

Multi-Year Accessibility Plan

Message from the Executive Director

At One City Peterborough we believe that everyone belongs and together we flourish. Our work is guided by our five values: belonging, dignity, courage, trust, and love. We apply these values to how we think about accessibility at One City, from the hiring and human resources policies we develop to the physical spaces in which we run programs. One City is committed to making our programs and spaces as accessible as possible. A great example of this is the recently completed renovations of McDonnell House, featuring main floor bedrooms for our residents, a fully accessible bathroom, and accessible operators on the doors. The leadership team of One City is committed to seeking out ways we can improve accessibility in everything we do. This Multi-year accessibility plan outlines some of our past achievements to remove barriers to accessibility, as well as the actions we plan to take in the upcoming years. We welcome feedback on this plan.

Introduction

One City Peterborough (OCP) is an organization that believes that everyone belongs and that together we flourish. To that end, we focus on supporting those who have experienced homelessness and/or criminalization towards their full inclusion into the community.

Some of our programs look to create stability and increase wellness, such as housing, employment and support programs; some of our work focuses on advocating for systemic change such as challenging laws that criminalize individuals; and some of our work addresses immediate needs, such as offering shelter and meal programs.

One City Peterborough strives to maintain a workplace environment that provides accessibility for persons with disabilities in the delivery of OCP's goods and services. OCP is working hard to remove and prevent barriers to accessibility. We have addressed several architectural and physical barriers to accessibility at our Community Residential Facilities, including adding stairlifts, ramps and upgrading elevator capacity. Accessibility is a guiding principle we use when seeking out new houses for purchase for our housing program, as well as in how we approach our human resources and employment policies.

One City Peterborough 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.

Past Achievements to Remove and Prevent Barriers

One City Peterborough is committed to improving accessibility for people with disabilities through the ways in which we provide goods and services, our employment policies and practices, and the design of the spaces we operate.

This section highlights specific projects and programs One City Peterborough has implemented to improve accessibility for people with disabilities and to meet the requirements of the Accessibility for Ontarians with Disabilities Act.

Customer Service

OCP is committed to upholding our Accessibility Plan, drafted in 2021, including continuing to comply with Customer Service Standards. The 2021 Accessibility Plan is pasted below.

Accessibility Plan (2021)

One City Peterborough (OCP) is committed to maintaining a workplace environment that provides accessibility* for persons with disabilities in the delivery of OCP's goods and services.

This policy is consistent with the Accessibility Standards for Customer Service made under the Accessibility for Ontarians with Disability Act, 2005 ("AODA").

OCP will use reasonable efforts to ensure that its policies, practices and procedures governing the provision of its services to persons with disabilities are consistent with the following principles:



- goods and services are provided in a way that respects the dignity and independent of persons with disabilities;
- persons with disabilities are able to benefit from the same services; in the same place, and in a similar way as other clients;
- persons with disabilities have opportunities equal to others to obtain, use, and benefit from OCP's goods or services.

Definitions

For the purpose of this policy:

(a) "Disability" means:

- (i) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness, and without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, and degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impairment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- (ii) a condition of mental impairment or a development disability;
- (iii) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- (iv) a mental disorder; or
- (v) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace and Safety Insurance Act, 1997.

(b) "Guide Dog" means a dog trained as a guide for a person who is blind or visually impaired.

Application of Policy

This policy applies for OCP services that are provided externally to the public or third parties.

The policy applies to all staff at OCP, agents, clients, and visitors to OCP. All areas of OCP are accountable for providing accessibility to persons with disabilities.

Providing Good and Services to Persons With Disabilities

OCP is committed to excellence in serving all clients, including persons with disabilities, and will continue to carry out its functions and responsibilities by:

- Communicating with persons with disabilities in ways that take into account their disability.
- Serving persons with disabilities who use assistive devices. OCP will provide its staff with training on how to use the assistive devices available on OCP premises.
- Ensuring that persons with disabilities who are accompanied by their guide dog or other service animals are permitted to enter the premises of OCP with the animal and to keep the animal with them, unless the animal is excluded by law from the premises.



- Ensuring that persons with disabilities who are accompanied by a support person are permitted to enter OCP's premises with their support person. At no time will persons with disabilities who are accompanied by their support person be prevented for having access to their support person while on OCP premises.

Support Persons

Persons with disabilities may enter OCP's premises with a support person and have access to the support person while on the premises.

OCP does not charge fees for support persons or if fees are charged for admission to the premises (e.g., special events), OCP shall provide notice of the amount in advance.

OCP may require persons with disabilities to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health and safety of the person with disabilities or the health or safety of others on the premises.

Service Animals

Persons with disabilities may be accompanied by a guide dog or other service animal when on OCP premises. In the event that service animals are excluded by law from the premises, OCP will provide other resources or supports to enable the person with disabilities to access the services and goods offered by OCP.

