

ACCESSIBILITY PLAN 2026

Message from the Executive Director

Our organization continues to grow and make meaningful progress toward greater accessibility. In recent years, we have placed increased emphasis on Equity, Diversity, Inclusion, and Indigenization (EDII) within our staff, programs, and the services we provide to the public. As we expand, we remain committed to fostering an inclusive and diverse workforce that reflects the communities we serve.

Our comprehensive EDII practices and equity lens tool, developed in 2025 with the guidance of EDII consultant Diversio, will complete their first full year of implementation in 2026. All staff will complete training to apply our Equity Lens Tool to their work, ensuring accessibility and equity across our programs, services, and new projects. EnviroCentre is committed to continuous growth through ongoing learning and unlearning, as we work to create a more inclusive and equitable environment for everyone.

We collaborate with a wide range of communities and partner organizations across Ontario and Canada. We intentionally choose partners who share our commitment to diversity and inclusion, ensuring that our programs reach and benefit people throughout the City of Ottawa and beyond.

Our goal is to create programs where everyone feels welcome and included. We carefully select accessible event spaces and design our programming to be open and engaging for all participants.

In recent years, we have also undertaken renovations in community housing projects across Ottawa. As part of these efforts, we ensured waste room designs are fully accessible for individuals using mobility aids. To further support communities with varying literacy levels and language backgrounds, we developed clear, visual infographics to make waste disposal information easy to understand and accessible to everyone.

EnviroCentre, in partnership with the YMCA, developed and launched the Retrofit Accelerator Mentorship Program (RAMP) in 2025, with two additional programs planned for 2026. RAMP engages early-career mentees who face barriers to entering the trades and gaining employment, providing them with opportunities to participate in and contribute to training projects in their field of interest.

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 2025, ongoing	<ul style="list-style-type: none"> All employees and volunteers are provided AODA training within their first week with EnviroCentre. Keep training log
	File Accessibility Compliance Report	Completed 2023	<ul style="list-style-type: none"> Completed online report to confirm EnviroCentre compliance The next compliance report will be completed in December 2026
	Policies	Completed 2013	<ul style="list-style-type: none"> Develop Accessibility Policy on Customer Service for Persons with Disabilities
		Completed 2025, to revisit annually	<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, ongoing	<ul style="list-style-type: none"> Community outreach communications that utilize graphics for literacy accessibility
	Training	Completed 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, ongoing	<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 Continue expanding ALT text availability across all platforms Provide accessible formats and communication supports upon request as quickly as possible, and at no (additional) cost to people with disabilities
		Completed 2020, ongoing	<ul style="list-style-type: none"> EnviroCentre's Annual Report available in accessible version upon request
	Make feedback accessible	Completed 2013, ongoing	<ul style="list-style-type: none"> Customers and employees can provide feedback through email, on-line, phone, or by mail, upon request.
		Completed 2020, ongoing	<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	Completed January 2023	<ul style="list-style-type: none"> Website content conforms to WCAG 2.0 Level A
		May 2026	<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)
		July 2026	<ul style="list-style-type: none"> A customer service chatbot will be an additional resource on the EnviroCentre website, in connection with currently available customer service phone services
		Completed 2023, ongoing	<ul style="list-style-type: none"> EnviroCentre website is compatible with screen readers

Employment <i>Make accessibility a regular part of sourcing candidates, hiring and supporting employees with disabilities</i>	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. • All-staff complete at least one accessibility training annually. • Each department will learn to apply an equity lens tool to their work.
General <i>Applicable to all Standards under the Integrated Accessibility Standards Regulation (IASR)</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 and policy reminders for current staff, 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. This is also included in the interview invitation phase and brought up at the beginning of each interview.
		Completed 2024	<ul style="list-style-type: none"> • EnviroCentre posts jobs in text format on our website so that they are screen reader compatible.
		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 policies and 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.
	Create and share Accessibility Policy	Completed 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	Completed December 2024, Review and update every 5 years	<ul style="list-style-type: none"> Identify barriers Create a multi-year plan Post on EnviroCentre's internal SharePoint and website
	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 and volunteers Conduct specific training related to employees' duties Keep training log
	EnviroCentre Policy Review	Completed 2025, annual review	<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>