L'Arche Ottawa
11 av. Rossland Ave, Ottawa (Ontario) K2G 2K2
613-228-7136 7 613-228-8829
office@larcheottawa.org
Registration no.d'enregistrement :
10759 7700 RR 0001

Multi-year Plan for L’Arche Ottawa

Message from the CEO

At L’Arche Ottawa, every person has inherent dignity, unique gifts, and the right to belong and participate in community life. Accessibility, equity, diversity and inclusion are central to our mission and to relationships among people with and without intellectual disabilities.

We value diversity and seek a community free from discrimination and harassment, where people supported, personnel, volunteers and visitors are respected, accepted and valued.

We are also investing in more accessible places to live. We are preparing to open a fully accessible home, with the opening date of May 2027. La Source home was rebuilt to better support core members with greater accessibility needs. These important steps reflect our commitment to ensuring that people can receive the support they need and participate fully in daily life.

Looking ahead, we will continue working to improve accessibility across all our homes and within our community model as a whole. We will listen to core members, families, personnel and others, identify and remove barriers, and adapt our spaces and approaches as needs evolve. Our goal is to build a community in which everyone can belong, contribute and live with dignity.

Message from leadership

At L’Arche Ottawa, every person has inherent dignity, unique gifts, and the right to belong and participate in community life. Accessibility, equity, diversity and inclusion are central to our mission and to relationships among people with and without intellectual disabilities.

We value diversity and seek a community free from discrimination and harassment, where people supported, personnel, volunteers and visitors are respected, accepted and valued.

This 2027–2031 plan sets out actions under the Accessibility for Ontarians with Disabilities Act, 2005, the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code, informed by policies HR-A1 (Promoting a Diverse Workforce), HR-A4 (AODA Employment Standards), and SD-F13 (AODA Service Standards).

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L’Arche Ottawa – Accessibility Commitment and Multi-Year Accessibility Plan

L’Arche Ottawa is committed to creating an inclusive, welcoming and accessible environment where people with disabilities are respected, valued and supported to participate fully in community life.

Throughout the period covered by this Multi-Year Accessibility Plan, L’Arche Ottawa will listen to people with disabilities, regularly review progress, identify and remove barriers, and strengthen accessible supports, communications, employment practices and physical environments.

Statement of Commitment

- L’Arche Ottawa strives to meet the accessibility needs of employees, people we support, volunteers, visitors and other individuals who interact with our organization. We are committed to identifying, removing and preventing barriers to accessibility.
- L’Arche Ottawa is committed to meeting its obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and applicable accessibility standards.
- This Multi-Year Accessibility Plan outlines the measures L’Arche Ottawa is taking to meet accessibility requirements, improve opportunities for people with disabilities and promote inclusion across our organization.
- Through this plan, L’Arche Ottawa contributes to the broader goal of making Ontario accessible to all Ontarians.
- The plan will be reviewed and updated at least once every five years, with progress monitored throughout the plan period.

Section 1. Past Achievements to Remove and Prevent Barriers

Customer Service

Past Achievements to Remove and Prevent Barriers

L’Arche Ottawa is committed to providing accessible, inclusive and person-centred services that respect the dignity, independence and individual needs of people with disabilities. In accordance with L’Arche's AODA Service Standards Policy (SD-F13), we

work to identify, prevent and remove barriers to participation in community life.

L’Arche Ottawa has implemented the following accessibility initiatives:

- Employee feedback: L’Arche Ottawa distributes employee feedback surveys every three months, providing regular opportunities for personnel to identify concerns, suggest improvements and raise accessibility-related issues.
- Community gatherings and accessibility feedback: Community gatherings provide opportunities for core members, personnel and other community participants to share feedback with coordinators about accessibility, including event schedules and participation needs. In response to feedback received, L’Arche Ottawa has adjusted the timing of community events to better accommodate participants and encourage inclusive participation.
- Accessibility training: L’Arche Ottawa provides annual accessibility training to employees, with a reported 97% completion rate. Training supports employees in understanding accessibility requirements and providing respectful, accessible services to people with different disabilities and communication needs.
- Acknowledgement of accessibility policies: Employees are required to review and sign relevant service delivery policies, including policies addressing accessibility, inclusive communication and respectful support for people with disabilities.
- Individualized communication and support: L’Arche Ottawa uses Individual Support Plans (ISPs) to identify the specific communication needs of core members. These plans help guide accessible, respectful communication while promoting individual choice, independence and dignity.
- Accessible feedback opportunities: In accordance with L’Arche's AODA Service Standards Policy, feedback can be provided in different formats to help individuals identify accessibility barriers and communicate their needs.

