with disabilities, including those who are accompanied by a service animal, on the parts of our premises that are open to the public and other third parties. The only areas not open to service animals due to health and safety concerns are the food preparation areas for the kitchen, café and children's programs.

We welcome people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person is allowed to enter the Waterfront Neighbourhood Centre's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises. During an election or by-election, a support person assisting a voter will be required to take an oath, stating their commitment to confidentiality and that they will mark the ballot as directed by the voter (if the voter requests this type of assistance). The voter will also be required to take an oath stating they require assistance to vote. Waterfront Neighbourhood Centre does normally charge admission to access events or programs. We will not charge support persons to access events or programs.

6) Notice of temporary disruption

We give notice when our services are disrupted or our facilities closed in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice includes information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Depending on circumstances, we post notice using such methods as signage, websites, email, and media advisories.

7) Training for staff

Waterfront Neighbourhood Centre provides training to employees, including those who deal with the public and all those who are involved in the development and approval of customer service policies, practices and procedures. The training is in accordance with the Accessibility for Ontarians with Disabilities Act, 2005. This training is provided to all staff who deal with the public or are involved in the development and approvals of customer service policies, practices and procedures within three months of their start date.

8) Feedback process

The goal of Waterfront Neighbourhood Centre is to meet and surpass expectations while serving people with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Waterfront Neighbourhood Centre provides services to people with disabilities can be made by e-mail, verbally, and in writing. All written feedback will be directed to Waterfront Neighbourhood Centre:

E-mail: info@harbourfrontcc.ca

Phone: 416.392.1509 Fax: 416.392.1512

**Address: Waterfront Neighbourhood Centre
627 Queen's Quay West, Toronto, ON M5V 3G3**

Once received, the feedback is redirected to the appropriate director/manager/supervisor. In person feedback should be provided directly to the applicable manager/supervisor. We will acknowledge receipt of phone and email feedback within one business day (24 hours). An acknowledgement will be sent to fax and mailed feedback within 4 business days of receipt.

9) Modifications to this or other policies

Given our commitment to respecting the dignity and independence of people with disabilities, any policy of Waterfront Neighbourhood Centre that does not do this will be modified or removed.

Questions about this policy

This policy exists to achieve service excellence to people with disabilities. If anyone has a question about the policy, or if the purpose of this policy is not understood, an explanation should be provided by the Natasha Francis, Executive Director (Acting), Waterfront Neighbourhood Centre:

E-mail: natasha@waterfrontnc.ca

Phone: 416.392.1509 Fax: 416.392.1512

**Address: Waterfront Neighbourhood Centre
627 Queen's Quay W. Toronto, ON M5V 3G3**

IASR Section Requirement: (14) Accessible Websites and Web Content

Implementation Date: WCAG 2.0 Level A January 1, 2014 and WCAG 2.0 Level AA

January 1, 2021

General Requirements	Strategies to remove and prevent barrier
Beginning January 1, 2014: new public websites, significantly refreshed websites and any web content posted after January 1, 2012 must meet Web Content Accessibility Guidelines (WCAG) 2.0 Level A	Reviewed current website functionality and ensure compliance. Tested website with accessibility compliance

	<p>software and end-users.</p> <p>After WNC completes the Web Content Migration project and the roll-out of the Web Content Management (WCM) tool (target is end of 2020). The new WNC web pages in are built to meet AODA accessibility requirements as per the W3C standards (level A).</p>
Employment Standards	
IASR Section Requirement: (22) Recruitment Implementation Date: January 1, 2014	
General Requirements	Strategies to remove and prevent barrier
<p>Notify employees and the public about the availability of accommodation for applicants with disabilities during recruitment process</p>	<p>Large majority of these requirements being met under current WNC policies, programs and practices. Ensuring prior to end of 2012, processes will be clearly documented and communicated to employees and management throughout the organization who participate in recruitment, staffing, redeployment related activities and performance management activities.</p>
Employment Standards	
IASR Section Requirement: (23) Recruitment, Assessment or Selection Process Implementation Date: January 1, 2014	
General Requirements	Strategies to remove and prevent barrier
<p>Employers shall, during the recruitment process, notify job applicants that accommodations are available upon request in relation to the materials or processes to be used.</p> <p>The employer will consult with the applicant and provide suitable accommodation in a manner that takes into account the applicant's accessibility needs due to their disability</p>	<p>Large majority of these requirements being met under current WNC policies, programs and practices. Ensuring prior to end of 2012, processes will be clearly documented and communicated to employees and management throughout the organization who participate in recruitment/staffing/redeployment related activities and performance management activities.</p>
Employment Standards	
IASR Section Requirement: (24) Notice to Successful Applicants Implementation Date: January 1, 2014	
General Requirements	Strategies to remove and prevent barrier

