

WATERLOO WELLINGTON FLIGHT CENTRE

MULTI-YEAR ACCESSIBILITY PLAN (2021-2025)

Introduction

The Waterloo Wellington Flight Centre strives to ensure everyone has equal access to employment, programs, services, and events. This multi-year plan outlines WWFC's strategy for preventing and removing barriers for people with disabilities in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards (IASR).

Statement of Commitment

WWFC is committed to treating all people in a way that allows them to maintain their dignity and independence. WWFC believes in integration and equal opportunity. WWFC are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and embracing accessibility requirements under AODA.

Accessible Customer Service

Waterloo Wellington Flight Centre is committed to providing accessible customer service.

Past Action

- WWFC has developed and implemented written AODA policy and feedback procedure.

Future Action

- WWFC to create and maintain the Accessible Customer Service Policy every two (2) years.
- Online training as well as a refresher course will be developed and delivered to all current staff. All new employees are required to participate in and complete an online AODA Customer Service Training during orientation. **(Sept 2022)**
- Customers will be greeted at the door by Customer Experience Specialist.
- Waterloo Wellington Flight Centre will create specific train plan for volunteers during events and keep a written record of the training. **(Nov 2021)**
- Waterloo Wellington Flight Centre will create and implement accessible procedures for staff and provide corrective action plans.

Accessible Educational Information

Waterloo Wellington Flight Centre will provide accessible educational information, including program information, educational resources, and student records in an accessible format such as large print or digital copies, such as accessible Microsoft Word files.

Past Action

- If required WWFC would provide on request information in an accessible format.

Future Action

- Review and update client access agreement and contract with AODA verbiage. **(Sept 2021)**
- Ascertain from Client Access Agreement Application Form if students require accommodation and create a letter of accommodation and training plan. **(Sept 2021)**
- Ensure course outline and handouts, slides are available in an alternate format if required – **(Complete)**
- Ensuring proper pairing of instructors with students based on awareness of accommodation **(Sept 2021)**

Training for Educators

Waterloo Wellington Flight Centre will provide training to educators regarding the requirements of the *Integrated Accessibility Standards (ISAR)* and on *Canadian Human Rights Act*, as it pertains to persons with disabilities. Training will be provided in a way that best suits the duties of employees and other staff members.

Past Action

- Trained all new employee on applicable IASR requirements and WWFC's responsibilities under the Human Rights Code

Future Action

In accordance with the *Integrated Accessibility Standards*, Waterloo Wellington Flight Centre will:

- Train educators on how to create and teach accessible programs. **(Sept 2023)**
- Provide educators with accessibility awareness training related to accessible programs and course delivery and teaching techniques. **(Sept 2023)**

- Keep and maintain a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided; **(Sept 2023)** and
- Ensure that the training is provided on any changes to the prescribed policies on an ongoing basis, as needed.

Training for Staff

Waterloo Wellington Flight Centre will train all employees and volunteers on the accessibility requirements that apply to their job duties and to our organization.

Past Action

- During the onboarding process train all employees—flight instructors, contract and coop students on applicable ISAR.

Future Action

- Discuss training plans and train flight instructors on how to create and teach accessible programs – **(Now)**
- Explore various teaching techniques **(Sept 2023)**
- Provide changes on an **ongoing** basis of any changes to the prescribed policies

Information and Communication Standards

Waterloo Wellington Flight Centre is committed to meeting the communication needs of persons with disabilities. Waterloo Wellington Flight Centre will consult with people with disabilities to determine their information and communication needs.

A. Accessible Website and Web Content

Past Action

- Worked with external web providers

Future Action

- Work with an external accessibility company to conduct testing, auditing and make corrective actions to our website to ensure compliance on an ongoing basis –

- Ensure that its internet websites and web content that are controlled within Ontario conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0;
- Post Accessibility Plan on the Company's Website
- Update the Plan every five (5) years and post updated version on website

B. Accessible Emergency Information

Waterloo Wellington Flight Centre is committed to providing customers and clients with publicly available emergency information in an accessible format, upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Past Action

- Post information on any out of service accessible items
- Ensure and updated our fire system so now it flashes as well as there is an alarm in all rooms.
- Trained staff on how to provide emergency assistance

Future Action

Waterloo Wellington Flight Centre will implement the following measures:

- Emergency procedures, plans, and public safety information that are prepared by Waterloo Wellington Flight Centre and made available to the public will be made available in an accessible format, or with appropriate communication supports, upon request; **(Now)**
- Individualized workplace emergency response information measures for employees with disabilities will be developed, as required; **(Now and ongoing)**
- Train staff and volunteers on accessible needs especially during events. **(Nov 2021)**
- On an ongoing and regular basis, in accordance with the *Integrated Accessibility Standards*, Waterloo Wellington Flight Centre will review and assess general workplace emergency response procedures and individualized emergency plans to ensure accessibility needs continue to be addressed. **(Ongoing)**

Employment Standards

Waterloo Wellington Flight Centre is committed to fair and accessible employment practices.

