



**Accessibility for Ontarians with Disabilities Act (“AODA”) - Multi-Year Accessibility Plan (50+ Employees)
As revised, August 9, 2023**

North York Harvest Food Bank Multi-Year Accessibility Plan
Approved By: Ryan Noble, Executive Director – August 9, 2023

North York Harvest Food Bank (NYHFB) is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equity of opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act (“AODA”)*.

NYHFB’s Multi-Year Accessibility Plan:

- outlines the policies and actions we are putting in place to improve opportunities for people with disabilities
- will be reviewed and updated as new practices and requirements come into effect, at least once every 5-years
- is posted on the organization’s website at <https://northyorkharvest.com/>.

Requests for a copy of this document in an accessible format or feedback should be directed via email to the HR Specialist: hr@northyorkharvest.com.

Customer Service Standard

Initiative	Requirement	Task-owner	Decider-delegator	Completed / Ongoing / To do
Develop policy and procedures	Providing Goods and Services to Customers with Disabilities Policy - Make written policies publicly available	Post to website: Director of Development & Marketing Provide in an accessible format upon request: HR Specialist	Senior Operations Director	Completed

		Locate policy within updated HR Manual post to share drive: HR Specialist		
Train employees and consultants who deal with the public on behalf of the organization	Training on, AODA, ON Human Rights Code (Code) and related NYH policies; method and content tailored to role	Provide required training checklist & link for on-line training to hiring manager: Business Administration Specialist Ensure new employees complete training and note in 'training tracker': Direct Supervisor or Functional Director Complete on-line training and submit certification of completion with Direct Supervisor/Functional Director: New personnel (paid staff, volunteers, trainees etc.). Send documentation to Finance Director for the employees' HR file: Direct Supervisor/Functional Director	Senior Operations Director	Ongoing
Posting of notices	Notice of any temporary disruption in facilities or services that people with disabilities usually use	Post notices as needed in a conspicuous place at all sites (e.g., on elevator, voicemail, website): Manager, Program Services	Senior Operations Director	Ongoing

IASR General Requirements (Integrated Accessibility Standards Requirement)

Initiative	Requirement	Task-owner	Decider-delegator	Completed / Ongoing / To do
Develop policy and procedures	Accessibility Policy - Make written policies publicly available	Post to website: Director of Development & Marketing Provide in an accessible format upon request:	Senior Operations Director	Completed

		<p>HR Specialist</p> <p>Locate policy within updated HR Manual post to share drive: HR Specialist</p>		
Multi-year Accessibility Plan	Establish, implement, maintain, and document strategy to meet AODA requirements	<p>Post to shared drive: HR Specialist</p> <p>Post to website: Director of Development & Marketing</p> <p>Review as needed and not less than annually with an eye to updates/changes: Executive Director, Senior Operations Director, HR Specialist</p>	Executive Director	Completed
Train staff, volunteers, students and consultants	Train on IASR General Requirements	<p>Training concurrent with Customer Service Standard training</p> <p>Ensure new employees complete training and note in 'training tracker': Direct Supervisor or Functional Director</p> <p>Complete on-line training and submit certification of completion with Direct Supervisor/Functional Director: New personnel (paid staff, volunteers, trainees etc.)</p> <p>Send documentation to Finance Director for the employees' HR file: Direct Supervisor/Functional Director</p>	Senior Operations Director	Ongoing
Report	File compliance reports as per regulations – Next report to be filed by December 31 st , 2023	File on-line compliance report with Service Ontario: Executive Director with support from HR Specialist	Executive Director	To do

Information and Communications Standards

Initiative	Requirement	Task-owner	Decider-delegator	Completed / Ongoing / To do
Emergency and public safety information	Make emergency and public safety information accessible when asked	If emergency procedure plans or public safety information is prepared and made available to the public, the information will be provided in an accessible format or with appropriate communication support as soon as practicable, upon request: Direct Supervisor or Functional Director as applicable	Senior Operations Director	Ongoing
Feedback	Make feedback processes available when asked and make publicly available information accessible when asked	Upon request respond to feedback: HR Specialist	Senior Operations Director	Ongoing
Accessible format and communication support	Make publicly available information accessible when asked	Upon request, consult with person making the request in determining the suitability of an accessible format or communication support; and provide publicly available information in accessible formats and communication supports for person with disabilities: HR Specialist	Senior Operations Director	Ongoing
Accessible websites and web content	Make all Internet website and web content conform with WCAG 2.0 level AA (excluding live captioning and audio description)	Work with service providers so that all public websites and content on those websites conform with the requirement: Director of Development & Marketing	Director of Development & Marketing	Completed

Employment Standards

Initiative	Requirement	Task-owner	Decider-delegator	Completed / Ongoing / To do
Workplace emergency plans for employees with disabilities	Put into place individual workplace emergency response plan for employees with disabilities	<p>Provide individualized workplace emergency response information to employees who have a disability if the disability is such that this is necessary and</p> <p>Work with individual employee to develop plan and with agreement of employee, share plan with appropriate colleague(s): Direct Supervisor or Functional Director with support from HR Specialist and</p> <p>Send documentation to Finance Director for the employees' HR file: Direct Supervisor/Functional Director</p>	Executive Director	Ongoing
Employment practices that are more accessible	Put into place procedures and practices for that consider the needs of applicants and employees with disabilities.	<p>Inform employees about policies for support with disabilities.</p> <p>and</p> <p>Upon request, provide accommodations for persons with disabilities applying to internal and external job postings; and, for employees with disabilities during orientation and training, career development and advancement opportunities, performance management job transfers or promotions, and upon return-to-work processes for employees who have been absent due to disability.</p> <p>and</p> <p>The most appropriate support will depend on the specific needs of the</p>	Executive Director	Ongoing

		employee and the capacity of the organization to provide the support: Functional Director with support from HR Specialist		
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Design of Public Spaces

Initiative	Requirement	Task-owner	Decider-delegator	Completed / Ongoing / To do
Service counters	At least one counter for every service offered must be accessible	All sites are accessible, or accommodations are made to eliminate barriers	Senior Operations Director	Ongoing
Fixed queuing guides	Area wide enough for people using mobility devices to go through the lines and can turn when the lines do Guides showing the areas' boundaries detectable for people using white canes.	NYHFB sites do not have fixed queuing guides		
Waiting areas with fixed seating	Groups of seats attached to floor/ground where people must wait: 3% of accessible seating must be space where people using mobility devices can wait Every waiting area must have at least one accessible space The accessible space must be in the same location as the non-accessible seating, so all people wait together	NYHFB sites do not have fixed seating		

Outdoor public use eating areas	Organizations that build outdoor eating areas for public use must make at least 20% of tables accessible or With nine or fewer tables must make at least one table accessible	N/A		
Self-service kiosks (check-outs)	At least one kiosk for every service offered must be accessible	N/A		
Recreational trails & beach	Make access routes accessible	N/A		
Off-street parking lots	Make off-street parking accessible	N/A		