



# Thunder Bay Indigenous Friendship Centre

## **Multi-year Accessibility Plan (AODA) 2024-2028**

### **Introduction**

This *Accessibility Plan* outlines the strategy of the Thunder Bay Indigenous Friendship Centre to prevent and remove barriers for people with disabilities and to comply with the requirements of the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005*.

### **Statement of Commitment**

The Indian Youth Friendship Society, operating as the Thunder Bay Indigenous Friendship Centre (TBIFC), is committed to providing a barrier-free environment for all stakeholders, including our clients, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations.

TBIFC understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.

Providing an accessible and barrier-free environment is a shared effort, and we are committed as an organization to working with the necessary parties to make accessibility for all a reality. For more detailed information on our accessibility policies, plans, and training programs, please contact Charlene Baglien, Executive Director, or Serena Essex, Director of Operations.

### **Multi-year Accessibility Plan**

TBIFC strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility. TBIFC is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated 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 and the number of individuals to whom it was provided.

## **Completed Initiatives**

The Thunder Bay Indigenous Friendship Centre has completed the following initiatives to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*:

### **Customer Service Standards**

- All employees, managers and senior managers, and volunteers have been provided with AODA specific training;
- All employees and volunteers are provided with refresher AODA training annually or as legislation changes.
- Training is completed via *HR Download Modules* and records are stored in this software;
- Service animals are permitted on all TBIFC owned premises where clients have access (except food preparation areas).

### **Information and Communication Standards**

- TBIFC website upgraded to meet AODA compliance standards (World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA);
- Online feedback processes available on website, including available alternate formats ; and
- Notifications of disruptions to service / closures are posted appropriately on website ([www.tbifc.ca](http://www.tbifc.ca)) and social media platforms.

### **Employment Standards**

- TBIFC has listed equal opportunity employer and accommodation statements with all job postings since 2014;
- TBIFC has accommodated prospective clients in the interview process, including providing interview questions in written format, as needed; and
- TBIFC has developed individualized workplace emergency response plans tailored for individuals requiring accommodation.

### **Transportation Standards**

- Although TBIFC does not provide conventional transportation and transportation stands are not applicable, TBIFC has proactively reduced transportation barriers by securing transportation through a third-party purchase of service (public transit, taxis).
- TBIFC purchased a transit vehicle specifically to support persons with accessible transportation needs to access programming.

## **New and Ongoing Initiatives**

The Thunder Bay Indigenous Friendship Centre plans to take or is in the process of completing the following initiatives to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*:

### **Customer Service Standards**

- Ongoing training and orientation for new employees and volunteers; and
- Ongoing annual review and applicable revision of *Customer Service Standards* of five-year accessibility plan;
- Review and develop additional emergency procedures to ensure customers with varying abilities are assisted in building emergencies;
- Continue enabling customers to use assistive devices;
- Welcoming the assistance of service animals and support persons.

### **Information and Communication Standards**

- Ongoing annual review and applicable revision of *Information and Communication Standards* of five-year accessibility plan.

### **Employment Standards**

- Ongoing annual review and applicable revision of *Employment Standards* of five-year accessibility plan;
- Continue addressing barriers to recruitment;
- Continue to accommodate employees.

## **Feedback is Welcome**

We welcome your inquiries and feedback about accessibility and our efforts at meeting the AODA and the IASR.

If you have any questions or concerns about this plan or its initiatives, or if you want to receive a copy of the plan in a different accessible format, please contact Serena Essex, Director of Operations.

We will monitor and evaluate any feedback the organization has received through the year related to accessibility. This information will be used to improve our processes and may be integrated into our accessibility reports and/or multi-year plan.

Please contact us by:

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