

## Multi-Year Accessibility Plan

This 2024-2029 accessibility plan outlines the policies and actions that the Forward House of London will put in place to improve opportunities for people with disabilities.

### Statement of Commitment

Forward House of London 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*. Please note that transportation is not included within our plan as it does not pertain to our environment.

Accessibility Requirement	<i>Forward House of London Implementation Plan</i>			
	Individual(s)/ Department Responsible	Steps/ Action Plan	Due Date	Results
<b><i>General Responsibilities</i></b>				
<b>Accessibility Policies:</b> <ul style="list-style-type: none"> <li>Forward House of London will develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation.</li> <li>Policies will include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies.</li> <li>Policies will be publicly available and, on request, provide them in an accessible format.</li> </ul>	Executive Director/ Directors	Accessibility for Ontarians with Disabilities Act Policy and feedback processes completed prior to due date.	September 1, 2026	Completed  Accessible Customer Service Policy posted on website



<ul style="list-style-type: none"> <li>With any changes made to Forward House of London Accessibility policies, all parties shall be notified of such changes via Elmhurst Inn website.</li> </ul>				
<p><b>Accessibility Plan</b> Forward House of London will establish, implement, maintain and document a multi-year accessibility plan.</p> <ul style="list-style-type: none"> <li>Develop a multi-year accessibility plan.</li> <li>Post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and</li> <li>Review and update the accessibility plan at least once every five years.</li> <li>Ensure the multi-year accessibility plan reflects accessibility-related policies.</li> </ul>	<p>Executive Director/Directors</p>	<p>Forward House of London has a comprehensive accessibility plan.</p> <p>Work with a 3<sup>rd</sup> party consultant to develop Forward House of London multi-year accessibility plan to address the requirements to be met between 2014 and 2024</p>	<p>Next review date: September 1, 2026</p>	<p>Completed Posted on the website</p>
<p><b>Training</b> Forward House of London will provide training to all employees, volunteers, persons participating in developing policies and all others who provide goods, services, or facilities on behalf of the organization:</p> <ul style="list-style-type: none"> <li>Human Rights Code as it pertains to persons with disabilities.</li> <li>Accessibilities Standards in the regulation as it relates to the assigned duties of the above</li> <li>On-going training based on changes to policies.</li> </ul> <p>Forward House of London will keep a record of training, electronically.</p>	<p>Executive Director/Director of Training</p>	<p>Utilizing a training platform to ensure compliant training.</p> <p>Training is provided with orientation.</p>	<p>Next review date: September 1, 2026</p>	<p>Completed, Continuous</p>

## Information & Communication Standards

<p><b>Feedback Process</b></p> <ul style="list-style-type: none"> <li>• Forward House of London will develop a process for receiving and responding to feedback. The process must be accessible, typically this includes offering multiple ways to provide the feedback or arranging for alternates if requested.</li> <li>• Forward House of London will notify the public about the availability of accessible formats and communications supports with respect to the feedback process.</li> </ul>	<p>Executive Director/Directors</p>	<p>Included within the Accessibility for Ontarians with Disabilities Act Policy.</p>	<p>Next review date: September 1, 2026</p>	<p>Completed Posted on website</p>
<p><b>Accessible Formats and Communication Support</b></p> <ul style="list-style-type: none"> <li>• Upon request, Forward House of London will provide or arrange to provide accessible formats and communication supports for persons with disabilities: <ul style="list-style-type: none"> <li>○ In a mutually agreed upon timely manner that takes into account the person's accessibility needs;</li> <li>○ At a cost that is no more than the regular cost charged to other persons.</li> </ul> </li> <li>• Forward House of London will consult with the person making the request to determine the suitability of an accessible format or communication support.</li> </ul>	<p>Executive Director/Directors/Managers</p>	<p>Forward House of London to work with individuals to determine reasonable solutions.</p>	<p>Next review date: September 1, 2026</p>	<p>Completed, continuous based on requests. Posted on website</p>
<p><b>Emergency Procedure, Plans and Public Safety Information</b></p> <p>If emergency procedures and public safety information are available to the public – we will provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.</p>	<p>Executive Director/Directors</p>		<p>Next review date: September 1, 2026</p>	<p>Continuous based on requests</p>
<p><b>Accessible Websites and Web Content</b></p> <p>Internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing</p>		<p>Forward House of London will ensure that any new websites and content</p>	<p>Next review date:</p>	<p>Ongoing based on website changes</p>



