

## Multi-year Accessibility Plan

<b>Category: Organizational Vision</b>		
<b>Barriers Identified</b>	<b>Strategies to Remove &amp; Prevent Barriers</b>	<b>Timeline</b>
<ul style="list-style-type: none"> <li>Limited understanding and analysis of how disability functions in society</li> <li>Limited familiarity with disability discrimination</li> <li>Limited familiarity with social understanding of disability (rather than individualized medical understanding of it)</li> <li>Limited understanding and awareness of problems and issues that people with disabilities face in Canadian society and distinct problems that newcomers and other immigrants with disabilities confront in Canada</li> <li>Limited understanding of how disability intersects with gender, race, ethnicity, class, and nationality</li> <li>Workshops and information sessions are not accessible to newcomers and other immigrants with a variety of disabilities</li> </ul>	<ul style="list-style-type: none"> <li>Improve staff training to incorporate accessibility training into orientation of new staff</li> <li>Conduct yearly training on AODA and other legislation</li> <li>Develop staff training about barriers to transportation, employment, housing, etc. for people with disabilities in general and immigrants and newcomers with disabilities in particular</li> <li>Introduce initiatives and projects led by people with disabilities in Hamilton, Ontario, and elsewhere</li> <li>Research and publish articles in IWC newsletter, IWC website, and Unpack Magazine about newcomers and other immigrants with disabilities, including articles about their experiences, perspectives, and so on</li> <li>Introduce a new cross-organization committee on disability and accessibility whose mandate would include developing best institutional practices with regard to disability, ensuring that IWC events are accessible to a range of people with disabilities</li> </ul>	<p>Initiated March 2014; ongoing and/or conducted yearly thereafter</p> <p>April 2018</p>
<b>Category: Information &amp; Communication</b>		
<b>Barriers Identified</b>	<b>Strategies to Remove &amp; Prevent Barriers</b>	<b>Timeline</b>
<ul style="list-style-type: none"> <li>Publications not available in multiple formats</li> <li>No TTY</li> <li>Lack of promotion and advertisement of IWC services and resources in venues and publications</li> </ul>	<ul style="list-style-type: none"> <li>Produce materials in alternate formats and advertise their availability on websites and in publications</li> <li>Purchase TTY for Main Street office</li> <li>Establish network with sign-language interpreters and</li> </ul>	<p>January 2018 and ongoing</p> <p>TTY, April 2018</p>

<p>directed at newcomers with disabilities in particular and people with disabilities in general No contacts with sign-language interpreters for meetings and events</p> <ul style="list-style-type: none"> <li>No contacts with Braille translation providers</li> </ul>	<p>providers of services such as Braille type-face</p>	
<p><b>Category: Frontline Services – Reception</b></p>		
<p><b>Barriers Identified</b></p>	<p><b>Strategies to Remove &amp; Prevent Barriers</b></p>	<p><b>Timeline</b></p>
<ul style="list-style-type: none"> <li>No TTY for IWC locations</li> <li>Lack of information available about resources and services in the Hamilton community and elsewhere for people with various disabilities</li> <li>Lack of contacts in the Hamilton community, in Ontario, and elsewhere for referrals to service agencies and service providers</li> </ul>	<ul style="list-style-type: none"> <li>Purchase TTY for the Main Street office, advertise TTY number on websites and in publications</li> <li>Develop and have access to information about and network of individuals and agencies in Hamilton and elsewhere that serve people with disabilities in various capacities: attendant care, transportation, interpretation</li> </ul>	<p>March 2014-ongoing; TTY April 2018</p>
<p><b>Category: Frontline Services – Counselling</b></p>		
<p><b>Barriers Identified</b></p>	<p><b>Strategies to Remove &amp; Prevent Barriers</b></p>	<p><b>Timeline</b></p>
<ul style="list-style-type: none"> <li>Inadequate information about resources and services available in the Hamilton community, Ontario, and across Canada for people with disabilities</li> <li>Few pre-established contacts with and network of agencies that serve people with disabilities</li> <li>Minimal understanding of how disability affects housing, transportation, educational opportunities, employment, and other requirements of newcomers with disabilities</li> <li>No ASL interpretation available for meetings</li> </ul>	<ul style="list-style-type: none"> <li>Research and develop toolkit about resources and services in Hamilton, Ontario, and throughout Canada</li> <li>Become informed with provincial and federal laws and legislation with respect to disability</li> <li>Develop network and working relationships with ASL interpreters, personal assistants, DARTS, etc.</li> <li>Conduct yearly mandatory training about the issues and problems that newcomers and immigrant women with disabilities encounter</li> </ul>	<p>March 2014 and ongoing with a yearly training thereafter</p>

<ul style="list-style-type: none"> <li>Lack of familiarity of legislation and laws concerning the rights of people with disabilities in Canada (e.g, AODA, Human Rights Code)</li> </ul>		
<b>Category: Teaching/LINC classes</b>		
<b>Barriers Identified</b>	<b>Strategies to Remove &amp; Prevent Barriers</b>	<b>Timeline</b>
<ul style="list-style-type: none"> <li>Inaccessible methods of instruction and delivery of information</li> <li>Materials not available in multiple formats</li> <li>Rowed seating arrangement in some classrooms makes communication inaccessible for people who are lip-reading</li> </ul>	<ul style="list-style-type: none"> <li>Research and develop practices that contribute to inclusive classroom (OCAD modules can be a tool here)</li> <li>Make materials available in various formats</li> <li>Rearrange rowed seats to ensure all speakers' faces can be seen</li> </ul>	April 2014 and ongoing thereafter
<b>Category: Employment &amp; Human Resources</b>		
<b>Barriers Identified</b>	<b>Strategies to Remove &amp; Prevent Barriers</b>	<b>Timeline</b>
<ul style="list-style-type: none"> <li>No training about disability incorporated into current orientation of new administrative, settlement, and LINC staff</li> <li>No indication on websites or in job ads that accommodations (such as sign-language interpretation) will be made available for job interviews</li> </ul>	<ul style="list-style-type: none"> <li>Incorporate information about disability (including information appropriate to the position and tasks thereof) into orientation of new staff members</li> <li>Recruit in venues used by individuals with disabilities</li> <li>Indicate in job ads and on websites how exactly IWC will accommodate applicants with disabilities in the interview setting as well as in employment</li> </ul>	March 2014 and ongoing thereafter
<b>Category: Volunteer Orientation</b>		
See the relevant barriers and removal thereof in the sections Organizational vision and Employment/Human Resources		