

Accessibility Plan

Message from the Executive Director

EnviroCentre is a growing organization making continuous strides towards accessibility. In the last few years, we have begun prioritizing our Equity, Diversity, Inclusion, and Indigenization (EDII) within our staff, programs, and services we offer to the public. We are ever-evolving as we grow and hire a diverse workforce.

We work with various communities and partner organizations across Ontario and Canada. We choose to work with/partner with organizations who value diversity to serve communities across the City of Ottawa and throughout Ontario.

Our goal is to ensure nobody feels excluded from our programs. We choose event spaces that are accessible, and we present our programs in a way that is open and welcoming to everyone.

In recent years, we renovated waste rooms in community housing apartment buildings across the City of Ottawa. To ensure accessibility, we provided info graphics for folks with literacy issues and ensured renovations allowed for space in the waste rooms for folks with mobility aids to access the facilities.

In partnership with the City for All Women Initiative (CAWI), and made possible through the Ottawa Climate Action Fund jointly managed with Ecology Ottawa and funded in part by the Government of Canada, we developed an Accessibility and Inclusion Toolkit for other climate organizations to become more accessible and welcoming to people with accessibility needs or disabilities.

Our EDII practices and accessibility plan will help to ensure our programs, services, and policies are accessible and equitable. EnviroCentre as an organization is committed to continuous improvement through learning and unlearning.

This accessibility plan is a living document. We constantly review and update our processes through EDII and accessibility lenses to ensure our programs, services, and policies remain steps ahead of the accessibility requirements we are governed by.



Sharon Coward
Executive Director

Introduction

EnviroCentre strives to meet the needs of its customers, employees, job applicants, suppliers, and other stakeholders with disabilities who access our information or use our services. We are working hard to remove and prevent barriers to accessibility.

EnviroCentre is committed to fulfilling our requirements established by the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), not only as a legal requirement, but as they align with our organization's values and our Equity, Diversity, Inclusion, and Indigenization (EDII) priorities. EnviroCentre believes that improving accessibility for people with disabilities creates positive changes throughout our greater community.

This accessibility plan outlines the steps we are taking to meet the AODA requirements and improve opportunities for people with disabilities. EnviroCentre will review and update this plan at least once every five 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.

Achievements and Actions in Accessibility

Under the Integrated Accessibility Standards Regulations (IASR), EnviroCentre is required to establish policies and procedures covering accessibility standards¹ in Customer Service, Information and Communications, and Employment. The IASR also sets out a variety of General Obligations. Those applicable to EnviroCentre are:

- Accessibility Policies and Commitment Statement
- Multi-Year Accessibility Plans
- Training

EnviroCentre is committed to accessibility in our areas of action in measurable and meaningful ways. The table below includes a summary of accessibility initiatives EnviroCentre has already implemented, as well as accessibility actions we seek to achieve by 2029.

¹ The IASR's accessibility standards also include Transportation and Design of Public Spaces, however, neither are applicable to EnviroCentre's operations.

Area of Action	Task	Completion Date	Actions
Customer Service <i>Provide accessible customer service to people with disabilities</i>	Train employees on Accessible Customer Service	Completed/ongoing	<ul style="list-style-type: none"> All employees, volunteers, and Board members are provided AODA training within their first week with EnviroCentre. Keep training log
	File Accessibility Compliance Report	Completed 2024	<ul style="list-style-type: none"> Complete online report to confirm EnviroCentre
	File Accessibility Compliance Report	December 2025	<ul style="list-style-type: none"> Complete online report to confirm EnviroCentre
	Policies	Completed 2013	<ul style="list-style-type: none"> Develop Accessibility Policy on Customer Service for Persons with Disabilities
		January 2025	<ul style="list-style-type: none"> Develop call-centre procedures with respect to accessible communication, and provide training to all applicable staff
	Provide accessible customer service	Completed, 2021	<ul style="list-style-type: none"> Community outreach communications utilizes graphics for literacy accessibility

