

## AODA Multi-Year Accessibility Plan

### **Purpose:**

This 2026 -2031 Multi-Year Accessibility Plan outlines the policies, ongoing commitments, and actions that UHC - Hub of Opportunities (UHC) will implement to identify, prevent, and remove barriers for people with disabilities in accordance with the Accessibility for Ontarians with Disabilities Act (AODA), 2025 and the Integrated Accessibility Standards Regulation (IASR)..

### **Statement of Commitment**

The UHC is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities promptly, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

This plan will be reviewed and updated at least once every 5 years and will be made publicly available in an accessible format upon request.

### **Policy:**

#### **Training**

##### **Status: Ongoing**

The UHC will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

UHC ensures that all new employees, volunteers, board members, and other applicable individuals receive accessibility training as soon as practical and within 30 days of engagement.

Training includes:

- The IASR requirements that apply to the UHC
- What you have to do under the *Ontario Human Rights Code* (related to disabilities)

Records of accessibility training, including dates and participants, will be maintained in accordance with AODA requirements.

#### **Information and Communications**

##### **Status: Ongoing and Monitored**

UHC maintains an accessible feedback process to receive and respond to feedback from clients, staff, volunteers, and members of the public regarding accessibility.

The UHC has made the feedback process available to the public and is available in accessible formats on request.

##### **Status: Ongoing**

The UHC is committed to meeting the communication needs of people with disabilities.

- UHC ensures that publicly available websites and web content conform to the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, as required under the IASR.
- Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print.
- Make all functionality available from a keyboard.
- Where public computer access is provided, reasonable efforts will be made to ensure accessibility of workstations and digital tools.

**Status: Ongoing**

UHC ensures that existing feedback processes are accessible to people with disabilities upon request.

- Create a feedback process to receive and respond to feedback from our employees.
- Make the feedback process accessible in multiple formats, such as telephone, email, mail, and in-person.

**Status: Ongoing**

UHC will continue to ensure that all publicly available information is made accessible upon request and in consultation with the individual making the request.

- Let the public know that we will make information accessible upon request.
- Consult with people who request accessible information to figure out how to meet their needs as soon as possible.

**Status: Maintained**

UHC maintains compliance with WCAG 2.0, Level A A standards for applicable web content and will monitor future legislative updates to ensure continued compliance.

**Employment**

**Status: Ongoing**

The UHC is committed to fair and accessible employment practices. We will take the following steps to notify the public and staff that, when requested, will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- Let job applicants know that we will accommodate disabilities during the selection process.
- If a job applicant requests accommodation, consult with them and make adjustments that best suit their needs.
- Notify successful applicants of our policies for accommodating employees with disabilities.

**Status: Ongoing**

The UHC will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees who have been absent due to a disability.

- Develop individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.
- Outline the steps we will take to help our employees return to work when they:

- have been absent because of a disability and need some form of disability-related accommodation to return to work.

**Status: Ongoing**

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account the UHC is using performance management, career development and redeployment processes.

Make performance management accessible by:

- Reviewing our employees' accommodation plans to understand their needs and see whether we need to make adjustments to help them succeed
- Making performance management documents, such as performance plans, available in accessible formats, such as large print, when asked, and
- Providing feedback and coaching employees in a way that is accessible to them, such as using plain language for an employee who has a learning disability.
- When we provide career development opportunities, consider what accommodations employees with disabilities may need to:
  - learn new skills, or;
  - take on more responsibilities in their current position;
  - consider what we could do to help our employees with disabilities succeed in other positions in our organization when they change jobs.

**Other**

The UHC will take steps to prevent and remove any other accessibility barriers as identified by the public, employees, and clients of the UHC, as required and requested.

**Design of Public Spaces**

The UHC will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Relevant public spaces include:

- Service-related elements like service counters, fixed queuing lines and waiting areas

Where UHC operates food distribution areas, warehouse facilities, or a community kitchen accessible to the public, accessibility considerations will be incorporated into any redesign or major renovation in accordance with the IASR.

The UHC will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

- In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

For more information, questions, or concerns regarding accessibility at the UHC or to request communication in an accessible format, please contact the UHC Human Resources department.

Phone: 519-944-4900

Email: [sodonnell@uhc.ca](mailto:sodonnell@uhc.ca)

This Multi-Year Accessibility Plan is publicly available and will be reviewed and updated no later than 2031, or sooner if required by legislative changes.