



Multi-Year Accessibility Plan

2024 – 2028

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Message from the CEO

The Ontario Native Women's Association is committed to respecting the dignity and independence of all people with disabilities. The ONWA supports a barrier free organization and ensures equal opportunities are provided for persons with disabilities. We fully support and comply with the Accessibility for Ontarians with Disabilities Act (AODA) and are committed to providing support and services to meet the requirements of the AODA for our community members and staff.

We engage our community members with kindness, respect, and transparency. We will make all reasonable efforts to accommodate our community members' needs and provide access to services for those with disabilities. We support the use of assistive devices, service animals, and service workers in our spaces in accordance with the AODA.

Our AODA policy is available on our website at onwa.ca and includes a feedback mechanism to inform us of our standard of services to persons with disabilities. All feedback is reviewed, addressed, and considered in accordance with each person's disability. Information is available in an accessible format (upon request) that meets the needs of community members, as best as possible.

Our commitment to accessibility is unwavering. We recognize the importance of ensuring all aspects of our organization are accessible to everyone and we commit to providing our services in a way that respects the dignity and independence of people with all abilities. We offer everyone the same opportunity to access our programs and services, in the same place and in similar ways. We strive to create an inclusive workplace where every community member and employee can contribute their unique strengths and participate equally.

As the Chief Executive Officer of the Ontario Native Women's Association, I personally pledge my commitment to fulfilling my obligations under the law, which includes taking all reasonable measures to ensure a barrier free workplace for all.



Cora McGuire-Cyrette
CEO

Introduction:

The Ontario Native Women's Association (ONWA) is a not-for-profit organization to empower and support all Indigenous women and their families in the province of Ontario through research, advocacy, policy development and programs that focus on local, regional, and provincial activities.

Established in 1971, ONWA delivers culturally enriched programs and services to Indigenous women and their families regardless of their status or locality. We are committed to providing services that strengthen communities and guarantee the preservation of Indigenous culture, identity, art, language, and heritage. Ending violence against Indigenous women and their families and ensuring equal access to justice, education, health services, environmental stewardship, and economic development, sit at the cornerstone of the organization. ONWA insists on social and cultural well-being for all Indigenous women and their families, so that all women, regardless of tribal heritage may live their best life.

ONWA is subject to the provisions of the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA"). ONWA is committed to meeting the needs of all people with all abilities by preventing and removing barriers to accessibility in accordance with the AODA requirements.

This Multi-Year Accessibility Plan outlines ONWA's compliance with AODA. This Accessibility Plan is available to all ONWA community members, employees, and the public via our website. It can be requested in an accessible format at no charge by contacting our organization.

Section 1. Past Achievements to Remove and Prevent Barriers

This section highlights specific projects and programs that ONWA has implemented to improve accessibility for people with disabilities and to meet the requirements of the Accessibility for Ontarians with Disabilities Act relating to the following categories:

- Customer Service
- Information and Communications
- Employment
- Procurement
- Self-service kiosks
- Training
- Design of Public Spaces
- Transportation

Not all categories are applicable to our organization. Our Multi-Year plan addresses the applicable categories.

Customer Service:

In 2017, the ONWA-owned facility located at 380 Ray Boulevard was expanded to install automatic door openers, an elevator, accessible washrooms, and an accessible reception area. Additionally, we have designated parking spots for persons with disabilities to reduce the barriers when visiting our office. ONWA's AODA policies were developed and approved in 2016. The policies are posted on our website.

Information and Communications:

Our website has been updated to meet AODA standards. Policies are posted on our website and the multi-year plan will be posted once finalized. Our website includes a feedback mechanism for all visitors to the website to submit comments. All feedback received is reviewed, and addressed, and considered based on the nature of the person's disability.

Employment:

ONWA welcomes all applicants who feel they are qualified and are interested in our current vacancies. We welcome applications from people with disabilities. Accommodation is available on request for candidates taking part in all aspects of the recruitment process.

Procurement:

ONWA ensures workstations for staff are height adjustable as a standard procurement item. This desk is standard issue for our organization regardless of accessibility needs. ONWA considers AODA when leasing a new office location to ensure a barrier free workplace.

Self-service kiosks:

This section is not applicable as ONWA does not utilize self-service kiosks.

Training:

All new staff are trained in AODA and Human Rights as part of our onboarding process through on-line e-learning. This occurs at regular intervals based upon hire. Additional training is provided

to all staff when there are changes made to ADOA and Human Rights through online learning modules. All ONWA staff are required to complete an annual AODA refresher. Training records are captured and maintained by our Human Resources department. All staff are required to review the AODA Policy.

Design of Public Spaces

ONWA has created a sacred healing fire area in 2022. The pathway is barrier free and can accommodate persons with disabilities. ONWA welcomes the use of service animals in our facility and provides assistance to persons with disabilities when requested.

Transportation:

This section is not applicable.

Section 2. Strategies and Actions

This identifies the projects and programs ONWA plans to accomplish to meet the requirements of the Accessibility for Ontarians with Disabilities Act and to remove and prevent barriers to people with disabilities relating to the following categories:

- Customer Service
- Information and Communications
- Employment
- Procurement
- Self-service kiosks
- Training
- Design of Public Spaces
- Transportation

Similar to section 1, not all categories are applicable to our organization. Our Multi-Year plan addresses the applicable categories.

Customer Service:

ONWA is committed to providing accessible customer service to persons with disabilities. This includes our commitment to continue to provide training to new staff through the on-boarding process and provide refresher training to existing staff, annually. In the next five years, ONWA's commitment to AODA continues to be present when consideration is given to leasing, building, or purchasing new facilities. ONWA publishes service disruptions to our social media pages and through physical signage at our facility. ONWA commits to reviewing our AODA policies and procedures, annually, and when necessary.

Information and Communications:

ONWA is committed to making our information and communications accessible to persons with disabilities. We currently deliver communications through our social media pages and website. The website (www.onwa.ca) is compliant with AODA requirements. Materials are available in a different format, if requested. We publish this on our website.

Employment:

ONWA is committed to fair and accessible employment practices. We continue to welcome applications from all qualified applicants who meet the job posting requirements. Persons with disabilities will be accommodated on request to ensure a barrier free application process and employment process.

Procurement:

ONWA is committed to fair and accessible procurement practices. We are experiencing organizational growth requiring additional space for staff to work and public space for the delivery of community member programming. ONWA will make every reasonable effort to ensure physical facilities meet the accessibility requirements for staff and the public when negotiating lease agreements. Additionally, should ONWA construct any new facilities, we will be in compliance to AODA as required. ONWA is reviewing our emergency procedures and will ensure it includes procedures for assisting persons with disabilities to safety.

Self-service kiosks:

The Ontario Native Women's Association has no plans to implement self-service kiosks.

Training:

ONWA is committed to ensuring all employees are trained in AODA and Human Rights. We will continue to provide AODA and Human Rights training to all new employees at the time of hire. Additionally, we will continue to provide refresher training, annually, for all employees. ONWA commits to maintaining training records in our HRMS.

Design of Public Space:

ONWA will meet accessibility laws when building or making major changes to public spaces. In 2024, ONWA will be constructing a sweat lodge. The design has been created professionally and provisions for accessibility.

Transportation:

This section applies to designated public sector transportation organizations who offer conventional or specialized transportation services. This section is not applicable to ONWA.

For More Information:

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Standard and accessible formats of this document are free on request from:

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