

REENA'S MULTI-YEAR ACCESSIBILITY PLAN

2023



Reena is a non-profit organization which promotes dignity, individuality, independence, person growth and community inclusion for people with diverse abilities within a framework of Jewish culture and values.

REENA'S MULTI-YEAR ACCESSIBILITY PLAN 2023

CONTENTS

OVERVIEW	
BACKGROUND	3
REQUIREMENT FOR MULTI-YEAR PLAN REQUIREMENT	3
REENA'S COMMITMENT	4
PROCESS	4

GENERAL REQUIREMENTS	
ESTABLISHMENT OF ACCESSIBILITY POLICIES	5
ACCESSIBILITY PLANS	5
PROCUREMENT OF GOODS, SERVICES OR FACILITIES	5
SELF-SERVICE KIOSKS	6
TRAINING	6
FILING ACCESSIBILITY REPORTS	6

ACCESSIBILITY STANDARDS	
INFORMATION AND COMMUNICATIONS	7
EMPLOYMENT	7
TRANSPORTATION	9
DESIGN OF PUBLIC SPACES	9
CUSTOMER SERVICE	9

OVERVIEW

BACKGROUND

Reena, along with other organizations providing services in Ontario, must follow [The Accessibility for Ontarians with Disabilities Act \(AODA\)](#) 2005, in order to reduce and remove barriers for people with disabilities so that Ontario can become more accessible and inclusive for everyone. [Regulation 191/11: Integrated Accessibility Standards Regulation \(IASR\)](#), created under the AODA, sets accessibility standards which are rules that must be followed so that people with disabilities would have more opportunities to participate in everyday life. The accessibility standards from the IASR include the following:

Information and communication	Organizations are required to create, provide and receive information and communications that are accessible for people with disabilities.
Employment	Employers are required to make their workplace and employment practices accessible to potential and current employees with disabilities.
Transportation	Transportation service providers are required to have features and equipment on vehicles, routes and services offered that is accessible to people with disabilities.
Design of public spaces	All newly constructed or redeveloped public spaces must be accessible for people with disabilities.
Customer service	Barriers must be removed so that people with disabilities can access goods, services, and/or facilities.

Reena must also comply with the [Ontario Human Rights Code](#) (the Code) respecting non-discrimination. The IASR does not replace requirements under the Code and other laws relating to the accommodation of people with disabilities.

MULTI-YEAR PLAN REQUIREMENT

The IASR requires Reena to:

- Establish, implement, maintain and document a multi-year accessibility plan
- Post the multi-year accessibility plan on its website and provide the plan in an accessible format upon request
- Review and update the accessibility plan at least once every five years

The purpose of the multi-year accessibility plan is to outline our strategy to prevent and remove barriers and how we will meet the requirements under the IASR.

REENA'S COMMITMENT

Reena is committed to fulfilling its requirement under the IASR and its accessibility policies. Since 1973, we have been fulfilling our mission to promote dignity, individuality, independence, personal growth and community inclusion for people with diverse abilities.

This new multi-year accessibility plan outlines the steps Reena will be taking and timelines within the next 5 years. The plan is built on our accomplishments since the introduction of the first multi-year plan in 2017. This multi-year accessibility plan will put into action Reena's ongoing commitment to accessibility.

Message from the CEO

"Accessibility, rooted in the wisdom of removing barriers from Judaic teachings, stands as one of Reena's five core values, ingrained in our DNA and guiding our operations for both individuals within Reena and the broader Developmental Services sector.

In contemplating the future impact of the Frankfort Family Reena Residence, our latest project in accessible housing, we envision the profound difference it will make for 168 vulnerable citizens. This projection is informed by the proven success of two other intentional Reena residences: The Sandy Keshen and the Lou Fruitman Reena residences.

Beyond providing essential support, an accessible home signifies more than shelter; it signifies the creation of a community for vulnerable members, effectively addressing the crisis of isolation. In essence, it is the realization of our commitment to accessibility and inclusion."

Bryan Keshen, CEO
Reena

PROCESS

Reena’s Accessibility Committee is responsible for leading our efforts to identify, prevent and remove barriers for people with disabilities. This committee will continue to engage with Reena stakeholders to ensure initiatives as set out in the plan enhances accessibility needs in the areas of communications, employment, services and facilities.

Developing this multi-year plan involved the following:

- Assessment of the organization (i.e. operations, design of facilities, customer service)
- Seeking feedback from service users, employees and other stakeholders
- Determining goals to increase accessibility
- Anticipating future barriers

GENERAL REQUIREMENTS

ESTABLISHMENT OF ACCESSIBILITY POLICIES	
<p>Reena is committed to maintaining AODA policies and to meeting the accessibility needs of people with disabilities in a timely manner.</p>	
<p>Past achievement:</p> <ul style="list-style-type: none"> • An AODA policy was first developed and approved in Oct 2012 • The AODA policy continues to be made publicly available and provided in an accessible format upon request 	<p>Strategies and actions planned:</p> <ul style="list-style-type: none"> • Review the AODA policy by April 2025 • Continue to make the AODA policy publicly available and readily available in an accessible format

ACCESSIBILITY PLANS	
<p>Reena is committed to meeting its requirement under the IASR to establish, implement, maintain and document a multi-year accessibility plan.</p>	
<p>Past achievement:</p> <ul style="list-style-type: none"> • A multi-year accessibility plan was first developed in 2017 	<p>Strategies and actions planned:</p> <ul style="list-style-type: none"> • Continue to implement strategies outlined in this multi-year accessibility plan • Continue to review multi-year accessibility plans yearly

PROCUREMENT OF GOODS, SERVICES OR FACILITIES

Reena will strive to incorporate accessibility criteria and features into its procurement practices so that goods, services and facilities are more accessible to people with disabilities, unless it is not practicable to do so.