Through these initiatives, L’Arche Ottawa continues to strengthen accessible service delivery, respond to community feedback and create opportunities for meaningful participation by people with disabilities.

Information and Communications

L’Arche Ottawa is committed to providing accessible, clear and meaningful information

to core members, employees, volunteers, families and community members. Information is shared through various communication methods, including email, printed materials, community meetings and other formats appropriate to individual needs.

Individualized communication: The communication needs and preferences of core members are identified and documented in their Individual Support Plans (ISPs). Information is communicated in ways that respect each person's abilities, choices, independence and dignity.

Accessible information: L'Arche Ottawa strives to provide information in accessible formats and offer communication supports based on individual needs and requests. During review processes, core members are included and supported to understand the information being discussed, express their preferences and provide feedback. Graphics, pictograms and other visual communication tools are used to make information more accessible and easier to understand, supporting meaningful participation, individual choice and independence.

Accessible feedback: L'Arche Ottawa provides opportunities for feedback through employee surveys, community gatherings and direct communication with coordinators. Additional guidance on accessible feedback processes is currently being developed for implementation at the regional level.

24/7 Emergency Communication: L'Arche Ottawa provides employees with access to a 24-hour emergency phone line, seven days a week, to report urgent concerns, request assistance and receive guidance when immediate support is needed. This communication channel helps ensure that employees have access to timely support outside regular office hours.information in ways that accommodate the accessibility and communication needs of individuals.

Continuous improvement: L'Arche Ottawa will continue reviewing its communication practices to identify and remove barriers, ensuring that core members and other community participants can access information, express their preferences and participate meaningfully in community life.

Employment

L'Arche Ottawa is committed to providing an accessible, equitable and inclusive workplace for current and future employees.

L'Arche Ottawa provides individualized workplace accommodation plans, including adjustments to duties, schedules and work environments, as well as personalized

emergency response plans when required.

L'Arche Ottawa also provides accessibility training, offers employment-related information in accessible formats upon request, and supports fair and accessible performance evaluations.

L'Arche Ottawa promotes accessible and inclusive recruitment practices. Job postings communicate our commitment to equal employment opportunities, and accommodations are available throughout the hiring process. Interview questions are provided to candidates in advance to support accessibility, allow adequate preparation time and promote equitable participation in the interview process.

Information related to workplace accommodation requests is handled confidentially and shared only with individuals who require the information to support the accommodation process.

The Assistants and HR Coordinator work with employees to review accommodation plans, monitor changing needs and adjust supports when necessary.

L'Arche Ottawa promotes a workplace that respects differences, values diversity and works to eliminate discrimination, harassment and barriers to equitable employment opportunities.

Training

L'Arche Ottawa is committed to providing accessibility training to all employees and volunteers to promote inclusive, respectful and accessible services.

Accessibility training is provided annually, with 98% of employees having completed the training. Employees also review and acknowledge relevant AODA and service delivery policies.

Training includes understanding the AODA requirements, communicating respectfully with people with different disabilities, supporting individuals who use assistive devices, service animals or support persons, and responding to individual accessibility needs.

L'Arche Ottawa will continue providing accessibility training and reviewing its practices to ensure employees and volunteers have the knowledge and skills needed to support an inclusive and accessible community.

Section 2. Strategies and Actions

Customer Service

L'Arche Ottawa is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.

L'Arche Ottawa will work with the regional team to develop and implement a more accessible feedback process for core members, employees, families and visitors. This initiative will focus on providing clear information about how to share feedback, offering different communication formats, including visual supports and pictograms, and ensuring that people with disabilities can identify accessibility barriers and suggest improvements to community services and activities.

Proposed timeline:

- Review and update accessible feedback procedures in collaboration with the regional team by March 2027.
- Develop accessible feedback materials, including visual supports and pictograms, by June 2028.
- Implement the updated accessible feedback process and communicate it to core members, employees, families and visitors by December 2028.
- Review the effectiveness of the feedback process and identify opportunities for improvement annually, beginning in 2029.

