

Purpose

The purpose of this Multi-Year Accessibility Plan is to outline the strategies and actions that Stonehenge Therapeutic Community will undertake to identify, prevent, and remove barriers to accessibility and to fulfill its obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and Ontario Regulation 191/11, Integrated Accessibility Standards Regulation (IASR).

This Plan supports the organization's commitment to providing accessible programs, services, facilities, information, communications, and employment opportunities for persons with disabilities. It establishes a framework for continuous improvement, consultation with persons with disabilities, and ongoing monitoring and reporting of progress toward accessibility goals.

Statement of Commitment

Stonehenge Therapeutic Community is committed to the accessibility of our services and facilities to people with disabilities. STC will strive to provide its services in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to access services in a manner that respects their dignity, independence, integration, and equal opportunity. Stonehenge Therapeutic Community is committed to meeting the needs of our clients, including people with disabilities, and will do so in a timely manner.

As a provider of addiction treatment, mental health, and supportive services, Stonehenge Therapeutic Community recognizes that accessibility extends beyond physical environments and includes physical, sensory, cognitive, learning, communication, and mental health-related disabilities. We are committed to identifying, preventing, and removing barriers by promoting person-centred, trauma-informed, and accessible services, inclusive communication, and individualized accommodations that support the diverse needs of clients, employees, volunteers, and visitors. Through these efforts, we strive to provide equitable access to our programs, services, and employment opportunities while upholding the principles of dignity, independence, integration, and equal opportunity.

Consultation

This Multi-Year Accessibility Plan was developed through consultation with employees, clients, and individuals who have identified accessibility needs. Additionally, feedback was sought from the Diversity, Equity, and Inclusion Committee. Feedback received through these processes, as well as accommodation requests, policy reviews, and employee input was considered in the development of this Plan and will continue to inform future updates.

Previous Achievements

- Accessible Customer Service Policy implemented
- Individual Workplace Emergency Response procedures
- Accessibility policies and customer service standards implemented
- Annual accessibility training maintained
- Accessible recruitment and accommodation processes established
- WCAG-compliant website improvements completed
- Accessibility feedback and complaint processes established
- Individual accommodation and return-to-work processes implemented
- Standardized accessible document templates using a minimum 12-point font and accessible formatting principles

Accessibility Strategy

Over the term of this Multi-Year Accessibility Plan, STC will identify, prevent, and remove barriers to accessibility through continuous improvement of its policies, programs, services, facilities, communications, and employment practices.

Our strategy is to:

- Integrate accessibility considerations into organizational planning, decision-making, and service delivery;
- Consult with persons with disabilities to better understand accessibility needs and priorities;
- Meet and, where feasible, exceed the accessibility requirements established under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR);
- Promote accessible information, communication, employment, and customer service practices;
- Incorporate accessibility into the design, procurement, maintenance, and redevelopment of facilities and public spaces; and
- Monitor progress, report annually on achievements, and review this plan at least once every five years to ensure continued advancement of accessibility objectives.

Action Plan

Barrier/Issue / Opportunity	Applicable Legislation	Planned Action	Lead	Timeline / Status
Accessibility policies require ongoing review	IASR General Requirements	Review accessibility policies and procedures annually to ensure compliance with legislative	HR	2026

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		requirements and organizational practices.		
Feedback processes must remain accessible	IASR s.11 – Feedback	Maintain and monitor the Accessibility Feedback Form and respond to accessibility concerns in a timely manner.	HR	2026
Website accessibility standards continue to evolve	IASR Information & Communications	Conduct annual website accessibility reviews and address identified barriers.	Facilities & IT Manager	2027
Public documents may not be fully accessible	IASR Information & Communications	Review and update public-facing documents to ensure accessible formatting and readability.	HR	2027
Staff require awareness of accessibility obligations	IASR s.7 – Training	Provide AODA and Human Rights Code training to all new employees and maintain training records.	HR	Ongoing
Accessibility knowledge may diminish over time	IASR s.7 – Training	Conduct refresher training and annual reviews of accessibility training records.	HR	Annually
Employment practices must support accessibility	IASR Employment Standards	Review accommodation, return-to-work, recruitment, and workplace accessibility practices annually.	HR	Annually
Accessibility should be considered when purchasing goods and services	IASR s.5 – Procurement	Incorporate accessibility criteria into procurement and purchasing processes wherever feasible.	Finance/Administration	2028
Physical spaces may create barriers for clients and visitors	Design of Public Spaces Standard	Consider accessibility requirements during renovations, facility improvements, and capital planning projects.	Facilities & IT Manager /Leadership	As Required
Communication supports may be required by clients and staff	IASR Information & Communications	Provide accessible formats and communication supports upon request and in a timely manner.	All Departments	Ongoing
Clients may require individualized accommodations to access treatment services	IASR Customer Service / Human Rights Code	Continue to assess and provide reasonable accommodations for clients accessing programs and services.	Program Managers	Ongoing

Monitoring and Annual Status Reporting

Progress on this Multi-Year Accessibility Plan will be reviewed annually by Human Resources in collaboration with organizational leadership. The status of each planned action will be evaluated, completed initiatives documented, and any new accessibility priorities identified. An annual status report will be posted publicly and made available in accessible formats upon request.

Communication of the Plan

To support transparency and provide information in accordance with accessibility requirements, STC maintains key accessibility documents on our website. These documents are available to employees, clients, stakeholders, and members of the public and include:

- **Accessibility Feedback Form:** Provides individuals with a mechanism to submit feedback regarding accessibility barriers, accessibility concerns, or suggestions for improving accessibility within the organization.
- **Accessibility Policy:** Outlines STC's policies, practices, and procedures for achieving accessibility and meeting legislative requirements.
- **Statement of Organizational Commitment to Accessibility:** Communicates the organization's commitment to providing accessible programs, services, and facilities and to fostering an inclusive environment for persons with disabilities.

These documents are reviewed periodically to ensure they remain current and reflect legislative requirements and organizational practices. Accessible formats and communication supports are available upon request.

Roles and Responsibilities

Corporate Services is responsible for coordinating implementation of this Plan. Individual departments are responsible for implementing actions within their respective areas. Leadership will review progress annually and support continuous improvement initiatives.

Five-Year Review Schedule

This Multi-Year Accessibility Plan will be reviewed and updated at least once every five years to ensure continued compliance with the Accessibility for Ontarians with Disabilities Act (AODA) and to reflect changes in organizational priorities, accessibility needs, and legislative requirements. Progress toward the commitments outlined in this Plan will be monitored annually through status reporting.

This Multi-Year Accessibility Plan is available in accessible formats upon request.