



## **Krasman Centre's Multi-Year Accessibility Plan 2023/2024 - 2028/2029**

### **Introduction**

Krasman Centre is a Consumer/Survivor Initiative that offers peer support-based programs, physical hubs and resources for people with lived experience of mental health, substance use and housing challenges, and their family and friends. We serve York Region, areas of Simcoe County and Toronto, with drop-in centres in Richmond Hill and Alliston.

Krasman Centre's Multi-Year Accessibility plan is a 5-year plan to identify, remove, and prevent accessibility barriers across the organization by committing to specific initiatives and outcomes aimed at making sure that people with disabilities can participate in the agency's programs, services, facilities, public spaces, information and communication, and employment.

The plan connects directly to our agency's Strategic Plan 2022-2025, which holds Health Equity and Inclusion as a key pillar, including the following objectives:

- *Cultivate stronger health equity policy infrastructure to ensure culturally competent and inclusive care.*
- *Foster organizational capacity around inclusion and enhance learning opportunities for employees, management, board members, volunteers, students, members, and program participants.*
- *Enhance AODA compliance for virtual programming.*
- *Collaborate with organizations that support health equity and inclusion.*
- *Seek out ongoing investments to maintain human resource personnel dedicated to ensuring accountability and sustaining work in this area.*

Krasman Centre strives to meet the needs of its employees and participants with disabilities and is working hard to remove and prevent barriers to accessibility.

Krasman Centre is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are

taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

The plan is reviewed and updated at least once every 5 years, but we strive to review the plan at least once/year.

We train every person soon after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided and the number of individuals completing the training.

## **Section 1.**

### **Past Achievements to Remove and Prevent Barriers**

#### Direct Service:

Accessibility Policies in place for staff and program participants

Require all staff to be trained to support participants and colleagues with a variety of disabilities

Keeping record of who has been trained and when

Welcoming to Service Animals and Support Persons

Development of "Krasman Centre's Equity Lens Guide" as a resource for staff.

Push button door, and ramp added to Richmond Hill location to improve physical accessibility of the Drop-in space.

Provide closed captioning and ASL Interpretation upon request as well as proactively for larger public events.

Program participants can provide feedback in multiple formats (E.G. online via website, in-person via feedback forms, direct verbal feedback via managers and/or Executive Director.

#### Information and Communications:

Communicate instances of "Service Disruption" consistently and in multiple formats (physical signage, social media, website)

Offer information in alternative formats, when possible and as requested.

#### Employment:

As a Psychiatric Consumer/Survivor Initiative, led and run by People with Lived/Living Experience of mental health distress and/or substance use, many of our employees identify as individuals living with disabilities

Accommodation statement on all job postings

Krasman Centre provides individualized accommodation plans as required.

Mandatory all-staff Disability Awareness training (2023)

#### Public Spaces:

Push button Door, and ramp added to Richmond Hill location to improve physical accessibility of the Drop-in space.

Replaced Richmond Hill site Drop-in furniture with tables, chairs, and computer stations that are AODA compliant (E.G. wheelchair accessible)

Temporarily relocation of Richmond Hill Drop-in to fully accessible City owned space (2023-2024)

### **Section 2: Ongoing and Future Plans to Remove and Prevent Barriers**

Krasman Centre 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.

Projects and programs Krasman Centre plans to accomplish to meet the requirements of the Accessibility for Ontarians with Disabilities Act and to remove and prevent barriers to people with disabilities:

#### Direct Service

Acquire additional resources to fund accessibility initiatives such as accessibility software/applications for staff and program participants

Offer as needed: ASL interpretation, live closed captioning

Re-locate Richmond Hill (head office) location to ensure physically accessible Drop-in/programming and administrative/staff space

#### Information and Communications

Krasman Centre is committed to making our information and communications accessible to people with disabilities.

Update Krasman Centre website to be AODA compliant by end of Q4 2023-2024.

#### Employment

Krasman Centre is committed to fair and accessible employment practices.

Provide Accessible Emergency Information to Staff as required.

## Policy for Return-to-work process and plan

### Training

Krasman Centre is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

Customized all-staff accessibility / disability awareness training at least once annually (initiated in 2023)

Mandatory AODA and Ontario Human Rights Code training as part of orientation and on-boarding process

### Design of Public Spaces

Krasman Centre will meet accessibility laws when building or making major changes to public spaces.

Re-locate our location in Richmond Hill to a facility that is fully AODA compliant.

Seek funding to ensure Alliston Drop-in/programming location is wheelchair accessible, by end of 25/26 year.

For more information on this accessibility plan, please contact Susan Dobson, Executive Director Phone: 905-780-0491 ext 112

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Our accessibility plan is publicly posted at: [www.krasmancentre.com](http://www.krasmancentre.com)

Standard and accessible formats of this document are free on request from

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