



## Ottawa Humane Society Accessibility Report – 2023

1. Has your organization created and implemented written policies on how to achieve accessibility by meeting all applicable accessibility requirements in the IASR?

**Answer:** Yes

2. Has your organization established and implemented a multi-year accessibility plan?

**Answer:** Yes

- 2 (a). Does your organization have a website?

**Answer:** Yes

- 2 (a) (i). Is your organization's accessibility plan posted on your organization's website?

**Answer:** Yes

- 2 (a) (ii). Does your organization provide the accessibility plan in an accessible format when requested?

**Answer:** Yes

- 2 (b). Does your organization update the accessibility plan at least once every 5 years?

**Answer:** Yes

3. Does your organization provide appropriate training on:

- 3 (a). The AODA Integrated Accessibility Standards Regulation?

**Answer:** Yes

- 3 (b). The Human Rights Code as it pertains to people with disabilities?

**Answer:** Yes

4. Does your organization have a process for receiving and responding to feedback that is accessible to people with disabilities?

**Answer:** Yes



4 (a). Does your organization notify the public about the availability of accessible formats and communications supports with respect to the feedback process?

**Answer:** Yes

5. Does your organization have one (or more) website(s) which it controls directly or indirectly ('controls' means that your organization is able to add, remove and/or modify content and functionality of the website)?

**Answer:** Yes

5 (a). Do all your organization's internet websites conform to World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA (except for live captions and prerecorded audio descriptions)?

**Answer:** Yes

6. Does your organization provide training about providing goods, services or facilities to persons with disabilities to staff, volunteers, people involved in accessibility policies, people providing goods and services on behalf of the organization?

**Answer:** Yes

6 (a). Does the training include the following?

- A review of the purposes of AODA?
- A review of the purposes of the Customer Service Standards?
- How to interact and communicate with persons with various types of disability?
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person?
- How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability?
- What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities?

**Answer:** Yes

7. If there is a temporary disruption of goods, services or facilities used by persons with disabilities, does your organization give a notice of the disruption to the public?

**Answer:** Yes

7 (a). Does the notice of the disruption include the reason for the disruption, anticipated duration, and description of available alternative facilities or services (if any)?

**Answer:** Yes

8. Does your organization ever require a person with a disability to be accompanied by a support person when on your premises?



**Answer:** Yes

8 (a). Does your organization do all of the following before requiring a person with a disability to be accompanied by a support person on your premises:

- Consult with the person with a disability?
- Determine a support person is necessary to protect the health or safety of the person with a disability or others on premises?
- Determine that there is no other way to protect the health or safety of the person with a disability or others on premises?

**Answer:** Yes

9. Does your organization employ any persons with disabilities for whom you have provided individualized workplace emergency response information?

**Answer:** Yes

9 (a). Does your organization review the individualized workplace emergency response information for all of the following?

- When the employee moves to a different location in the organization?
- When the employee's overall accommodation needs or plans are reviewed?
- When your organization reviews its general emergency policies?

9 (b). Do any of the employees for whom your organization has provided individualized workplace emergency response information require assistance?

**Answer:** Yes

9 (b) (i). Has your organization, with the employee's consent, provided the workplace emergency response information to the person designated to provide assistance to the employee?

**Answer:** Yes

9 (b) (ii). Was the individualized workplace emergency response information provided as soon as practicable after your organization became aware of the need for accommodation due to the employee's disability?

**Answer:** Yes

10. Since January 1, 2017, has your organization constructed new or redeveloped any of the following items?

- Outdoor public use eating areas
- Outdoor play space
- Off-street parking
- Service counter
- Fixed queuing guides
- Waiting areas



**Answer:** Yes

10 (a). Where applicable, do the newly constructed or redeveloped items meet the general requirements as outlined in the Design of Public Spaces Standards?

**Answer:** Yes

10 (b). Does your organization's multi-year accessibility plan include procedures for preventative and emergency maintenance of the accessible elements in public spaces, and for dealing with temporary disruptions when accessible elements are not in working order?

**Answer:** Yes