BRANTWOOD COMMUNITY SERVICES

2025-2029 MULTI YEAR ACCESSIBILITY PLAN

Policy Statement

Commitment to Accessibility

Brantwood Community Services is committed to creating an accessible environment and advancing efforts to build an equitable and inclusive community that values and benefits from diversity in culture, experience and abilities for people served, community and all employees..

Brantwood is committed to achieving and maintaining all accessibility standards of the *Accessibility for Ontarians with Disabilities Act* (AODA)(2005) and the *Ontario Human Rights Code* (RSO 1990) and strives to provide accessible services in a welcoming manner that respects the dignity and independence of people with disabilities, members of the public and employees. The 2025-2029 Multi-Year Accessibility Plan outlines the goals and initiatives that affirm Brantwood's commitment to creating and advancing accessibility and in building an equitable and inclusive community that values the contributions of individuals with disabilities.

Brantwood continues its' commitment to achieving and maintaining accessibility for the people served, visitors and employees in a manner that respects a person's dignity and independence while ensuring full integration and equal opportunity, regardless of ability.

Brantwood will continue to identify, prevent and remove barriers to provide equal and equitable access to services and supports, and facilities. Brantwood is equally committed to supporting employees through advice, policies, tools, resources, and governance structures to promote an inclusive workplace and support employees in delivering accessible services and supports, and facilities.

If you would like to provide feedback surrounding accessibility or require information in an accessible format or communication supports, please contact Brantwood Community Services in the following ways:

In Person or by mail:
25 Bell Lane, The Abilities Centre
Brantford, Ontario N3T 1E1
By Phone: 519-753-2658
By Fax: 753-5639
By E-Mail: info@brantwood.ca

Background

The Accessibility for Ontarians with Disabilities Act, 2005, requires Brantwood Community Services to develop and implement a multi-year accessibility plan. Brantwood's Multi-Year Accessibility Plan outlines how the organization will advance accessibility in the following areas:

- General Accessibility
- Information and Communication
- Employment
- Customer Service

While Brantwood Community Services is compliant with the Integrated Accessibility Standards Regulation under the Accessibility for Ontarians with Disabilities Act, the Multi-Year Accessibility Plan focuses on maintaining and monitoring compliance, as well as promoting beyond legislative requirements.

This plan covers the period from 2025 through 2029 and includes new and continuing priorities that support the ongoing identification, removal, and prevention of accessibility barriers. This Multi-Year Accessibility Plan was informed by the people served by Brantwood, the feedback process, planning meetings and employees. It is a document which will be reviewed and updated every 5 years with annual status reports being prepared and posted on the Brantwood website showcasing the progress committed to in this plan.

Guiding Principles and Values

The following principles and values serve to guide Brantwood Community Services in actions, decision making and service approaches pertaining to the delivery of services and supports, and facilities.

Brantwood will respond in a timely and proactive manner and will use reasonable efforts to provide equitable access by following these principles and values:

- **Uniqueness:** Each person is unique and their needs must be addressed from a person centered approach. Brantwood will operate in a manner that respects the dignity, diversity, and abilities of all people.
- **Contribution:** Each person has values and gifts which enables them to make meaningful contributions to the community. Brantwood will seek new approaches and solutions to accessibility and adapting to increase the participation and contribution of all people.
- **Choice:** Each person has the right to make informed choices and express themselves. Services and supports will be provided to people of all abilities in a similar way, unless an alternative measure is required to accommodate individual needs.
- **Relationships:** Meaningful relationships and partnerships are instrumental in enhancing the quality of life for people.

- **Innovation:** Brantwood values innovation, learning and the use of best practices. Brantwood will strive to lead by example in accessibility excellence.
- **Accountability:** Brantwood is accountable for outcomes, quality and effective stewardship. Leadership is accountable for advancing accessibility in their areas of responsibility.

2025-2029 Multi-Year Accessibility Plan

The general requirements of the Integrated Accessibility Standards Regulation under the Accessibility for Ontarians with Disabilities Act, 2005 require Brantwood Community Services to have accessibility policies, a statement of commitment, and a multi-year accessibility plan. The development, implementation and continued maintenance of the policies governing how Brantwood will achieve accessibility have been established, including:

- The Accessibility Standards for Customer Service was implemented in 2010.
- Brantwood's Accessibility Policy includes regular reviews following implementation.
- Brantwood Accessibility Plan 2025-2029. Provide status updates on the Multi-Year Accessibility Plan on an annual basis and ensure updates are posted on www.brantwood.ca.
- Monitor, update, and maintain Brantwood's policies and procedures to ensure alignment with provincial accessibility guidelines and tools to support the Accessibility for Ontarians with Disabilities Act.
- Policy Integrated Accessibility Standards
- Brantwood Community Services Accessibility Compliance Report
- Continue to engage and consult with people who share their lived experience to advance accessibility.
- Promote accessibility awareness within the organization as well as the local community and provincial network through education and collaboration.
- Host employee meetings and public events in facilities and public spaces that are accessible.
- Feedback and Complaints Procedure

AODA Multi-Year Accessibility Plan 2025-2029

Past Accomplishments Include:

- Policies and training on AODA all applicable standards complete. Policies and training reflect communication, customer service, accessing accommodations, physical and attitudinal barriers.
- Expanded All About Me package to include pictorial explanations/examples
- Expanded the total number of accessible parking spaces exceeding AODA standard.

- Integrated AODA throughout the recruitment, selection and hiring process to ensure applicants and team members know and use accommodation requests and emergency response planning as applicable.

2025-2029 Goals

AODA	Workplan Goal	Lead	Status
Customer Service	Develop a fully accessible survey for people to evaluate Passport services	Communication Connections Leader	
Employment	Develop videos accessible to employees and volunteers on: Accommodation, Customer Service, and AODA as adjunct to existing training and materials	Human Resources	
Employment	Review accommodation process and identify changes to enhance the employment experience for employees and volunteers	Human Resources	
Information and Communication	Monitor and improve website including widgets that increase accessibility.	Information Technology	
Information and Communication	Identify alternative form for written Annual General Report that expands accessibility	Information Technology	
General Accessibility	Investigate and implement	Facilities, Information	

	technology that provides for greater independence for employees, volunteers and service users	Technology and Leadership	
General Accessibility	Implement Conversations that Matter with a focus on lived experience and AODA improvements	Human Resources	

Conclusion

Brantwood Community Services is committed to the prevention, identification, and removal of barriers to accessibility. This Multi-Year Accessibility Plan will be monitored an annual basis and status updates will be posted on Brantwood's website. The Multi-Year Accessibility Plan will be updated in 2030 and informed by the people served by Brantwood, the feedback process, planning meetings and employees. All employees and volunteers at Brantwood Community Services are responsible for advancing accessibility initiatives and striving for a more accessible organization and community. Brantwood Community Services will continue to make accessibility a priority and demonstrate excellence as an inclusive employer, service provider and community partner.

Feedback

Brantwood Community Services welcomes feedback on the 2025 – 2029 Multi-Year Accessibility Plan, and the accessibility of services and facilities. Feedback may be provided in person at 25 Bell Lane, The Abilities Centre or directly to: info@brantwood.ca All feedback is used to improve how we provide supports and services, and facilities and will guide future Multi-Year Plans and accessibility initiatives.