A. Recruitment

Past Action

- Notified employees and the public about availability of accommodation for applicants with disabilities in WWFC recruitment processes. (**Now**)
 - Updated job descriptions to remove any systemic bias and to state the reasonable accommodation will be made (**Now**)

Future Action

In accordance with the *Integrated Accessibility Standards*, Waterloo Wellington Flight Centre will take the following steps to notify the public and staff that, when requested, Waterloo Wellington Flight Centre will accommodate people with disabilities during the recruitment and assessment process, and once individuals are hired:

- Review and modify, as necessary, existing recruitment policies, procedures, and processes. (**Dec 2022**)
- On its website and on job postings, specify that accommodation is available for applicants with disabilities; (**Now**)
- Notify job applicants, when individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used in the assessment/selection process; (**Now**)
- If an applicant requests accommodation, consult with the applicant and arrange for suitable accommodation in a manner that takes into account the applicant's individual accessibility needs; (**Ongoing**)
- Provide newly hired employees with copies of accommodation policies as soon as practicable after they begin their employment. (**Now**)

B. Existing Employees

In accordance with the *Integrated Accessibility Standards*, Waterloo Wellington Flight Centre will take the following steps to notify employees that, when requested, Waterloo Wellington Flight Centre will accommodate people with disabilities throughout their employment:

Future Action

- Inform all employees of policies used to support employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability; and **(Dec 2022)**
- Provide updated information to all employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. **(Ongoing)**

C. Documented Individual Accommodation Plans / Return to Work Processes

Waterloo Wellington Flight Centre will incorporate the requirements under the *Integrated Accessibility Standards* to ensure that we have a process for developing documented individual accommodation plans and return to work policies for employees who have been absent due to disability.

Past Action

- Continue to work with WSIB.
- Any other accommodation that is to be provided to the employee.

Future Action

- Continue to update policies and procedures as required. **(Ongoing)**
- Create a step policy designed around return to work. **(Dec 2022)**

D. Performance Management, Career Development and Redeployment

Waterloo Wellington Flight Centre will take into account the accessibility needs and the disabilities of an employee, as well as individual accommodation plans when:

- Using its performance management process;
- Providing career development and advancement; and
- Redeploying employees.

Past Action

- Review, assess and, as necessary, modify existing policies, procedures, and practices to ensure compliance with the *Integrated Accessibility Standards*;
- Take into account the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans, when:
 - Assessing performance;

- Managing career development and advancement; and
- Redeploying employees.

Future Action

- Continue to update as required

E. Workplace Information

Waterloo Wellington Flight Centre will provide workplace information in an accessible format if an employee asks for it. This includes:

- Any information required by employees to perform their jobs (e.g., job description and manuals); and
- General information that is available to all employees at work (e.g., company newsletters, bulletins about company policies, and health and safety information).

Future Action

- Continue to update as required

Waterloo Wellington Flight Centre will provide accessible emergency information to employees when we become aware that an employee may require accommodation in an emergency.

Proposed Accessibility Standards for the Design of Public Spaces

Past Action

- Designed parking areas and ramps;
- Installed push button at front door;
- Accessible washrooms.

Future Action

- Waterloo Wellington Flight Centre will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. **(As required)**
- In the event of a service disruption, Waterloo Wellington Flight Centre will continue to notify the public of the service disruption and alternatives available. **(Now – Ongoing)**

- Install front door buttons to both doors. **(Sept 2025)**

Accessibility Compliance Reports

Waterloo Wellington Flight Centre will file, in accordance with the Ontario Ministry of Labour Accessibility Rules for Educational Institutions, and accessibility compliance report before each of the following deadlines:

- December 31, 2020
- December 31, 2023

For Further Information

If you have questions, comments, or suggestions on this Accessibility Plan, please contact Bob Connors at bconnors@wwfc.ca. Accessible formats of this document are available free upon request from Bob Connors, General Manager.