

**Accessibility for Ontarians with Disabilities Act
("AODA")**

**Multi-Year Accessibility Plan for
CultureLink Settlement and Community Services
("CultureLink")**

2023-2028

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Message from the CEO

CultureLink Settlement and Community Services (“CultureLink”) is committed to meeting the needs of persons with disabilities, and to working towards and maintain full compliance with the standards under the Accessibility for Ontarians with Disabilities Act (AODA). In doing so, CultureLink is affirming its commitment to providing a high quality of service in a manner that respects the needs and independence of persons with disabilities. We advocate for equity and encourage positive change within our employee base, and the external community.

To meet this commitment, CultureLink has established a multi-year accessibility plan that is reviewed and updated at least every five (5) years and which outlines the policies and actions that we have taken and our continuing commitment to improve opportunities and ensure our services are accessible for people with disabilities.

Introduction

CultureLink is a settlement and community organization with 35 years of experience in developing and delivering services to meet the needs of diverse communities. CultureLink works within an anti-oppression framework and is committed to equity.

CultureLink committed to eliminating barriers and improving accessibility to all people, including people living with visible and invisible disabilities. Consequently, CultureLink will strive to ensure meeting the accessibility needs of people with disabilities and facilitate their access to all services in a timely manner.

CultureLink adheres to the Canadian Charter of Rights and Freedoms, the Ontario Human Rights Code, the Employment Standards Act, The Ontarians with Disabilities Act (ODA), the Accessibility for Ontarians with Disabilities Act (AODA) and the Accessibility Standards for Customer Service.

The current policy adheres to the principles stated on CultureLink's Anti-Racism, Anti-Discrimination, and Anti-Harassment Policy.

CultureLink shall use reasonable efforts to ensure that its practices and procedures are consistent with the following principles:

- All services must be provided in a manner that respects the independence and dignity of all people, including persons with visible and invisible disabilities.
- All services and programming shall reflect strong efforts towards integration and equality of opportunity.
- All people with visible and invisible disabilities shall have an opportunity equal to that given to others to access and benefit from CultureLink's services.

CultureLink is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are

taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided

CultureLink's Multi-Year Accessibility Plan:

- CultureLink makes a concerted effort to eliminate and avoid obstacles to accessibility in order to better serve the requirements of its disabled consumers and employees.
- CultureLink is committed to fulfilling our requirements under the **Accessibility for Ontarians with Disabilities Act, 2005**. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.
- CultureLink will review its multi year plan at least once every 5 years and update as new practices and requirements comes into effect.
- We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies
- We have documentation of training that has been provided to our employees, Board of Directors and volunteers, which includes the dates of the training as well as the count of those who have received it.
- The accessibility plan will be posted on the organization's website at <https://www.CultureLink.ca/>

CultureLink's past achievements to remove & prevent barriers

Customer Service

CultureLink is committed to providing people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other members of the public. We interact with customers every day: applicants for registration, employees of CultureLink, and the general public. In addition to engaging with customers over the phone or email, we have our reception where individuals may come in person to request information about CultureLink's processes or obtain assistance.

We are committed to ongoing compliance with the requirements of the Accessibility Standards for Customer Service by:

- Reviewing and updating our policies regularly to remove barriers and facilitate accessible customer service practices.
- Incorporating customer feedback into our processes.
- Ensuring that all new and existing employees receive training and orientation on providing service to people with disabilities.

Employment

As of November 30, 2023, Culturelink has implemented a process to address the needs of employees with disabilities in the event of an emergency. Employees with disabilities are provided with individualized, accessible emergency response plan when needed.

CultureLink is also committed to ensuring fair and accessible employment practices across all stages of the employment life cycle to allow employees to reach their full potential.

We will be taking the following steps by November 30, 2023 to accommodate people with disabilities during the recruitment, assessment and hiring processes:

- Including references from our accommodation policy in all job posting.
- Reviewing our current recruitment policies and updating them to reflect our commitment to accessibility.
- Removing barriers in our job postings (if any), ensuring that the information and language is clear.
- Consult with job applicants who request accommodations during the recruitment process in order to support them.
- CultureLink will develop a written process for the development of documented individual accommodation plans.
- Informing successful candidates of our accommodation policies when offering employment also including reference to our accommodation policy in our new hire onboarding presentation

Information and Communications

CultureLink is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

As of **November 30, 2023**, all existing feedback processes are accessible to people with disabilities by providing or arranging for accessible formats and communication supports upon request.

CultureLink has also taken the following steps to ensure that we provide accessible formats and communication supports for people with disabilities upon request:

- Consult with the people making the request to determine the suitability of the accessible format or communication support.
- Provide or arrange for the provision of the accessible format or communication support in a timely manner and at a cost no more than that charged to other persons.
- Notify the public of the availability of accessible formats and communication supports.
- Introduction of the accessibility tool on the CultureLink's website to increase or decrease the font size also added other features.

Training

CultureLink is committed to ensuring that all employees, volunteers, Board members and other individuals providing services on behalf of CultureLink receive training on the requirements in the Integrated Accessibility Standards Regulation under the AODA and on the Human Rights Code as it relates to people with disabilities.

CultureLink has taken the following steps to meet this commitment:

- All existing employees have taken our online AODA and Human Rights Code training effective November 30, 2023.
- The new hire orientation program have the Human Rights Code and AODA training for all new employees
- All new Board member will also take the Human Rights Code and AODA training when join the organization.
- We require all our employees to annually review CultureLink's policies relating to accessibility and the accommodation of individuals with disabilities.

Our strategies and actions

Customer Service

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

Information and Communications

CultureLink is committed to making our information and communications accessible to people with disabilities

Employment

It is CultureLink's commitment to fair and accessible employment practices that will continue to be implemented in order to accommodate the needs of all people.

Training

As part of its commitment to providing accessible training, CultureLink is dedicated to providing training on the requirements of Ontario's accessibility laws as well as the Ontario Human Rights Code, which apply to people with disabilities. Our new hire orientation will include training on the Accessibility Standards for Customer Service, Information and Communications, Employment, Design of Public Spaces, General Requirements, and the Human Rights Code.

FEEDBACK

- All people with visible and invisible disabilities shall provide feedback about the manner in which CultureLink provides services to persons with visible or invisible disabilities.
- Feedback about CultureLink's delivery of services to persons with disabilities may be given by telephone, in person, in writing, or in electronic format. Feedback received will be documented, responded to, tracked and available to the public.
- People may also submit complaints according to the established procedures (CultureLink's Complaints Policy) or at communications@culturelink.ca.

For More Information & information on Standard and accessible formats: -

Name of the Contact Person: -

Telephone Number: - 416 588 6288

Email Address: - reception@CultureLink.ca or communications@culturelink.ca

Our accessibility plan is publicly posted at <https://www.CultureLink.ca/>