Notice of Temporary Disruption

OCP will notify the public in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Training

OCP trains its staff and other individuals who provide services to the public on OCP's behalf on the provision of its goods and services to persons with disabilities. The training is provided as soon as practicable after OCP members commence their duties and will include the following topics:

- (a) An overview of the AODA and the requirements of the client service standard;
- (b) OCP's plan related to the client service standard;
- (c) How to interact and communicate with people with various types of disabilities;
- (d) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- (e) How to use the equipment or devices available on-site or otherwise that may help with providing services to people with disabilities;
- (f) What to do if a person with a disability is having difficulty in accessing OCP's services; and
- (g) OCP's policies, practices, and procedures relating to customer service standard.
- (h) Staff will be trained when changes are made to our accessible client service plan.

OCP provides training on an ongoing basis when changes are made to OCP's policies, practices, and procedures governing the provision of goods or services to persons with disabilities.

Feedback Process

OCP welcomes any feedback regarding the methods it uses to provide goods and services to persons with disabilities. Individuals may provide their feedback in person, by telephone to the General Inquiries Line, at 1-705-741-4172, in writing, email at info@onecityptbo.ca, regular mail, or verbally.

Complaints may be made in writing to the Executive Director, who will review and assess every complaint received and attempt to respond within ten (10) business days. Where possible, the Executive Director will address the issues. If a complaint cannot be addressed, the Executive Director will advise the complainant.

Actions and Initiatives from past years

- The feedback process procedure is posted in our lobby on the 3rd floor at 360 Reid St.
- Daytime Drop-In and Overnight Programs offer a minimum barrier-space for individuals who are marginalized and/or unsheltered in the city of Peterborough.
- Customer (guest, staff, volunteer, program user) feedback is submitted to Program Coordinators and Directors verbally, via email, or telephone call.
- Online reporting tools have been developed in 2024 to allow employees to report incidents including discrimination to management.
- Accessibility issues have been successfully reported by staff to the Joint Health and Safety committee via the committee's email. Issues were forwarded to management to be addressed and funding is being sought to improve physical accessibility at 360 Reid Street.

Information and Communications

Actions and Initiatives from past years

- OCP's website www.onecityptbo.ca has been re-designed by our Fundraising and Communications Coordinator to ensure it is accessible and compliant with the AODA.
- One City Brand Kit developed to produce clear and easy to read posters, documents, signs, brochures and social media posts.
- Template for slide decks developed using large fonts, high contrast colours and clean layouts. Visual descriptions of graphic slides are provided during presentations.



- Captions for videos posted on social media are provided. Text transcript options are also available.
- Pictures, plain language and symbols are used whenever possible in communications.
- Descriptions or alt tags for pictures are used on OCP's website for people who rely on assistive technology such as screen readers.
- Amplification devices are used as needed by event attendees.
- Communications efforts include people with disabilities of all generations in photos, and other communications.
- New Resident Packages have been developed that share expectations and rights in an easy to read format.
- Hardcopies of organizational information, policies, procedures, meeting minutes, newsletters and updates are available to staff.

Employment

Actions and Initiatives from past years

- Hiring matrices developed to focus on equitable hiring practices, and promote diversity and inclusion in the workplace.
- Hiring policies and job postings encourage applications from people with disabilities.
- Hire and work with local employment agencies to hire folks that have systemic barriers.
- Low-barrier hiring process for our Employment Program means resumes, cover letters and fixed addresses are not required.
- Onboarding packages developed to provide information for newly onboarded staff about their first week of employment.
- Online onboarding offered for new employees allows new staff to complete onboarding paperwork remotely, or in-person.
- Staff are provided assistance in submitting documents to social services.
- Staff are supported with what they need to be successful at work through performance improvement plans and opportunities to receive feedback.

Training

Actions and Initiatives from past years

- AODA Training is provided via an online link, and certificates are kept in the employee's HR file.
- Hardcopies of training materials are provided as needed.
- Staff are paid for their time completing mandatory compliance training.
- Options to facilitate training completion are offered including completion in-office with support, in group settings, or at home. Laptops are provided in-office for staff who may have barriers to accessing a computer.

- Housing Support Staff received training held by the Alzheimer's Society to learn how to respond best to aging residents' needs (2024).

Design of Public Spaces

Actions and Initiatives from past years

- 360 Reid:
 - Sought out grants to increase accessibility inside.
 - Have kept lift operational through proper licensing and maintenance upgrades.
 - Installed showers on main floor of shelter
- Accessibility Audit of 360 Reid St building was completed in 2024.