Employer shall when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities	Large majority of these requirements being met under current WNC policies, programs and practices. Ensuring prior to end of 2012, processes will be clearly documented and communicated to employees and management throughout the organization who participate in recruitment/staffing/redeployment related activities and performance management activities.
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Employment Standards

IASR Section Requirement: (25) Informing Employees of Supports

Implementation Date: January 1, 2014

General Requirements	Strategies to remove and prevent barrier
<p>Inform employees of its policies used to supports employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p> <p>Provide the information required to new employees as soon as practicable after they begin employment.</p> <p>Provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.</p>	<p>Large majority of these requirements being met under current WNC policies, programs and practices. Ensuring prior to end of 2012, processes will be clearly documented and communicated to employees and management throughout the organization who participate in recruitment/staffing/redeployment related activities and performance management activities.</p>

Employment Standards

IASR Section Requirement: (26) Accessible Formats and Communication Supports for Employees

Implementation Date: January 1, 2014

General Requirements	Strategies to remove and prevent barrier
<p>Where an employee with a disability so requests it, the employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,</p> <ul style="list-style-type: none"> • information that is needed in order to perform the employee's job; and • information that is generally available to employees in the workplace 	<p>Large majority of these requirements being met under current WNC policies, programs and practices. Ensuring prior to end of 2012, processes will be clearly documented and communicated to employees and management throughout the organization who participate in recruitment/staffing/redeployment related activities and performance management activities.</p>

Consult with the employee making the request in determining the suitability of an accessible format or communication support.	
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Employment Standards

IASR Section Requirement: (27) Workplace Emergency Response Information

Implementation Date: January 1, 2012

General Requirements	Strategies to remove and prevent barrier
<p>Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.</p> <p>Provide the workplace emergency response information to the person designated by the employer to provide assistance.</p> <p>Provide the information required as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.</p>	<p>Individualized workplace emergency response information, as described in sections below will be included in documented individual accommodation plans.</p>

Employment Standards

IASR Section Requirement: (28) Documented Individual Accommodation Plans

Implementation Date: January 1, 2014

General Requirements	Strategies to remove and prevent barrier
<p>Develop a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>Put in place a written process to develop individual accommodations plans for employees with a disability.</p>	<p>Process for development of documented individual accommodation plans to be integrated in WNC's Employment Accommodation Policy and Guidelines when policy is reviewed and updated by EDHR in 2013.</p>

Employment Standards

IASR Section Requirement: (29) Return to Work Process

Implementation Date: January 1, 2014

General Requirements	Strategies to remove and prevent barrier
<p>Develop and have in place a return to work process for its employees who have been absent from work</p>	<p>Existing WNC's return to work programs and Disability Management Programs address steps required to</p>

due to a disability and require disability-related accommodations in order to return to work.	address accommodation needs. This includes transition plans for returning to work
Employment Standards	
IASR Section Requirement: (30) Performance Management	
Implementation Date: January 1, 2014	
General Requirements	Strategies to remove and prevent barrier
Employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as the individual accommodation plans, when using its performance management process in respect of employees with disabilities.	Large majority of these requirements being met under current WNCs policies, programs and practices. Ensuring prior to end of 2012, processes will be clearly documented and communicated to employees and management throughout the organization who participate in recruitment/staffing/redeployment related activities and performance management activities.
Employment Standards	
IASR Section Requirement: (31) Career Development and Advancement	
Implementation Date: January 1, 2014	
General Requirements	Strategies to remove and prevent barrier
Large majority of these requirements being met under current policies, programs and practices. Ensuring prior to end of 2012, processes will be clearly documented and communicated to employees and management throughout the organization who participate in recruitment/staffing/redeployment related activities and performance management activities.	Large majority of these requirements being met under current WNC's policies, programs and practices. Ensuring prior to end of 2012, processes will be clearly documented and communicated to employees and management throughout the organization who participate in recruitment/staffing/redeployment related activities and performance management activities.
Employment Standards	
IASR Section Requirement: (32) Redeployment	
Implementation Date: January 1, 2014	
General Requirements	Strategies to remove and prevent barrier
Employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities	Steps are currently taken by WNC to involve the Disability Management Consultant in the redeployment process where there are functional restrictions and accommodation requirements.
IASR Section Requirement: (4) Accessibility Plans	
Implementation Date: January 1, 2015	

