



# ACCESSIBILITY

This accessibility plan outlines the policies and actions that Monarch House will put in place to improve opportunities for people with diverse abilities and needs.

## Statement of Commitment

Monarch House is committed to treating all people in a way that allows them to maintain their dignity and independence. We are committed to meeting the needs of people with diverse needs in a timely manner. To this end, we commit to prevent, identify and remove barriers for people with diverse needs and to deliver our services in a way that respects every person's independence and dignity and encourages integration and equal opportunity.

## Customer Service Plan

Monarch House seeks to provide an environment where everyone has access to our services. To ensure this, we shall meet or exceed the requirements of the *Accessibility for Ontarians with Disabilities Act* (Ontario) (the AODA) as follows:

## Policy

A multi-year accessibility plan is available upon request. Monarch House reviews the policy regularly to meet the new requirements of the Integrated Accessibility Standards Regulations under the AODA.

Monarch House continually identifies and removes barriers to access for people with diverse needs. To date we do the following to achieve this goal:

- Permit personal assistive devices such as wheelchairs, and the use of service animals and support persons. While on our premises, the person with a disability shall be permitted to have access to his or her support person at all times. Unless there are overriding health and safety concerns, the person with a disability may choose not to be accompanied by his or her support at all times.
- We will communicate with persons with diverse abilities in ways that take into account their needs.





## **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to our services or facilities for clients with disabilities, Monarch House will take reasonable steps to advise clients with disabilities whom the disruption might affect. In particular, we identify the disruption's cause and duration and give information on alternative services.

## **Training for Staff**

Monarch House will provide training to all personnel on key principles and strategies for ensuring respectful and effective communication with persons with diverse needs. Training will include:

- an overview of the AODA and the requirements of the customer service standard;
- how to use equipment or various assistive devices that may be used by clients with diverse needs while accessing our services;
- how to interact and communicate with persons with various types of needs;
- how to interact with persons with diverse needs who use an assistive device or require the assistance of a service animal or support person;
- what to do if a person with a diverse need is having difficulty in accessing Monarch House's services.

## **Feedback**

Monarch House welcomes feedback on how we provide our services to people with diverse needs. Clients or others who wish to provide feedback on the way Monarch House provides services to persons with diverse needs can provide their feedback directly to the personnel from whom they received services. Alternatively, we provide a mechanism for feedback through any of the following methods:

By telephone: 604-205-9204





By email: [accessibility@cbi.ca](mailto:accessibility@cbi.ca)

Monarch House

By regular mail: #810, 2025 Willingdon Ave, Burnaby  
V5J 0C3

Attention: Accessibility Coordinator

All feedback will be directed to Monarch House's Accessibility Coordinator. In the ordinary course, we will make every effort to respond to the feedback quickly and effectively. Any complaints about services provided to persons with disabilities will be addressed according to Monarch House's regular complaints management procedures.

### **Availability of Customer Services Documents**

Monarch House makes our accessibility policy and all related documents available on request.

### **Accessibility Policies and Plan under the Integrated Accessibility Standards**

#### **Accessible Emergency Information**

Monarch House is committed to providing clients with publicly available emergency information in an accessible way upon request. We provide employees with diverse needs with individualized emergency response information when necessary based on their known accommodation needs.

#### **Training**

In addition to the training we provide to our employees under the *Accessibility Standards for Customer Service*, (Ontario Regulation 429/0) Monarch House will provide training to our employees, volunteers and other staff members on the requirements of the *Integrated Accessibility Standards* (Ontario Regulation 191/11) and on the *Human Rights Code* as it relates to people with disabilities. Training will be provided in a way that best suits the actual duties of our employees, volunteer and other staff members.





## **Information and Communications**

Monarch House is committed to meeting the communication needs of people with diverse needs. When requested, we will consult with people with diverse needs to determine their information and communication needs.

Monarch House has ensured that our existing processes for receiving and responding to feedback are accessible to people with diverse needs, upon request by:

- providing multiple methods for feedback, such as in writing or via email, telephone or in person; and
- considering and implementing those accessible formats or communication supports required elsewhere in the Integrated Standard.

Monarch House ensures that, upon request, we will provide or arrange for the provision of publicly available information that is in respect of our goods, services or facilities in an accessible format by:

- consulting with the person making the request to determine the appropriate accessible format or communication support, given the needs of the person, whether the content is convertible and within Monarch House's capability;
- providing the accessible format or communication support in a timely manner that accounts for the persons' needs at no additional cost to the person; and
- notifying the public through our public website about the availability of accessible formats and communication supports.

## **Accessible Websites and Content**

Monarch House will take the following steps to make all its internet websites and all content posted on those sites since January 1, 2012 conform with WCAG 2.0, Level AA, other than exclusions as set out in the *IASR*, by January 1, 2021. We will audit all websites and content for Level AA compliance and we will implement the necessary changes to bring the websites and web content into conformance with all applicable Level AA standards.

## **Employment**





Monarch House is an equal opportunity employer and is committed to fair and accessible employment practices. Accommodations are available on request for people with diverse needs during the recruitment, application and assessment processes and when people are hired or apply for an internal transfer.

On learning of an employee's needs, Monarch House works with the employee to create an individualized emergency response plan. With consent, we share this information with those responsible for helping in emergencies. We review individualized emergency response plans whenever the employee moves to a different location, overall accommodation needs or plans are reviewed and we review our general emergency response policies.

In recruiting new employees, Monarch House notifies potential applicants that we accommodate applicants with diverse needs. On request, we will provide accommodation appropriate to the applicants' accessibility needs.

Monarch House has developed and implemented a return-to-work process for employees that have been absent due to a disability and need accommodations to return to work. The process outlines the steps we will take to facilitate the employee's return to work.

When undertaking any performance management, career development and redeployment processes, Monarch House will ensure that the accessibility needs of its employees with diverse needs are taken into account. This will include a review of any individual accommodation plans that are in place for individual employees.

Where any employee, client or other person identifies any accessibility barriers, Monarch House will take steps to remove the barriers identified. Monarch House will also undertake periodic audits to determine whether other accessibility barriers may be present, and will take steps to remove any barriers identified through the audit process.

## **Design of Public Spaces**

Monarch House will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

Monarch House will endeavour to prevent service disruptions to the accessible parts of its public spaces. To reduce the risk of service disruptions, Monarch House will





periodically inspect the accessible portions of its public spaces. When any deficiencies are noted that might impact on accessibility, Monarch House will take steps to correct the deficiency within a reasonable time frame.

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

### **For more information**

For more information on this accessibility plan, or for a copy of this plan in an accessible format, please contact Monarch House by any of the following methods:

By telephone: 604-205-9204

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By email: [accessibility@cbi.ca](mailto:accessibility@cbi.ca)

By regular mail: Monarch House  
#810 -2025 Willingdon Ave  
Burnaby, BC V5J 0C3  
Attention: Accessibility Coordinator