<p>to Level AA, and shall do so in accordance with the schedule set out in this section.</p> <ul style="list-style-type: none"> <li>• By January 1, 2014, new internet websites and web content on those sites must conform with WCAG 2.0 Level A.</li> <li>• By January 1, 2021, all internet websites and web content must conform with WCAG 2.0 Level AA, other than,             <ol style="list-style-type: none"> <li>i. success criteria 1.2.4 Captions (Live), and</li> <li>ii. success criteria 1.2.5 Audio Descriptions (Pre-recorded).</li> </ol> </li> </ul> <p><i>“new internet website” means either a website with a new domain name or a website with an existing domain name undergoing a significant refresh;</i></p> <p><i>“Web Content Accessibility Guidelines” means the World Wide Web Consortium Recommendation, dated December 2008, entitled <a href="#">“Web Content Accessibility Guidelines (WCAG) 2.0”</a></i></p>	<p>Executive Director/ Communications</p>	<p>will conform to guidelines.</p> <p>Forward House of London performed an audit of its website to address compliance with WCAG 2.0 Level AA.</p> <p>Website that are not new and do not meet the definition will be updated in accordance with SCAG 2.0 Level AA</p>	<p>September 1, 2026</p>	
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<p><b>Qualifying a Service Animal</b>                  In the event that an individual visiting or accessing services from Forward House of London requires the use of a Service Animal, the following guidelines will be used:</p> <ul style="list-style-type: none"> <li>● The animal can be readily identified as one that is being used by the person for reasons relating to the person’s disability, as a result of visual indicators such as the vest or harness worn by the animal; or</li> <li>● the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability.</li> </ul> <p><b>Approved Regulated Health Professionals:</b></p> <ol style="list-style-type: none"> <li>i. A member of the College of Audiologists and Speech-Language Pathologists of Ontario.</li> <li>ii. A member of the College of Chiropractors of Ontario.</li> <li>iii. A member of the College of Nurses of Ontario.</li> <li>iv. A member of the College of Occupational Therapists of Ontario.</li> <li>v. A member of the College of Optometrists of Ontario.</li> <li>vi. A member of the College of Physicians and Surgeons of Ontario.</li> <li>vii. A member of the College of Physiotherapists of Ontario.</li> <li>viii. A member of the College of Psychologists of Ontario.</li> <li>ix. A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.</li> </ol>	<p>Executive Director/ Directors</p>	<p>Human Resources and/or Management will align to qualification standards, if/when a Service Animal is present</p>		<p>Completed, continuous based on requests</p>
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<p><b>Policy Development</b>                  Forward House of London will develop, implement and maintain policies related to the provision of goods, services or facilities that is consistent with dignity and independence, integration, equal opportunity.</p> <ul style="list-style-type: none"> <li>• Instructions on how to interact and communicate with customers with various types of disabilities;</li> <li>• Instructions on how to interact with people with disabilities who use assistive devices; require the assistance of a guide dog, service animal or service dog; or require the use of a support person;</li> <li>• Instructions on how to use equipment or devices that are available at your premises or that may assist customers with disabilities;</li> <li>• Instructions on what to do if a customer with a disability is having difficulty accessing your services;</li> <li>• Policies, procedures and practices surrounding the legislation.</li> </ul>	<p>Executive Director/Directors</p>	<p>Accessibility for Ontarians with Disabilities Act Policy and feedback processes completed prior to due date.</p>	<p>Next review date:                  September 1, 2026</p>	<p>Completed</p> <p>Incorporated into handbooks with all policies.</p> <p>Accessibility policies will be posted on the website.</p> <p>Updates and changes to handbook are deployed immediately to both full and part time.</p>
<p><b>Availability of Policy</b></p> <ul style="list-style-type: none"> <li>• On request, shall give a copy of any such document to any person.</li> <li>• shall notify persons to whom it provides goods, services or facilities that the documents are available on request. Appropriate notification includes:                         <ol style="list-style-type: none"> <li>i. by posting the information at a conspicuous place on premises owned or operated by the provider,</li> <li>ii. by posting it on the provider’s website, if any,</li> <li>iii. or by such other method as is reasonable in the circumstances.</li> </ol> </li> </ul>	<p>Executive Director/Directors</p>		<p>Next review date:                  September 1, 2026</p>	<p>Completed</p> <p>Accessible Customer Service Policy posted on the Forward House of London website as well individuals can request a copy or an accessible format.</p>



