

## Accessibility Policy

<b>Effective Date</b>	November 15, 2023
<b>Approval Date</b>	November 15, 2023
<b>Next Review Date</b>	November 2028

<b>Introduction</b>	<p>This policy supports OCHC’s commitment to providing quality services to persons with disabilities. It provides direction towards eliminating accessibility barriers to OCHC housing, employment, and services.</p> <p>The policy recognizes the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the provincial standards of accessibility for persons with disabilities.</p> <p>The Accessibility policy does not alter OCHC’s obligations to persons with disabilities under the Ontario Human Rights Code (the Code).</p>
<b>Policy Statement</b>	<p>OCHC is committed to identifying, removing, and preventing barriers for people with disabilities.</p> <p>OCHC will provide accessible housing, employment and services in a way that respects the dignity and independence of people with disabilities in compliance with the <i>Accessibility for Ontarians with Disabilities Act</i> (AODA) and in consideration of accessibility needs.</p>
<b>Policy Objectives</b>	<ul style="list-style-type: none"> <li>Provide accessible housing, employment and services to persons with disabilities</li> <li>Communicate with tenants, employees, business invitees, volunteers and members of the public with consideration of accessibility needs</li> <li>Include and maintain accessible public spaces in new construction and redevelopment</li> <li>Identify and plan accessibility approaches when developing policies, procedures, and business practices</li> </ul>
<b>Policy Principles</b>	<ul style="list-style-type: none"> <li>Equitable access to OCHC employment, housing, facilities and services nurtures inclusive communities and workplaces</li> <li>Integrating the needs of persons with disabilities into policies and business processes reflects OCHC’s core</li> </ul>

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	<p>values</p> <ul style="list-style-type: none"> <li>Respecting the dignity and independence of persons with disabilities is fundamental to delivering quality service</li> </ul>
<b>Application</b>	This policy applies to all OCHC employees, Board and Committee members, partners, volunteers, and business invitees

Key Roles	Key Responsibilities
<b>Chief Executive Officer</b>	<ul style="list-style-type: none"> <li>Promote an organizational culture of understanding regarding disabilities and accessibility</li> <li>Oversee the implementation of requirements under the AODA, and this Policy</li> </ul>
<b>Vice President, Tenant Experience</b>	<ul style="list-style-type: none"> <li>Provide corporate oversight and support regarding the interpretation, application and administration of the AODA, this policy, procedures and associated documentation</li> <li>Ensure corporate AODA compliance, audit and performance reporting is completed, as required</li> </ul>
<b>Chief Development Officer</b>	<ul style="list-style-type: none"> <li>Provide oversight and support regarding the provision of technical expertise relating to modifications to OCHC assets for persons disabilities</li> <li>Ensure AODA compliance in new construction and redevelopment</li> </ul>
<b>Director, Legal Services</b>	<ul style="list-style-type: none"> <li>Provide oversight and support regarding AODA compliance for internal and external communication</li> </ul>
<b>Chief Officer People, Culture and Communications</b>	<ul style="list-style-type: none"> <li>Provide oversight and support regarding the application and interpretation of the AODA for employees with disabilities</li> <li>Ensure employee training on AODA is delivered and documented</li> </ul>
<b>Chief Officers</b>	<ul style="list-style-type: none"> <li>Ensure that employees comply with the requirements under the AODA, this Policy, procedures and associated documentation</li> <li>Consider accessibility when developing policies, business processes or making decisions</li> <li>Consult and work with the appropriate departments and subject matter experts to achieve the objectives of this policy</li> </ul>

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<b>Managers</b>	<ul style="list-style-type: none"> <li>• Provide supervision and guidance to employees in understanding and complying with the AODA, this policy, procedures and associated documentation</li> <li>• Discuss this policy and the AODA with employees and highlight any areas or examples that have particular relevance, given the nature of the employee's work</li> <li>• Work in consultation with Human Resources to address requests for employee accommodation</li> <li>• Identify barriers for persons with disabilities and work to reduce and eliminate them</li> <li>• Ensure business invitee adherence to training and documentation requirements under the AODA and when dealing with tenants, members of the public or third parties on behalf of OCHC</li> <li>• Promote and reinforce with volunteers compliance with the AODA when dealing with tenants, members of the public or third parties on behalf of OCHC</li> <li>• Record training provided to volunteers by OCHC and confirmation of training volunteers received through other organizations</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>• Provide service to persons with disabilities in compliance with this policy, procedures and associated documentation</li> <li>• Participate in finding solutions to meet the needs of persons with disabilities</li> <li>• Notify a Manager or Human Resources of personal accessibility needs and requests for accommodation due to disability</li> </ul>
<b>Volunteers</b>	<ul style="list-style-type: none"> <li>• Comply with the AODA when dealing with tenants, members of the public or third parties on behalf of OCHC</li> </ul>

<b>Related OCHC Policies and Procedures</b>	<p><a href="#">Customer Service Procedures</a></p> <p><a href="#">Accommodating Employees with Disabilities Procedure</a></p> <p><a href="#">Request for Accommodation Procedure (Tenants)</a></p> <p><a href="#">Return to Work Procedure</a></p>
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<b>Other Supporting References</b>	<a href="#">Accessibility for Ontarians with Disabilities Act</a> <a href="#">AODA, Integrated Accessibility Standards</a> <a href="#">Human Rights Code (Ontario)</a> <a href="#">Ontario Non-Profit Housing Association (ONPHA)</a> Accessibility for Customer Service Manual
<b>Questions / Contact</b>	Director, Legal Services Director, Development Vice President, People, Culture, and Strategy
<b>Appendices</b>	<b>Appendix 1</b> – Definitions <b>Appendix 2</b> – Document History

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### Appendix 1 – Definitions

Term	Definition
<b>Accommodation</b>	The special arrangement made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.
<b>Barrier</b>	Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.
<b>Business Invitees</b>	Includes vendors, contractors and other providers of goods and services to OCHC.
<b>Disability</b>	<ul style="list-style-type: none"> <li>• 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, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, 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,</li> <li>• A condition of mental impairment or a developmental disability,</li> <li>• A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,</li> <li>• A mental disorder, or an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997</li> </ul>
<b>Manager</b>	Includes an employee's direct supervisor including a Manager, Director, Vice President or Chief Officer.

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**Appendix 2 – Document History**

<b>Revision Number</b>	<b>Date</b>	<b>Author(s)</b>	<b>Description</b>
1.0	December 8, 2011	Kelly Hastings	Customer Service Standards Policy Approved by Board of Directors.
2.0	March 22, 2018	Kelly Hastings	Scope broadened to comply with AODA, Integrated Accessibility Standards. Clarified manager responsibility to ensure business invitee compliance. Approved by the Board of Directors.
2.1	November 15, 2023	Kelly Hastings	Updated to titles to reflect organizational change.