



Summary

Stonehenge Therapeutic Community (STC, Stonehenge) recognizes that the Government of Ontario supports the full inclusion of people with disabilities as set out in the Ontario Human Rights Code (the “Code”), and the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”). The goal for the Ontario Government is to make Ontario accessible by 2025.

Under AODA and the Regulations, the following Accessibility Standards set requirements that apply to Stonehenge Therapeutic Community:

- Customer Service;
- Information and Communications;
- Employment;
- Proposed Accessibility Standards for the Built Environment

Commitment

Stonehenge has a commitment to the accessibility of our services and facilities to people with disabilities.

STC will:

- always strive to provide its services in a way that respects the dignity and independence of people with disabilities.
- remain committed to giving people with disabilities the same opportunity to access our services allowing them to benefit from the same services, in the same place and in a similar way as other clients.
- remain committed to meeting the needs of our clients, including people with disabilities and will do so in a timely manner.

Opportunities

Stonehenge will give people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other clients.

Policy Development and Availability

Stonehenge will develop, implement, and maintain policies governing how it will achieve accessibility through implementation of the Accessibility requirements.

Stonehenge will maintain its accessibility policies in a written format. The Agency will include a statement of its commitment to meeting the accessibility needs of persons with disabilities in a



timely manner in its policies. They will be available to the public and will be provided in an accessible format if it is requested.

Multi-year Accessibility Plan

Stonehenge will maintain its multi-year accessibility plan. The plan will be reviewed and updated at least once every five years in consultation with persons with disabilities or an advisory committee. It will show our organization's commitment to removing barriers and preventing new ones. Annual status reports will be prepared that will report on the progress of the steps taken to implement Stonehenge Therapeutic Community's accessibility plan. We will make the plan available to the public via Agency website, and provide it in an accessible format when requested.

Information and Communication

When providing information to, or communicating with, a person with a disability, Stonehenge will provide on request the information and communication in an accessible format or with a communication support. Stonehenge will work in consultation with the person with the disability to provide them with the information in a manner that takes into account the person's disability.

Accessible Website

Stonehenge Therapeutic Community is committed to working towards an accessible website and website content that will comply with the World Wide Web Consortium Web Content Accessibility Guidelines at Level A and moving towards Level AA Standards.

Employment

Stonehenge Therapeutic Community employment practices will include notification of the availability of accommodation for applicants with disabilities, as well as supports for staff with disabilities. Where employee needs dictate, we will provide individualized workplace emergency response information to employees who have a disability. Our performance management and career development processes will take into account the accessibility needs of its employees with disabilities.

Documented Individual Accommodation Plans

The process for the development of the documented individual accommodation plans includes the following information:

- Stonehenge will include the employee in the development of the plan;
- Stonehenge will consider the employee on an individual basis;



- How Stonehenge would proceed in getting medical or other expert's opinion on the accommodation of the employee and this will be at our expense;
- How Stonehenge will protect the employee's personal information;
- How often the plan will be reviewed and how the review will be completed; and
- How the plan will be provided to the employee; what format will work best for the employee that respects the individual's needs due to a disability.

Return to Work Process

Stonehenge's process for the development of a return to work process for employees with disabilities who have been absent due to their disability and require accommodations to return to work will:

- Outline the steps that Stonehenge will take to facilitate the employee's return to work; and
- Use their individual accommodation plan, where it exists, as part of the process.

Training

Stonehenge Therapeutic Community will provide training to employees and others who deal with the public or other third parties on Stonehenge's behalf and all the people who are involved in the development and approval of customer service policies, practices and procedures. This will include:

- All paid staff, permanent or contract;
- Board of Directors;
- Volunteers;
- Students completing an educational placement with Stonehenge;
- Vendors; and
- All others who provide goods, services or facilities on behalf of Stonehenge.

Training will be provided as outlined in the Agency's [Accessibility Policy](#).

Definitions

"Disability"

The AODA defines "disability" as:

"Any degree of physical disability, infirmity, malformation, or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes: diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment,



muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;

- A condition of mental impairment or a developmental disability;
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder, or
- An injury or disability for which benefits were claimed and received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.”

“Barriers” are identified as anything that stops a person with a disability from fully taking part in society because of that disability, including:

- A physical disability;
- An architectural barrier
- An information or communications barrier;
- An attitudinal barrier;
- A technological barrier; or
- A policy or a practice.

“Accessible Formats” may include, but are not limited to large print, recorded audio and electric formats. Braille and other formats usable by persons with disabilities.

“Communications” means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received (“communications”).

“Communication supports” may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communication.

“Conversion ready” means an electronic or digital format that facilitates conversion into an accessible format (“prêt à être converti”).

“Information” includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning (“information”).

“Extranet website” means a controlled extension of the intranet, or internal network of an organization to outside users over the Internet (“site Web extranet”).

“Internet website” means a collection of related web pages, images, videos or other digital assets that are addressed relative to a common Uniform Resource Identifier (URI) and is accessible to the public (“site Web Internet”).



“Intranet website” means an organization’s internal website that is used to privately and securely share any part of the organization’s information or operational systems within the organization and includes extranet websites (“site Web intranet”).

“Kiosk” means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.

“New internet website” means either a website with a new domain name or a website with an existing domain name undergoing a significant refresh (“nouveau site Web Internet”).

“New intranet website” means either an intranet website with a new domain name or an intranet website with an existing domain name undergoing a significant refresh (“nouveau site Web intranet”).

“Web Content Accessibility Guidelines” means the World Wide Web Consortium Recommendation, dated December 2008, entitled “Web Content Accessibility Guidelines (WCAG) 2.0” (“Règles pour l’accessibilité des contenus Web”).

“Web page” means a non-embedded resource obtained from a single Uniform Resource Identifier (URI) using Hypertext Transfer Protocol (HTTP) and any other resources that are used in the rendering or intended to be rendered together with it by a user agent (“page Web”).