<p><b>Notice of temporary disruptions</b>                  If, in order to obtain, use or benefit from a provider’s goods, services or facilities, persons with disabilities usually use other particular facilities or services of the provider and if there is a temporary disruption in those other facilities or services in whole or in part, Forward House of London will give notice of the disruption to the public as soon as possible, in different places and formats. Notice must include:</p> <ul style="list-style-type: none"> <li>● what the disruption service is;</li> <li>● the reason for the disruption;</li> <li>● its anticipated duration; and</li> <li>● a description of alternative facilities or services, if any, that are available.</li> </ul> <p>Prepare a document setting out the steps that the provider will ensure are taken in connection with a temporary disruption and, on request, shall give a copy of the document to any person.</p>	<p>Executive Director/Directors</p>	<p>Forward House of London will work in accordance with the public in the event of any service disruption.</p>	<p>Next review date: September 1, 2026</p>	<p>Completed, continue to work with Forward House of London in the event of disruption.</p>
<p><b>Training</b></p> <ul style="list-style-type: none"> <li>● All employees and volunteers;</li> <li>● All other persons who provide goods, services or facilities on behalf of Forward House of London; and</li> <li>● All persons who participate in developing the Forward House of London policies.</li> <li>● Forward House of London will keep a record of training that includes the dates training was provided and the number of employees who attended the training.</li> </ul> <p><b>Training will include:</b></p> <ol style="list-style-type: none"> <li>i. Information on AODA and the Integrated Standards;</li> <li>ii. Providing service with dignity, independence, Integration and equal opportunity;</li> </ol>	<p>Executive Director/ Director of Training</p>	<p>Utilizing a training platform to ensure compliant training.</p> <p>Provided to newly hired and returning employees.</p>		<p>Completed, ongoing online training provided to new employees and volunteers.</p>

## FORWARD HOUSE



- iii. Provisions of goods and services to persons with disabilities;
- iv. The use of assistive devices;
- v. The use of guide dogs, service animals and service dogs;
- vi. The use of support persons;
- vii. Notice of service disruptions; and
- viii. Customer feedback.

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<b>Design of Public Spaces Standard</b>				
<p><b>Accessible Parking</b> Ensure that when constructing new or redeveloping off-street parking facilities that they intend to maintain; the off-street parking facilities meet the requirements</p>	Not applicable	Forward House of London is responsible for parking.	n/a	
<p><b>Obtaining Services</b> Organizations shall meet the requirements set out in this Part in respect of the following:</p> <ol style="list-style-type: none"> <li>1. All newly constructed service counters and fixed queuing guides.</li> <li>2. All newly constructed or redeveloped waiting areas.</li> </ol> <p>For the purposes of this Part, requirements for obtaining services in respect of service counters, fixed queuing guides and waiting areas apply whether the services are obtained in buildings or out-of-doors.</p> <p><b>Service counters</b> When constructing new service counters, which includes replacing existing service counters, the following requirements must be met:</p> <ol style="list-style-type: none"> <li>1. There must be at a minimum one service counter that accommodates a mobility aid for each type of service provided and the accessible service counter must be clearly identified with signage, where there are multiple queuing lines and service counters.</li> <li>2. Each service counter must accommodate a mobility aid, where a single queuing line serves a single or multiple counters.</li> </ol> <p>The service counter that accommodates mobility aids must meet the following requirements:</p> <ol style="list-style-type: none"> <li>1. The countertop height must be such that it is usable by a person seated in a mobility aid.</li> </ol>	Executive Director/Directors	Forward House of London will ensure that standards are achieved in the event of renovation or significant changes to the welcoming/ waiting area.	September 1, 2026	Accessibility and integration are a priority for Forward House of London and as such we will partner with all visitors to remove barriers and increase accessibility.



