Multi-Year Accessibility Plan

This Multi-Year Accessibility Plan outlines the actions Hiatus House will take between 2026 and 2031 to identify, remove, and prevent barriers to accessibility. The plan also highlights the agency's ongoing efforts and achievements in improving accessibility for people with disabilities.

Hiatus House is committed to meeting the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and to creating an inclusive environment that supports dignity, independence, integration, and equal opportunity.

Past Achievements to Remove and Prevent Barriers

Hiatus House has taken ongoing steps to identify, remove, and prevent barriers to accessibility. Through our programs, services, facilities, and daily operations, we continue to promote accessibility in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its standards.

The following achievements highlight our efforts to create a more accessible and inclusive environment for people with disabilities.

Requirement: Accessible Customer Service Standards Regulation

Completion Date: January 1, 2010 (Updated 2025)

Implementation

Hiatus House developed its Accessible Customer Service Policy in 2009 and has continued to review and update it to meet the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The policy is available on the Hiatus House website.

All employees, students, and volunteers receive accessibility training, including training on communicating and interacting with people with disabilities. Hiatus House welcomes people with disabilities who use assistive devices, support persons, or service animals. Employees, students, and volunteers are trained on how to support and interact with individuals using these accommodations.

Feedback regarding accessibility is welcomed and reviewed to help improve programs and services. A feedback form is available on our website and reviewed during regular business days. In the event of a disruption to facilities or services commonly used by people with disabilities, notice is provided at public entrances and, where appropriate, on the Hiatus House website and on all social media platforms.

Requirement: Integrated Accessibility Standards Regulation Training

Completion Date: May 31, 2013 (updated September 2026)

Implementation

Hiatus House employees, students, and volunteers receive training on Ontario's accessibility laws and the Ontario Human Rights Code as it relates to people with disabilities during onboarding.

Hiatus House subscribes to a third-party training resource to ensure up to date and relevant materials are being used.

Additional accessibility training resources, including government-provided training and guidance materials, are available to support ongoing learning and awareness.

Requirement: Information and Communication Standard - Make existing feedback processes accessible to people with disabilities.
Completion Date: December 31, 2014 (updated August 2026)

Implementation

- Hiatus House provides or arranges for accessible formats and communication supports for its feedback processes upon request.
- An accessible feedback form is available on the Hiatus House website and is monitored regularly.
- Accessibility-related feedback and complaints are reviewed and reported to the agency's Leadership Team, including the Executive Director, Director of Operations, and Managers.
- Hiatus House strives to respond to feedback within 10 business days and in a format that is accessible to the individual providing the feedback.

- A process has been established to collect, review, and consider feedback when planning accessibility improvements and future accessibility initiatives.

Requirement: Information and Communications - Make publicly available information accessible upon request.
Completion Date: December 31, 2015 (updated September 2026)

Implementation

- Employees receive training on creating accessible documents and responding to requests for accessible formats and communication supports.
- Hiatus House follows accessibility standards when developing publications and strives to create documents in accessible formats whenever possible.
- Procedures are in place to respond to requests for accessible formats and communication supports in a timely manner.
- Notices are posted on the Hiatus House website and at agency locations informing the public that accessible formats and communication supports are available upon request.
- Hiatus House regularly reviews its website and digital communications to improve accessibility. This includes ongoing efforts to enhance website accessibility features and make online information easier to access.

Requirement: Employment Standard – Notify the public and employees of the availability of accommodations, on request, during the recruitment and assessment process and when people are hired.

Completion Date: December 31, 2015

Implementation

- Job postings include information about the availability of accommodations for applicants with disabilities throughout the recruitment and hiring process.
- Applicants selected for interviews or assessments are informed that accommodations are available upon request.
- When requested, Hiatus House works with applicants to provide suitable accommodations that take their individual accessibility needs into account.
- Successful candidates are informed of Hiatus House's policies and supports for accommodating employees with disabilities.

Requirement: Employment Standard – Implement a process for developing written individual accommodation plans and return to work plans for employees with disabilities.

Completion Date: December 31, 2015

Implementation

- Hiatus House has written policies and procedures for developing individual accommodation plans and return-to-work plans for employees with

disabilities.

- These policies, procedures, and related forms are included in the employee policy and procedure manual.
- Hiatus House provides performance management, career development, and workplace support practices that consider the accessibility and accommodation needs of employees with disabilities.

Requirement: Design of Public Spaces Standard – Meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include outdoor play spaces; outdoor paths of travel, like sidewalks, ramps, curb ramps and stairs; accessible off-street parking; and waiting areas.

Completion Date: January 1, 2017 (updated June 2025)

Implementation

Hiatus House consults with experts to understand and incorporate accessibility design, criteria and features when building or making major renovations to public spaces. In the event of a disruption to accessible parts of public spaces, Hiatus House notifies the public of the service disruption and alternatives available by posting a notice at the public entrances of our premises, and or on social media and websites.

Hiatus House has also redesigned the outside entrance ramp, vestibule, and lobby to improve accessibility in 2025. Additionally, shelter rooms on each floor

were improved for accessibility i.e. doorframes were widened, panic button installed in accessible washroom on first floor.

Requirement: Information and Communications – Accessible Websites and Web Content

Completion Date: January 1, 2021 (Updated September 2026)

Implementation

- Employees responsible for the development and maintenance of the Hiatus House website receive training in website accessibility requirements and best practices.
- Hiatus House strives to ensure that its website and web content conform to WCAG 2.0 Level AA requirements.
- Website accessibility is reviewed on an ongoing basis, and improvements are made where possible to reduce barriers and improve access to online information and services.
- The Social Media Coordinator regularly reviews website content and digital communications to identify opportunities to improve accessibility and enhance the user experience for people with disabilities.

Monitoring

This Multi-Year Accessibility Plan will be reviewed and updated at least once every three years. Accessibility-related feedback received throughout the review period will be considered when updating this plan and identifying new

opportunities to improve accessibility and remove barriers.

Previous Review and Revision Dates

- August 15, 2013
- December 31, 2015
- May 24, 2017
- March 20, 2019
- July 2, 2024
- September 11, 2026

For More Information

For more information about this Multi-Year Accessibility Plan, please contact Hiatus House:

- Business Line: 519-252-1143
- Toll-Free: 1-800-265-5142
- TTY: 519-252-2768
- Email: admin@hiatushouse.com
- Website: www.hiatushouse.com

Accessible formats of this document and communication support are available free of charge upon request. Requests may be made by:

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