Transportation

Actions and Initiatives from past years

- We work closely with residents of our Housing Program to offer transportation, provide information on how to use the public transit system, and access bikes to get to appointments.
- Housing Support Workers are available to accompany residents during transportation.
- Provided transportation for staff doing residential cleaning.
- Provide flexible work schedules for employees using accessible transportation.

Other

Actions and Initiatives from past years

- We have quoted many jobs required to increase accessibility and submitted to granting organizations including the Ontario Trillium Foundation.
- We have completed many projects which remove barriers to accessibility at several of the buildings we operate out of, including:
 - Haley House:
 - Upgraded lift capacity.
 - Hiring PSWs and a Health Integration Nurse to allow men to age in place. Seeking accreditation.
 - McDonnel House:
 - Sought out a house with as many main floor rooms as possible.
 - This house has five rooms on the main floor, fully accessible.
 - Renovated and installed a large bathroom with full accessibility.
 - Accessible operators on doors.

- Hiring PSWs and a Health Integration Nurse to allow men to age in place. Seeking accreditation.
- 223 Murray:
 - Currently installing stairlift.
 - Installed ramp at back door.
- Purchased homes with main floor rooms.
- Currently in the process of building a low-barrier tiny house to increase housing stock for people with limited mobility. This will include a ramp and no stairs.
- We work closely with other agencies to bring supports in-house that OCP cannot provide in order to keep people in their housing, including Personal Support Worker and Occupational Therapy supports.
- We now prioritize getting new residents on the RGI housing waitlist, including Thrive Housing (specific to folks with certain disabilities), as soon as they move in, to plan for long term housing that can meet their needs.
- Provide support for our staff to access services offered by other agencies within the Trinity Community Centre, including getting identification, birth certificates, and to file taxes.
- Formation of a Joint Health and Safety Committee which looks to identify workplace hazards and as well as barriers to accessibility.

Strategies and Actions

This section of the plan outlines projects and programs OCP plans to accomplish to meet the requirements of the Accessibility for Ontarians with Disabilities Act and to remove and prevent barriers to people with disabilities.

Customer Service

One City Peterborough 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.

Planned Initiatives

- Staff Landing Page will offer a way for employees to provide feedback and/or complaints (2025)
- Continued AODA training for all newly onboarded staff and volunteers providing goods and services on behalf of OCP (ongoing)

Information and Communications

One City Peterborough is committed to making our information and communications accessible to people with disabilities.

Planned Initiatives

- New exterior and interior building signage (2025).
- Creation of an accessibility checklist for public events, including seating arrangements for events to facilitate lip reading, as required (2025)

Employment

One City Peterborough is committed to fair and accessible employment practices.

Planned Initiatives

- Welcoming job applications and providing job postings in a number of formats (online, paper) for all OCP positions (2025).
- Development of a Diversity, Equity, and Inclusion policy to be finalized in 2025.
- Review and update HR policies through a lens of equity, diversity and inclusion (2025).
- Conduct audit for contract creation opportunities through a lens of equity, diversity and inclusion (2025).

Training

One City Peterborough is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

Planned Initiatives

- Continued AODA training for all newly onboarded staff and volunteers providing goods and services on behalf of OCP (ongoing)
- Development of a Staff Landing Page as a central place employees can access important information and training opportunities (2025).

Design of Public Spaces

One City Peterborough will meet accessibility laws when building or making major changes to public spaces.

Planned Initiatives

- Continue to quote out jobs and apply for funding opportunities to fulfill them in 2025 and onward, including:
 - Ramp from the sidewalk to the courtyard space at 360 Reid St.
 - Accessibility operators for all doors on the 1st floor level.
 - Accessibility upgrades in the 1st floor bathroom.

One City Peterborough will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

Other

Planned Initiatives

- We will be performing a Property Condition Assessment in the months ahead (2024 - 2025) on four of our larger properties, which includes analysis on infrastructure and accessibility issues.
- Installation of a stairlift in the year ahead at McDonnell House (2025).
- We continue to quote out jobs and apply for funding opportunities to fulfill them, such as:
 - Accessibility upgrades in the 1st floor, 3rd floor, and 5th floor bathrooms at 360 Reid Street.
 - Accessibility operators for all doors on the 1st floor level at 360 Reid Street.
 - Ramp from the sidewalk to the courtyard space at 360 Reid Street.
- We plan to continue building and acquiring housing suitable for folks who use mobility devices.
- Currently in the process of building a low-barrier tiny house to increase housing stock for people with limited mobility. This will include a ramp and no stairs.
- We are meeting with other agencies including Development Services Ontario, to look at how we can collaborate to provide housing for individuals with disabilities.
- We have long term dreams of creating low-barrier, palliative care programming for folks who are not eligible for Long Term Care or hospice.



For More Information

For more information on this accessibility plan, please contact at

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Our accessibility plan is publicly posted at

www.onecityptbo.ca

Standard and accessible formats of this document are free on request from

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