<p>2. There must be sufficient knee clearance for a person seated in a mobility aid, where a forward approach to the counter is required.</p> <p>3. The floor space in front of the counter must be sufficiently clear so as to accommodate a mobility aid.</p> <p><b>Fixed queuing guides</b> When constructing new fixed queuing guides, the following requirements must be met:</p> <ol style="list-style-type: none"> <li>1. The fixed queuing guides must provide sufficient width to allow for the passage of mobility aids and mobility assistive devices.</li> <li>2. The fixed queuing guides must have sufficiently clear floor area to permit mobility aids to turn where queuing lines change direction.</li> <li>3. The fixed queuing guides must be cane detectable.</li> </ol> <p><b>Waiting areas</b> When constructing a new waiting area or redeveloping an existing waiting area, where the seating is fixed to the floor, a minimum of three per cent of the new seating must be accessible, but in no case shall there be fewer than one accessible seating space.</p> <p>Accessible seating is a space in the seating area where an individual using a mobility aid can wait.</p>				
<p><b>Maintaining Accessible Public Spaces</b> It is critical that public spaces, as well as the routes required to access them, are continuously maintained to support the mobility and independence of people with disabilities.</p>	<p>Director of Operations, Executive Director</p>	<p>Forward House of London is responsible for maintaining accessible public spaces.</p>	<p>Next review date: September 1, 2026</p>	



<p>Forward House of London shall develop procedures for preventative and emergency maintenance of the accessible parts of their public spaces.</p>				
<p><b>Outdoor Paths</b> When constructing a new outdoor path or redeveloping an existing outdoor path, Forward House of London will do so in accordance with the Design of Public Spaces standards as per the AODA.</p>	<p>Not Applicable</p>		<p>n/a</p>	
<p><b>Outdoor Eating Areas</b> When constructing a new outdoor eating area or redeveloping an existing area, Forward House of London will determine how many tables must be accessible in accordance with the Design of Public Spaces standards</p>	<p>Not Applicable</p>		<p>n/a</p>	

<b>Employment Standards</b>				
<p><b>Recruitment, Assessment or Selection Process</b>            During a recruitment process, Forward House of London will:</p> <ul style="list-style-type: none"> <li>• Notify employees and the public that Forward House of London will accommodate the needs of people with disabilities during the hiring process.</li> <li>• Notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.</li> <li>• Notify successful applicants accommodation policies for accommodating employees with disabilities.</li> <li>• If a selected applicant requests an accommodation, Forward House of London will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that considers the applicant's accessibility needs due to disability.</li> </ul> <p><b>Notice to Successful Applicants</b>            Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.</p>	Directors/ Managers	<i>Statement to be included in all job posting.</i>		<p>Completed</p> <p>Continuous based on requests.</p>
<p><b>Informing Employees of Supports</b>            Forward House of London will inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that consider an employee's accessibility needs due to disability.</p> <p>Forward House of London will provide the information related to the AODA and accommodation to new</p>	Directors/ Managers	Forward House of London will provide new employees with accommodation information.		<p>Completed</p> <p>Continuous based on request and/or policies/practice changes</p>



