

**Message from the ED**

The increased issues surrounding the housing crisis, has led to higher levels of homelessness. With increased homelessness, creates increased disabilities. Having a multi year plan for accessibility ensures that we will be able to continue to best serve the most vulnerable people in our community.

**Introduction**

The Lighthouse strives at all times to provide its goods, services and opportunities in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to benefit from the same services and opportunities, in the same place and in a similar way as others.

Providing goods, services and opportunities to people with disabilities

The Lighthouse is committed to excellence in serving all, including people with disabilities.

The Lighthouse is committed to eliminating unlawful discrimination and promoting equality and diversity in our own policies, procedures, protocols, and best practices, and in influencing others to do the same in our dealings with employees, participants and third parties. The Lighthouse aims to treat everyone equally and with the same attention, courtesy and respect regardless of their age, disability, gender, marital status, race, racial group, colour, ethnic or national origin, nationality, religion, belief, sex or sexual orientation. We are committed to complying in both letter and spirit with all anti-discrimination legislation and associated codes of practice in force either now or in the future.

The Lighthouse strives to meet the needs of all with disabilities and is working hard to remove and prevent barriers to accessibility.

The Lighthouse 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.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided

## **AODA Multi-Year Accessibility Plan**

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### **Services**

The Lighthouse has been built with AODA in mind. There are multiple accessible washrooms on-site in the Emergency Shelters and Community Services.

There are extra large doorways with accessibility buttons through the buildings and proper lighting.

The Lighthouse has elevators in both buildings that are serviced regularly and kept up to code.

The Supportive Housing has 8 out of 20 units fully accessible including bathrooms and kitchen spaces.

The Emergency Shelter has fully accessible rooms.

The Lighthouse offers multiple formats for learning both online and in person.

The Lighthouse offers computers with accessibility features.

The Lighthouse offers multiple formats for job applications and interviews.

### **Strategies and Action**

The Lighthouse is committed to providing accessible services to people with disabilities. This means that we will provide goods, services and facilities for people with disabilities with the same high quality and timeliness as others.

The Lighthouse will engage every staff member to ensure they have the training in the format that is most appropriate for them. This will be done with each new hire and yearly with those in permanent positions.

The Lighthouse will continuously maintain the infrastructure needed to ensure that all the accessibility features are running smoothly and efficiently.

The Lighthouse will engage with professionals during the years 2023 and 2024 to continue to enhance safety measures in line with the AODA.

The Lighthouse is committed to continuing its strategic priorities in line with our mission, vision, and values to ensure everyone is safe and treated with integrity.

The Lighthouse offers accessibility alternatives to those in need when applicable like cots to sleep on the main floor and has emergency services available to repair broken items as needed.

Teal Wise

HR & Finance Director

[teal@orillialighthouse.ca](mailto:teal@orillialighthouse.ca)

705-329-2265 x 123