



# Warden Woods Community Centre Multi-Year Accessibility Plan 2026–2030

## Message from the Executive Director

Welcome to Warden Woods Community Centre's Multi-Year Accessibility Plan 2026–2030. With the growth of WWCC over the past five years and the need for our organization to become fully compliant with the Accessibility for Ontarians with Disabilities Act, 2005, I am pleased to release this Multi-Year Plan for our communities and organization. WWCC is committed to providing opportunities for all community members, participants, volunteers and employees in a safe and accessible environment across all our sites.

Julia Gonsalves  
Executive Director

## **Introduction**

Warden Woods Community Centre is committed to providing meaningful programs, services, and employment opportunities in an environment that is ethical, inclusive, and accessible. We are also committed to supporting the well-being of all participants, volunteers, staff, and community members who access our programs and services. In keeping with these commitments, Warden Woods strives to meet the needs of people with disabilities and is working to remove and prevent barriers to accessibility in our programs, services, facilities, and workplace. Furthermore, we are committed to fulfilling the requirements under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. This Accessibility Plan outlines the steps we are taking to fulfill our commitment, meet those requirements, and improve opportunities for people with disabilities.

*Ontario Regulation 191/11: Integrated Accessibility Standards Regulation (IASR)* under the Accessibility for Ontarians with Disabilities Act, 2005 requires organizations to create multi-year accessibility plans, update them once every five years, and post them on their websites if they have one. An accessibility plan outlines what steps an organization will take to prevent and remove barriers to accessibility and when it will do so. Our plan demonstrates how Warden Woods Community Centre will contribute to making Ontario an accessible province for all Ontarians.

This plan will be reviewed and updated at least once every five years, and an annual status report will be prepared to report on the progress of each initiative. Warden Woods Community Centre will also seek input from community members, including people with disabilities, to support the implementation of accessibility initiatives.

## **Statement of Commitment**

Warden Woods Community Centre is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

## Strategies and Actions

The following section outlines the projects and programs we plan to implement in order to meet the requirement of the Accessibility for Ontarians with Disabilities Act to remove and prevent barriers to people with disabilities.

### Customer Service

Warden Woods Community Centre is committed to providing accessible programs and services 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.

We strongly value the right of community members and participants with disabilities to fully participate within our programs and services, and we will ensure that participants/ community members with disabilities are supported and provided with an equitable opportunity to achieve their goals and interests.

In order to ensure compliance with the Customer Service Standard of the Accessibility for Ontarians with Disabilities Act, by January 1<sup>st</sup>, 2027, Warden Woods Community Centre will:

- Continue to develop, implement, review, and maintain policies, practices, and procedures governing the provision of goods and services to persons with disabilities.
- Continue to inform community members and participants of the availability of accommodation upon request and develop, implement, and review Individualized Accommodation Plans for members/ participants with disabilities.
- Develop participant/ member feedback processes that are accessible and consider the needs of individuals with disabilities.
- Develop feedback processes to identify barriers to accessibility in programs and services and create a strategy to implement recommendations.
- Develop a policy on the use of guide dogs or other service animals, outlining the guidelines for ensuring that members/ participants, employees, volunteers, and visitors who require support of a service animal are accommodated.
- Provide staff and volunteers with professional development opportunities outside of regular training focused on current strategies for engaging all members/ participants.

### Information and Communications

Warden Woods Community Centre is committed to making our information and communications accessible to people with disabilities. By creating, providing, and receiving information and communications in accessible formats, we can give all community members/ participants an equal opportunity to access programs, services, and resource.

In order to ensure compliance with the *Information and Communications Standard of the Accessibility for Ontarians with Disabilities Act*, by January 1<sup>st</sup>, 2027, Warden Woods Community Centre will:

- Continue to ensure that public websites and digital content meet or exceed the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, which is the current standard under the *Accessibility for Ontarians with Disabilities Act*.
- Notify the public of the availability of accessible formats and communication supports and provide accessible formats when requested.
- Offer accessible formats and communication supports to employees and volunteers with disabilities.
- Develop a process for soliciting, receiving, and responding to feedback in ways that are accessible.
- Ensure that program information, materials, and communications are provided in accessible ways wherever possible and programs systems meet accessibility guidelines.