<p>employees as soon as practicable after they begin their employment.</p> <p>Forward House of London will provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that consider an employee's accessibility needs due to disability.</p>				
<p><b>Accessible Formats and Communication Supports for Employees:</b>                  Where an employee with a disability so requests it, Forward House of London will 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"> <li>• information that is needed in order to perform the employee's job; and</li> <li>• information that is generally available to employees in the workplace.</li> </ul> <p>Forward House of London consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	<p>Managers</p>			<p>Completed</p> <p>Continuous based on request</p>
<p><b>Workplace Emergency Response Information</b>                  Forward House of London provides individualized workplace emergency response information to employees who have a (temporary or permanent) disability, if the disability is such that the individualized information is necessary, and Forward House of London is aware of the need for accommodation due to the employee's disability.</p> <p>If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, Forward House of London will provide the workplace emergency response</p>	<p>Directors/ Managers</p>			<p>Completed</p> <p>Continuous based on requests and/or awareness for accommodation</p>



<p>information to the person designated by the employer to provide assistance to the employee.</p> <p>Forward House of London provides the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee’s disability.</p> <p>Forward House of London review the individualized workplace emergency response information,</p> <ul style="list-style-type: none"> <li>● when the employee moves to a different location in the organization;</li> <li>● when the employee’s overall accommodations needs or plans are reviewed; and</li> <li>● when the employer reviews its general emergency response policies.</li> <li>● On medical appointment basis if applicable.</li> </ul>				
<p><b>Documented Individual Accommodation Plans</b></p> <p>Forward House of London shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>The process for the development of documented individual accommodation plans will include the following elements:</p> <ol style="list-style-type: none"> <li>1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</li> <li>2. The means by which the employee is assessed on an individual basis.</li> <li>3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer’s expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.</li> </ol>	<p>Directors/ Managers</p>	<p>Forward House of London has an Accommodation Request and Individualized Plan that covers all of the required elements.</p> <p>The complete request and plan are included within both the full time and part time handbook.</p>		<p>Completed</p> <p>Continuous based on requests and individual needs</p> <p>Please see Employee Accommodation within Forward House of London handbook.</p>



<p>4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</p> <p>5. The steps taken to protect the privacy of the employee's personal information.</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p> <p>Individual accommodation plans will:</p> <ul style="list-style-type: none"> <li>a) if requested, include any information regarding accessible formats and communications supports provided,</li> <li>b) if required, include individualized workplace emergency response information,</li> <li>c) identify any other accommodation that is to be provided. Job tasks that will be accommodated based on individual needs.</li> </ul>				
<p><b>Return to Work Process</b> Forward House of London will develop and have in place a return to work process for its employees who have been absent from work due to a disability and require</p>	<p>Directors/ Managers</p>			<p>Completed</p> <p>Continuous based on</p>



<p>disability-related accommodations in order to return to work; and will document the process.</p> <p>The return to work process will:</p> <ul style="list-style-type: none"> <li>● outline the steps Forward House of London will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</li> <li>● use documented individual accommodation plans as part of the process.</li> </ul> <p>The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>				<p>requests and individual needs</p>
<p><b>Performance Management</b> An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.</p> <p>“performance management” means activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.</p>	<p>Management</p>			<p>Completed</p> <p>Continuous based on requests and individual needs</p>
<p><b>Career Development and Advancement</b> An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.</p> <p>“career development and advancement” includes providing additional responsibilities within an employee’s current</p>	<p>Management</p>			<p>Completed</p> <p>Continuous based on requests and individual needs</p>





<p>position and the movement of an employee from one job to another in an organization that may be higher in pay, provide greater responsibility or be at a higher level in the organization or any combination of them and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them.</p>				
<p><b>Redeployment</b>                  An 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.</p> <p>“redeployment” means the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.</p>	<p>Directors/                  Management</p>			<p>Completed</p> <p>Continuous based on internal changes</p>

**Review and Update**

The plan is reviewed continuously to ensure alignment with identified timelines. At minimum the plan will be formally reviewed and updated at least once every five (5) years.

Formal review and update completed on: **October 9, 2024**

Formal review and update completed on: **September 1, 2026**

Formal review and update completed on:

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 Signature

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 Date