Past achievement:

- Reena has incorporated accessibility design, criteria and features, wherever possible

Strategies and actions planned:

- Continue to incorporate accessibility design, criteria and features so that goods, services and facilities are more accessible

SELF-SERVICE KIOSKS

Reena shall have regard to the accessibility for people with disabilities if and when designing, procuring or acquiring self-service kiosk. Kiosk refers to an interactive electronic terminal, including a point-of-sale device, intended for public use.

TRAINING

Reena is committed to providing training on the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it pertains to people with disabilities.

Past achievement:

- Provided training on the requirements in the IASR and the disability-related obligations under the Ontario Human Rights Code to all employees, volunteers and all other persons who provide goods, services or facilities on behalf of the organization
- Reena continues to provide training as appropriate to the role and duties, on the requirements of the accessibility standards as soon as practicable

Strategies and actions planned:

- Training will continue to be provided to ensure that employees perform the duties of their jobs
- Training will continue to be provided when there are any changes to the AODA policies
- Reena will continue to keep training records including dates that the training was provided

FILING ACCESSIBILITY REPORTS

Reena is committed to completing accessibility compliance reports as required by the AODA.

Past achievement:

Strategies and actions planned:

- Reena continues to file accessibility reports within reporting deadlines as per schedule for 'business or non-profit organizations with 20 or more employees'

- Continue to submit an accessibility report every 3 years

ACCESSIBILITY STANDARDS

INFORMATION AND COMMUNICATIONS

Reena is committed to creating, providing and receiving information and communications in ways that are accessible for people with disabilities.

Past achievement:

Reena has remained in compliance with the Information and Communications Standards. This includes the following:

- Implementation of an accessible feedback process and making accessible formats and communication supports available upon request or as needed
- Provision of information regarding Reena's services and facilities in accessible formats and communication supports available upon request or as needed
- Provision of emergency procedures, plans or public safety information in accessible format or with appropriate communication supports available upon request or as needed
- Reena's website and web content conforms with the World Wide Web Consortium Web Content Accessibility Guidelines 2.0. Level AA.

Strategies and actions planned:

- Continue to remain in compliance with the Information and Communication Standards
- Continue to meet request in a timely manner and at no additional cost to the person making the request
- Continue to notify all employees, volunteers, service users, visitors and the public about the availability of accessible formats and communication supports
- Continue to take into account the person's accessibility needs when providing communication supports

EMPLOYMENT

Reena is committed to fair and accessible employment practices.

Past achievement:

Reena has remained in compliance with the Employment Standards. This includes the following:

- Notification to all employees and the potential candidates about the availability of recruitment-related accommodations for applicants with disabilities upon request
- Notification to successful applicants with disabilities, of Reena's policies for employment-related accommodations when making offer of employment
- Providing information that is needed in order to perform the employee's job and information that is generally available to all employees, in accessible formats and communication supports for employees making the request
- Implementation of a process for individualized workplace emergency response information to employees with disabilities
- Implementation of a formal process for the development and documentation of individual accommodation plans for employees with disabilities
- Implementation of a formal process for return to work for employees who have been absent from work due to disability and require disability-related accommodations in order to return to work
- Reena continues to take into account the accessibility needs of employees

Strategies and actions planned:

- Continue to remain in compliance with the Employment Standards
- Continue to integrate accessibility into regular workplace processes

<p>with disabilities when using performance management, with the goal of facilitating employee success</p> <ul style="list-style-type: none"> • Reena continues to take into account the accessibility needs of employees with disabilities when career development and advancement is being considered 	
--	--

TRANSPORTATION

Reena is committed to ensuring that its transportation services are accessible to people with disabilities.

<p>Past achievement:</p> <ul style="list-style-type: none"> • Reena has acquired a fleet of accessible vehicles to provide transportation options for individuals living in residential programs 	<p>Strategies and actions planned:</p> <ul style="list-style-type: none"> • Continue to provide training to employees driving Reena vehicles on the safe use of accessibility equipment and features and emergency preparedness and response procedures for the safety of persons with disabilities
---	--

DESIGN OF PUBLIC SPACES

Reena will meet accessibility laws when building or making major changes to public spaces.

<p>Past achievement:</p> <ul style="list-style-type: none"> • Reena continues to provide accessible parking spaces at the Henry and Toby Battle Developmental Centre, the Sandy Keshen Reena Residence and at the Lou Fruitman Reena Residence 	<p>Strategies and actions planned:</p> <ul style="list-style-type: none"> • Continue to make public and communal spaces more accessible • Continue to ensure procedures are in place for preventative and emergency maintenance of the accessible elements in public spaces and for dealing with temporary disruptions when accessible elements are not in working order
---	--

CUSTOMER SERVICE

Reena is committed to providing accessible customer service to people with disabilities.

Past achievement:

Reena has remained in compliance with the Customer Service Standards. This involves the following:

- Providing services in a manner that respects the dignity and independence of people with disabilities
- Service animals, assistive devices and support persons are permitted on Reena premises
- Posting notification when accessible services are temporarily unavailable
- Providing training on how to interact and communicate with persons with various types of disabilities
- Providing training of how to use and properly maintain equipment or assistive devices

Strategies and actions planned:

- Continue to remain in compliance with the Customer Service Standards
- Continue to identify and removing barriers in order to provide customer service that people can access services and facilities

FOR MORE INFORMATION

For more information on this accessibility plan and Reena’s efforts at meeting the AODA, please contact:

Sandy Stemp, Chief Operating Officer at sstemp@reena.org
905-889-6484 x2227

Our accessibility plan is publicly post at Reena.org

Accessible formats of this document are available upon request

Date:	Description:
Dec ?, 2023	Initial