## Employment

Warden Woods Community Centre is committed to fair and accessible employment practices. Employees with disabilities have the right to meaningful employment that is ethical and fair, and all employment services provided by Warden Woods Community Centre shall follow the principles of dignity, independence, integration, and equal opportunity.

In order to ensure compliance with the Employment Standard of the *Accessibility for Ontarians with Disabilities Act* by January 1<sup>st</sup>, 2027, Warden Woods Community Centre will:

- Create an accessibility committee to advise on and assist the implementation of accessibility initiatives and publish annual status report on the progress of accessibility measures.
- Review employment-related policies and procedures to ensure applicants and employees with disabilities are appropriately accommodated.
- Continue to inform potential candidates in the recruitment and selection process of the availability of accommodations for people with disabilities.
- Continue to inform employees of the availability of accommodations and collaboratively develop, implement, and review Individualized Accommodation Plans for employees with disabilities.

- Develop internal communication strategy/ process to raise awareness of Individualized Accommodation Plans and Individualized Emergency Response Information for employees with disabilities.
- Develop and implement an employee self-identification survey for employees to identify barriers to accessibility in the workplace and create a strategy to implement recommendations.
- Review return-to-work processes and supports to ensure appropriate accommodation for employees who have been absent from work due to a disability.

## Procurement

Warden Woods Community Centre is committed to fair and accessible employment practices, including the consideration of accessibility in our procurement practices.

Along with other criteria, such as cost and quality, we will incorporate accessible design and features whenever possible.

In order to ensure compliance with the *Accessibility for Ontarians with Disabilities Act by January 1<sup>st</sup>, 2027*, Warden Woods Community Centre will:

- Review and modify procurement processes to ensure the consideration of accessibility, and to ensure procurement policies include accessibility requirements where appropriate.

## Training

Warden Woods Community Centre 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.

In order to ensure compliance with the *Accessibility for Ontarians with Disabilities Act*, by January 1<sup>st</sup>, 2027, Warden Woods Community Centre will:

- Continue to provide training regarding the provision of services to persons with disabilities to all employees, and provide training to volunteers and individuals who provide goods, services, or facilities on behalf of Warden Woods Community

Centre. Training will be provided as soon as practicable and on an ongoing basis in connection with changes to relevant policies, practices, and procedures.

- Develop training resources/ modules on the Accessibility for Ontarians with Disabilities Act (AODA), accessible documents, and best practices for removing barriers within programs and services.
- Continue to maintain records of employee and volunteer training and ensure individuals remain up to date on relevant accessibility legislation, policies, and best practices for interacting with and providing services to people with disabilities.

## Design of Public Spaces

Warden Woods Community Centre is committed to making communal spaces accessible to people with disabilities. We believe that all people should have equal opportunity to participate in programs, services, and events offered at all our sites.

In order to ensure compliance with the *Design of Public Spaces Standard of the Accessibility for Ontarians with Disabilities Act*, by January 1<sup>st</sup>, 2027, Warden Woods Community Centre will:

- Meet accessibility laws when building or making major changes to public spaces. For example, accessibility considerations will be incorporated into the centre's current redevelopment process (i.e. planning and designing phases) as well as for the temporary relocation plan during construction.
- Review our facilities to identify opportunities to improve accessibility and meet accessibility standards in areas such as:
  - Parking
  - General vehicle access
  - Exterior approaches and entrances
  - Interior doors and doorways
  - Paths of travel, corridors, and hallways
  - Stairs
  - Elevators (where applicable)
  - Washrooms
  - Reception desks, lobbies, and waiting areas
  - Program and meeting rooms
  - Kitchens and community spaces
  - General Signage and wayfinding

- Emergency systems and evacuation instructions
  - Workstations
- Warden Woods Community Centre will put procedures in place to prevent service disruptions to accessible parts of our public spaces.

## **For More Information**

In keeping with our AODA commitments and communicating with people with disabilities in ways that consider their disabilities, this document is available in alternative formats upon request. For more information on this accessibility plan, or to request standard or accessible formats of this document, please contact our Human Resources department at: *Warden Woods Community Centre, 74 Firvalley Court, Scarborough, Ontario, Phone: (416) 694-1138/ Email: [info@wardenwoods.com](mailto:info@wardenwoods.com)*

Our accessibility plan as publicly posted at [www.wardenwoods.com](http://www.wardenwoods.com)