

## Multi-year Accessibility Plan

Created, March 2014 Updated June 26, 2021

<b>Category: Organizational Vision</b>			
<b>Barriers Identified (March 2014)</b>	<b>Strategies to Remove &amp; Prevent Barriers</b>	<b>Responsibilities</b>	<b>Timeline</b>
<ul style="list-style-type: none"> <li>• Insufficient understanding and analysis of how disability functions in society</li> <li>• Lack of familiarity with disability discrimination</li> <li>• Lack of 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> </ul>	<ul style="list-style-type: none"> <li>• Improve staff training to incorporate disability (training of new staff and retraining of current staff)</li> <li>• Conduct yearly training workshops on AODA and other legislation</li> <li>• Develop staff workshops and information sessions 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 and website about newcomers and other immigrants with disabilities, including articles about their experiences, perspectives, and so on</li> </ul>	ED; Assistant ED and Settlement Manager	March 2014 – conducted yearly thereafter

<ul style="list-style-type: none"> <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>Introduce a new cross-organization committee on disability and accessibility whose mandate would include, developing and initiating policies and best institutional practices with regard to disability, ensuring that IWC events are accessible to a range of people with disabilities</li> </ul>		
<b>Category: Information &amp; Communication</b>			
<b>Barriers Identified</b>	<b>Strategies to Remove &amp; Prevent Barriers</b>	<b>Responsibilities</b>	<b>Timeline</b>
<ul style="list-style-type: none"> <li>Publications (flyers, newsletters, Women’s Press, etc.) not available in multiple formats</li> <li>No TTY</li> <li>Websites not accessible</li> <li>Lack of promotion and advertisement of IWC services and resources in venues and publications directed at women with disabilities in particular and people with disabilities in general (e.g., Canadian Hearing Society, Community Living Hamilton, DAWN facebook page and websites)</li> <li>No contacts with sign-language interpreters for meetings and events</li> <li>No contacts with Braille translation providers</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>Upgrade websites</li> <li>Establish network with sign-language interpreters and providers of services such as Braille type-face</li> <li>Purchase TTY device for Main Street office</li> <li>Enable TTY application on staff cell-phones</li> </ul>	<p>Communication Coordinator</p>	<p>March 2014- Sep 2015</p> <p>January 2021</p> <p>September 2021</p>

<b>Category: Frontline Services – Reception</b>			
<b>Barriers Identified</b>	<b>Strategies to Remove &amp; Prevent Barriers</b>	<b>Responsibilities</b>	<b>Timeline</b>
<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>Enable TTY applications on staff cell phones.</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>	Executive Assistant & Admin staff	<p>March 2014- Sep 2015</p> <p>September 2021</p>
<b>Category: Frontline Services – Counselling</b>			
<b>Barriers Identified</b>	<b>Strategies to Remove &amp; Prevent Barriers</b>	<b>Responsibilities</b>	<b>Timeline</b>
<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 and women with disabilities in particular</li> <li>Lack of 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> <li>Lack of familiarity of legislation and laws concerning the rights of people with</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>Organize and run focus groups with newcomers with disabilities and in particular newcomer women with disabilities to learn from them what issues and problems they encounter, what resources they require, what is lacking, etc.</li> </ul>	Settlement Manager	March 2014 and ongoing with a yearly training thereafter

<p>disabilities in Canada (e.g, AODA, Human Rights Code)</p>	<ul style="list-style-type: none"> <li>• Develop connections and working relationships with DAWN (DisAbled Women’s Network) Canada and DAWN (DisAbled Women’s Network) Ontario</li> <li>• Conduct yearly mandatory training about the issues and problems that newcomers and immigrant women with disabilities encounter</li> </ul>		
<p><b>Category: Teaching/LINC classes</b></p>			
<p><b>Barriers Identified</b></p>	<p><b>Strategies to Remove &amp; Prevent Barriers</b></p>	<p><b>Responsibilities</b></p>	<p><b>Timeline</b></p>
<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>	<p>Assistant Director &amp; Education Coordinator</p>	<p>April 2014 and ongoing thereafter</p>
<p><b>Category: Employment &amp; Human Resources</b></p>			
<p><b>Barriers Identified</b></p>	<p><b>Strategies to Remove &amp; Prevent Barriers</b></p>	<p><b>Responsibilities</b></p>	<p><b>Timeline</b></p>
<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 recruitment of women with disabilities for job vacancies (i.e., job ads)</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 women 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>	<p>ED &amp; Assistant ED</p>	<p>March 2014 and ongoing thereafter</p>

**Category: Volunteer Orientation**

See the relevant barriers and removal thereof in the sections Organizational vision and Employment/Human Resources