



ACCESSIBILITY PLAN – 2024 / 2029

Statement of Commitment

Goodwill, The Amity Group is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that respects their dignity and independence.

We believe in inclusion, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements in accordance with the *Accessibility for Ontarians with Disabilities Act 2005 (AODA)*.

This Plan format follows AODA guidelines and recommendations. It outlines past achievements to remove and prevent barriers including the noting of compliance with the original AODA rollout timelines for 1. Customer Service Standards, 2. Employment, 3. Information & Communications, 4. Design of Public Spaces.

Definitions

Accessibility — The term accessibility means giving people of all abilities opportunities to participate fully in everyday life. It is used to describe how widely a service, product, device, or environment is available to as many people as possible. Accessibility can be seen as the ability to access and benefit from a system, service, product or environment.

Barrier — Barriers are obstacles that limit access and prevent people with disabilities from fully participating in society. Most barriers are not intentional. Barriers usually arise because the needs of people with disabilities are not considered from the beginning.

Disability — Ontario's accessibility law adopts the definition for disability that is in the Ontario Human Rights Code. It defines disability broadly:

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



Section One: Past Achievements to Remove and Prevent Barriers

STANDARD	ITEM	ACTION	Compliance Date
Design of Public Spaces	All store front entrances must have door openers	Automatic door openers to be installed on all store front entrances, donor doors and disabled washrooms.	December 2012.
Design of Public Spaces	Accessible aisles	All aisles must be wheelchair accessible	June, 2013
Design of Public Spaces	Accessible change rooms	Ensure all stores have accessible change rooms	December 2016
Design of Public Spaces	Emergency procedures for Deaf and hard of hearing	Process required or alarm system accessible to Deaf and hard of hearing individuals.	December, 2012
Design of Public Spaces	Door openings to be standardized at 36" wide	At least one 36" doorway access point will be provided in every location area.	December, 2012
Design of Public Spaces	Automatic door openers for all major entry/exit doors	Automatic door openers to be installed on all major entry/exit doors	December, 2012
Design of Public Spaces	Door frames should be darker than walls for visibility	Ensure all door frames are painted a darker colour than walls for all new projects.	December, 2012
Information & Communication	Signage for customers who are blind or have sight loss	All main customer signage going forward is Large Print, colour contrasted, and standard basic font.	December 2016
Customer Service Standard	Training	Provide staff with annual training on Accessibility and HRights laws.	December 2015
Employment	Recruitment	Notification through job ads that accommodation can be made available during the recruitment process.	December 2016
Information & Communication	Written & Oral	Make available a variety of options including multi-language & sign language Interpreter services, oral communication of written items, enlarge-print photocopiers	December 2012
Information & Communication	Written & Oral	Client & Employer Satisfaction Survey solicits information on the accessibility of our services	March 2021
Information & Communication	Written & Oral	Web-site content conformant to WCAG 2.0.	March 2022



Section Two: Current or Future Action Items

STANDARD	REQUIREMENT	STATUS	Priority Level
Design of Public Spaces	Visual alarms prompting emergency exits for Deaf and hard of hearing individuals – All locations	KW complete on floors 1, 2, 5. In transition/progress for all other locations.	Low
Design of Public Spaces	Sphere door “knobs” to be replaced with door handles.	Majority complete, a few remaining in transition/progress	Low
Design of Public Spaces	Accessibility to store locations	Ensure legal accessibility standards are met for all new retail and donations locations	Low – as new locations are opened.

Policies Related to Accessibility Plan:

- ORG 10 Accessibility and the AODA
- ORG 01 Providing Goods & Services to People with Disabilities
- HR 08 Respect at the Workplace
- HR 41 Diversity, Equity, and Inclusion

Date Adopted: January, 2012

Date Revised: December 27, 2023