Information and Communications

L'Arche Ottawa is committed to making information and communications accessible to people with disabilities. We will continue improving our communication methods to ensure that core members, employees, families and visitors can access and understand information.

Planned Accessibility Initiatives (2027–2031)

- Review and improve the L'Arche Ottawa website to make information easier to navigate and more accessible to people with different disabilities by December 2027.
- Update website content to include clear information about accessibility policies, available communication supports and how to provide accessibility

feedback by June 2028.

- Develop more accessible communication materials using plain language, graphics, pictograms and visual supports by December 2028.
- Review and improve the accessibility of documents, forms and information shared with core members, employees and families by December 2029.
- Strengthen the use of accessible communication tools during core members' individual support planning and review meetings, ensuring their meaningful participation, by December 2029.
- Review emergency communication procedures to ensure important information is accessible to employees and core members with different communication needs by December 2030.
- Review the accessibility of the website and communication materials annually, beginning in 2028, and make improvements based on feedback received.

Employment

L'Arche Ottawa is committed to fair, inclusive and accessible employment practices for current and future employees.

Planned Accessibility Initiatives (2027–2031)

- Review and update recruitment and hiring practices to ensure accessibility and equal opportunities for all applicants by March 2027.
- Continue providing interview questions in advance to support accessible and inclusive recruitment, and review the effectiveness of this practice annually, beginning in 2027.
- Review and improve individualized workplace accommodation plans, including emergency response plans for employees with disabilities, by December 2028.
- Improve awareness of workplace accommodations and accessible employment policies among employees and supervisors by December 2028.
- Review performance evaluation processes to ensure accessible formats and appropriate accommodations are available by December 2029.
- Continue promoting equity, diversity and inclusion through employee training, policy reviews and accessible workplace practices throughout 2027–2031.

Training

L’Arche Ottawa is committed to providing training on the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as they apply to people with disabilities.

Planned Accessibility Initiatives (2027–2031)

- Transition AODA and accessibility training to the ADP platform by December 2027, allowing employees to complete mandatory training online at their own pace.
- Implement automated training reminders through ADP to help employees complete required training on time by December 2027.
- Continue providing annual AODA training to all employees and volunteers throughout 2027–2031.
- Work toward achieving 100% completion of mandatory accessibility training by December 2028.
- Review and update accessibility training materials to include accessible communication, individualized supports and the use of pictograms and visual tools by December 2028.
- Monitor training completion through ADP and review training records annually, beginning in 2028, to identify gaps and opportunities for improvement.

Other

- Open a new fully accessible L’Arche Ottawa home in 2027, designed to meet the accessibility needs of core members and promote independence, dignity and inclusion.
- Develop individualized accessibility and support plans for core members moving into the new home, ensuring that physical spaces, equipment and daily living supports meet their specific needs by 2027.
- Continue assessing accessibility needs across L’Arche Ottawa homes and identify opportunities for future improvements throughout 2027–2031.

Contact Information – Accessibility Feedback and Requests

L’Arche Ottawa welcomes feedback, questions and suggestions regarding accessibility

and the implementation of our Multi-Year Accessibility Plan.

Individuals who wish to request accessible formats, communication supports, accommodations or additional information about our accessibility policies may contact us using the information below.

Address: 11 Rossland Ave, Ottawa, ON, K2G 2K2

Telephone: 613-228-7136, ext/poste 221

Email: k.ingram@larcheottawa.org

Website: **https://larcheottawa.org/**

Contact Person: Kathleen Ingram, Community Leader / Executive Director

Feedback and requests may be submitted by telephone, email, mail or other accessible methods upon request.

L'Arche Ottawa is committed to responding to accessibility-related inquiries in a timely and respectful manner, taking into consideration individual accessibility needs.

A copy of our Multi-Year Accessibility Plan and related accessibility policies will be made available in accessible formats upon request, in accordance with applicable requirements under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

Document Development Reference

L'Arche Ottawa's Multi-Year Accessibility Plan was developed with reference to the Government of Ontario's *Sample Multi-Year Accessibility Plan Template*. The template was used to guide the organization and structure of the plan and to support consideration of the requirements under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

Reference: Government of Ontario. Sample Multi-Year Accessibility Plan Template – Central Forms Repository.