General Requirements	Strategies to remove and prevent barrier
<p>Establish, implement and maintain a multi-year accessibility plan which addresses strategies to prevent/remove barriers. Post multi-year plan on website.</p> <p>Rev Post annual status report of progress.</p> <p>Documents to be available to the public and available in an accessible format upon request.</p> <p>Review and update plan every 5 years.</p>	<p>WNC Board of Management has implemented of the AODA - IASR in the last quarter of 2014.</p> <p>WNC's multi-year accessibility plan has been fully implemented and will be reviewed by the Board of Management annually.</p> <p>Multi-year plan to be posted on WNC's website in January 2015. Accessibility Plan will guide staff in developing progressive accessibility WNC policies, programs and services.</p>
Information and Communications Standards IASR Section Requirement: (7) Training Implementation Date: January 1, 2015	
General Requirements	Strategies to remove and prevent barrier
<p>Ensure that training is provided on the requirements of the accessibility standards in regards to the AODA and the Human Rights Code as it pertains to people with disabilities.</p> <p>Training shall be appropriate to the duties of employees, volunteers and other persons.</p> <p>A record must be maintained of the training provided, including the training dates and the number of people who participated.</p>	<p>City of Toronto Human Resources (ODL) has led implementation of training strategy which incorporates redeveloped AODA and Human Rights in-class training, intact team training, and supplementary eLearning modules that can also serve as a template for use by WNC divisions.</p> <p>WNC has a system and protocol in place for managing employee training history records for enterprise-wide initiatives. Training records for division-specific initiatives are maintained by each division.</p>
Information and Communications Standards IASR Section Requirement: (11) Feedback Implementation Date: January 1, 2015	
General Requirements	Strategies to remove and prevent barrier
<p>Ensure that any process for receiving and responding to feedback is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports.</p> <p>Notify the public about the availability of accessible formats and communication</p>	<p>WNC's customer service desk can play a role in being the central point of contact for all accessibility-related calls, including requesting accessible formats and communications supports. This option is being explored.</p> <p>WNC to develop strategies to provide or arrange for the provision of accessible formats and communication supports.</p>

Information and Communications Standards

IASR Section Requirement: (12) Accessible Formats and Communication Supports

Implementation Date: January 1, 2015

General Requirements	Strategies to remove and prevent barrier
Provision of accessible formats and communication supports for persons with disabilities must be provided or arranged upon request.	Communication Standards developed and implemented (January 2012) to ensure WNC is providing clear, accessible, appropriate and timely information and communication to the public. This includes providing alternate formats and communication supports upon request and wherever possible.
Consult with the person making the request to determine the suitability of an accessible format or communication support.	
Notify the public about the availability of accessible formats and communication supports	Accessible Communications Policy and guidelines are being drafted to help WNC staff develop, provide and receive accessible communications. Plans to use WNC's website, print materials and WNC's customer service desk to notify the public about the availability of alternate formats.

IASR Section Requirement: (5)(6) Procuring or Acquiring goods, services or facilities

Implementation Date: January 1, 2016

General Requirements	Strategies to remove and prevent barrier
Incorporate accessibility criteria and features when acquiring or purchasing goods, services or facilities	Guidelines, checklists for meeting accessibility obligations in procurement; as well as accessibility language for procurement documents have been developed as resources for WNC employees.
Accessibility features (through design or procurement) are also required for Self-service kiosks (including point-of-sale devices)	Currently not applicable but Waterfront Neighbourhood Centre will review compliance if Waterfront Neighbourhood Centre procures or acquires self-service kiosks.

Information & Communications

IASR Section Requirement: (14) Accessible Websites and Web Content

Implementation Date: WCAG 2.0 Level AA January 1, 2021

General Requirements	Strategies to remove and prevent barrier
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Beginning January 1, 2021: all public websites and web content posted after January 1, 2012 must meet WCAG 2.0 Level AA other than criteria 1.2.4 (live captions) and 1.2.5 (pre-recorded audio descriptions)

Reviewed compliance regulations with website developer. WNC has new website being developed. WNC will ensure website and all web content and applications are level AA compliant by June 30, 2021. Information about the availability of alternate formats and how to request them will be provided for any non-accessible content/documents.

For more information on this accessibility plan, please contact Natasha Francis, Executive Director (Acting) at 416.392.1509 ext. 309 or by email at natasha@waterfrontnc.ca. Accessible formats of this document are available upon request.

Waterfront Neighbourhood Centre, Multi-Year Accessibility Plan 2021 – 2025

Approved by: Waterfront Neighbourhood Centre's Board of Management

Date approved March 23, 2021

Related links (Internal/external)

- Waterfront Neighbourhood Centre Accessibility Policy Statement <https://waterfrontnc.ca/about/policy-procedures/accessibility-policy/>
- Harbourfront Community Centre Multi-Year Accessibility Plan 2014-2019
- City of Toronto Statement of Commitment to Creating an Accessible City <https://www.toronto.ca/city-government/accessibility-human-rights/accessibility-at-the-city-of-toronto/statement-of-commitment-to-creating-an-accessible-city/>
- Ontario Human Rights Code
- Accessibility for Ontarians with Disabilities Act, 2005