

Birchway Niagara

Multi-Year Accessibility Plan

Adopted July 2026

Statement of Commitment

Birchway Niagara is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity, and are committed to identifying, preventing, and removing barriers for people with disabilities in a timely manner.

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and Ontario Regulation 191/11, the Integrated Accessibility Standards Regulation, Birchway Niagara has established this Multi-Year Accessibility Plan. The plan below outlines the requirements of the legislation and how Birchway Niagara meets, or is working toward, each requirement.

Requirement	Status	What This Means at Birchway Niagara
Establishment of Accessibility Policies		
Develop, implement, and maintain accessibility policies; post our Statement of Commitment and Multi-Year Accessibility Plan on our website; make policies available to the public upon request.	Compliant	Birchway Niagara maintains the following policies: • AODA – Customer Service Standard Policy • AODA – Employment Standard Policy • AODA – Information and Communications Standard Policy • Return-to-Work Accommodation Policy • Diversity in the Workplace • Employment Equity and Fairness Policy • Equal Opportunity Policy • Statement of Commitment – AODA This plan is posted publicly on our website at www.birchway.ca, and all of our accessibility policies are available in an accessible format upon request.
Hiring		
Ensure job postings are accessible and inform employees and the public of	Compliant	Birchway Niagara welcomes and encourages applications from people with disabilities.

our commitment to accommodating people with disabilities throughout the hiring process.		Accommodations are available upon request throughout the recruitment and selection process. https://birchway.ca/employment
Notify job applicants selected for an interview that accommodation is available.	Compliant	Candidates are asked whether accommodation is required when they are contacted to schedule an interview.
Notify successful applicants of our accommodation policies.	Compliant	New employees are informed of Birchway Niagara's accommodation process at the time of hire and during onboarding.
Inform employees about our policies to support people with disabilities, both at hire and whenever those policies change.	Compliant	All employees review our accessibility policies as part of orientation, and are informed of any updates as they occur.
Providing Accessible Workplace Information		
Provide job-related and general workplace information in an accessible format, upon request.	Compliant	Employees are consulted at hire, and on an ongoing basis, to confirm any accommodation needs, and Birchway Niagara provides accessible formats and communication supports as requested. https://www.ontario.ca/page/how-make-information-accessible
Self-Service Kiosks		
Ensure any self-service kiosks are accessible.	Not Applicable	Birchway Niagara does not use self-service kiosks.
Training		
Provide accessibility training to all employees, volunteers, and Board members, covering the AODA, the Customer Service Standard, the Ontario Human Rights Code, and how to interact with and support people with disabilities.	Compliant	All employees, volunteers, and Board members receive accessibility training as soon as practicable after joining Birchway Niagara, with updates provided whenever our accessibility policies change.
Accommodation Plans		
Maintain a documented process for developing individual accommodation plans for employees with disabilities.	Compliant	Birchway Niagara is committed to providing an accessible working environment for all employees, and supports and facilitates accommodation for employees with disabilities, subject to the limits of undue hardship.

		Birchway Niagara recognizes the importance of inclusion by design and works to eliminate or minimize barriers, consistent with the Ontario Human Rights Code and the AODA.
Performance Management, Career Development, and Redeployment		
Consider the accessibility needs of employees with disabilities during performance reviews, and when supporting career development or redeployment.	Compliant	Birchway Niagara's Employment Standard Policy commits to taking into account the accessibility needs and individual accommodation plans of employees with disabilities throughout performance management, career development, and redeployment.
Return-to-Work Process		
Maintain a documented process to support employees returning to work after a disability-related absence.	Compliant	Birchway Niagara provides Short-Term and Long-Term Disability benefits and works with our benefits provider to develop an individualized Return-to-Work Plan for employees returning from a disability-related absence, with accommodation provided up to the point of undue hardship.
Individualized Workplace Emergency Response Information		
Provide individualized emergency response information to employees who need help in an emergency due to a disability.	Compliant	Birchway Niagara's Fire Safety Plan addresses individualized evacuation plans for employees who require them, reviewed whenever an employee's needs or work location change.
Parking		
Provide the minimum required number of accessible parking spaces at off-street parking facilities.	In Progress	Our McLeod Rd location provides 41 parking spaces, including a designated accessible space. Birchway Niagara is planning to add an additional accessible parking space at this location to fully align with current accessibility requirements.
Building Physical Accessibility		
Meet Ontario Building Code and Design of Public Spaces accessibility requirements for new construction and major renovations.	In Progress	Our current facility addition at McLeod Rd was designed with barrier-free access as part of the existing accessible site. Our new transitional housing development, currently in the design phase, will incorporate accessible design throughout.
Feedback		
Ensure our processes for receiving and responding to	Compliant	Feedback about Birchway Niagara's programs and services can be shared in person, by telephone, in

feedback are accessible to people with disabilities.		writing, or by e-mail, and will be provided in an accessible format upon request.
Service Animals and Notice of Temporary Disruptions		
Maintain a policy on the use of service animals, and a process for notifying the public of temporary disruptions to accessible services or facilities.	Compliant	Birchway Niagara welcomes clients accompanied by a service animal or support person, and posts notices in the event of any temporary disruption to accessible services or facilities.
Accessibility Compliance Reporting		
Organizations with 20 or more employees must file an Accessibility Compliance Report with the Government of Ontario.	Compliant	Birchway Niagara last filed its Accessibility Compliance Report in 2023 (Confirmation Number ACR9116319), and will file its next report by December 31, 2026.

AODA Representative

For more information about this plan, to request a document in an alternative format, or to provide feedback, please contact:

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