	Training	November 2024, ongoing	<ul style="list-style-type: none"> • Provide additional training resources for public-facing employees to provide accessible Customer Service to persons with disabilities
		Completed, 2024	<ul style="list-style-type: none"> • Event-planning staff take training on how to host accessible events.
Information & Communication <i>Make information and communications accessible for people with disabilities</i>	Make information accessible to the public	Completed 2020/ongoing	<ul style="list-style-type: none"> • Assess current formats and reduce barriers wherever possible • Provide accessible formats and communication supports upon request as quickly as possible, and at no (additional) cost to people with disabilities
		Completed, 2020	<ul style="list-style-type: none"> • EnviroCentre's Annual Report available in accessible version upon request
		Completed, 2020	<ul style="list-style-type: none"> • EnviroCentre's Green Beat newsletter is AODA-compliant
	Make feedback accessible	Completed, 2013	<ul style="list-style-type: none"> • Customers and employees can provide feedback through email, on-line, phone, or by mail, upon request.
		Completed, 2020	<ul style="list-style-type: none"> • All EnviroCentre surveys and feedback forms will be available in accessible formats or with communication supports upon request (e.g., large print or by phone)

	Accessible website and web content	January 2023	<ul style="list-style-type: none"> Website content conforms to WCAG 2.0 Level A
		January 2025	<ul style="list-style-type: none"> Ensure website is 100% conformed to WCAG 2.0 Level AA standards (as of October 2024, our website is 95% conformed to WCAG 2.0 Level AA)
		Completed, 2023	<ul style="list-style-type: none"> EnviroCentre website is compatible with screen readers
	Training	November 2024/ongoing	<ul style="list-style-type: none"> Communications Team takes, at minimum, an annual course around document design and online accessibility requirements Call centre employees are trained to use TTY line
Employment <i>Make accessibility a regular part of sourcing candidates, hiring and supporting employees with disabilities</i>	Information for employees	Completed, 2021/ongoing	<ul style="list-style-type: none"> Inform employees about EnviroCentre's policies for supporting employees with disabilities during orientation for new employees, including any changes to policies
		Completed, 2020	<ul style="list-style-type: none"> EnviroCentre's HR Policies and Procedures Manual, written in 2013, includes Accessibility Standard for Customer Service and Accessibility Standard for Employees policies. In 2020, an Inclusion Policy was added.

	Organizational processes to accommodate employees	Completed, 2022	<ul style="list-style-type: none"> EnviroCentre has added a statement to all internal and external job postings, notifying all potential candidates about the availability of accommodations for applicants with disabilities during the recruitment process
		Completed, 2024	<ul style="list-style-type: none"> EnviroCentre posts jobs in text format on our website so that they are screen reader compatible. Prior to this, we would post a PDF link.
		Completed, 2022/ongoing	<ul style="list-style-type: none"> Develop accommodation plans for employees with disabilities, in consultation with the employee with the disability. Provide accessibility equipment to employee required to do their job.
		Completed, 2017/ongoing	<ul style="list-style-type: none"> Support employees who have been off work due to a disability by developing return to work practices
	Accessible Formats and Communication Supports for Employees	Completed, 2020/ongoing	<ul style="list-style-type: none"> EnviroCentre will, upon request, provide accessible formats and/or communication supports for persons with disabilities on any information needed to perform their job or information available to all employees within the organization.

General <i>Applicable to all Standards under the Integrated Accessibility Standards Regulation (IASR)</i>	Create and share Accessibility Policy	December, 2024	<ul style="list-style-type: none"> • Create a statement of commitment • Post policy on EnviroCentre's internal SharePoint and website • Review and update, as required, every 2 years, to remove barriers
	Create and share a Multi-year accessibility plan	December 2024	<ul style="list-style-type: none"> • Identify barriers • Create a multi-year plan • Post on EnviroCentre's internal SharePoint and website
	Create and share a Multi-year accessibility plan	December 2029	<ul style="list-style-type: none"> • Review and update every 5 years
	Train employees on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities	Completed 2020/ongoing	<ul style="list-style-type: none"> • Train new employees, volunteers, and Board members • Conduct specific training related to employees' duties • Keep training log
	EnviroCentre Policy Review	December, 2025	<ul style="list-style-type: none"> • Review internal policies to identify and remove barriers

For More Information

For more information on this accessibility plan, or to request an accessible format of this document for free, please contact EnviroCentre by:

- Telephone: 613-656-0100
- Email: info@envirocentre.ca
- Mail: 347-1554 Carling Ave, Ottawa, ON K1Z 7M4 (please note that we work from a virtual office and this is strictly a mailing address)

EnviroCentre's accessibility plan is publicly posted at
<https://www.envirocentre.ca/about-us/accessibility>