



Accessibility Plan for Hamilton Community Enterprises

Effective Date: June 1, 2024
Review Cycle: Every 3 years (or as needed)
Responsible Party: President & CEO
Address: 21 King Street West, #1400, Hamilton, ON L8P 4W7
Telephone: 1-844-423-4443
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1. Introduction

This plan outlines our commitment to fostering a barrier-free environment for employees, customers, and stakeholders. It aligns with the Accessible Canada Act (ACA) objective to achieve a Canada without barriers by 2040 and supports six key areas of focus.

2. Guiding Principles

Our plan is grounded in the principles of:

Dignity and Respect: Ensuring all individuals feel valued.

Independence: Enabling everyone to participate fully in society.

Equality of Opportunity: Providing equal access to services, employment, and participation.

Integration: Designing environments and systems inclusive of all abilities.

3. Contact Information & Feedback Process

If you wish to request a copy of HCE's Accessibility Plan, would like to provide feedback, or would like to request this information in an alternate format please contact us:

Email: accessibility@hce.net. Please use the subject "Accessibility Feedback"

Phone: 1-888-423-4443

Mail:

Hamilton Community Enterprises

21 King Street West, Suite #1400

Hamilton, ON L8P 4W7

If you would like a response to your concern, please let us know your preferred method of communication. Otherwise, we will respond to you through the same method that you used to contact us.

You also have the option to provide feedback anonymously. If you choose to do so, we will review and process your feedback internally but will not respond directly.

Unless you submit feedback anonymously, we will confirm receipt and collaborate with you on how best to address the issue. Any personal information you share while providing accessibility feedback will remain confidential unless you provide consent for its disclosure.

Alternative Formats:

If you require this plan in an alternative format, please contact us through one of the methods listed above. This plan can be provided within 45 days in one of the following formats:

- Electronic Large Print Format
- Printed Physical Copy
- Audio Recording
- Braille

4. Areas of Focus

We address accessibility in the following six (6) priority areas:

4.1 Employment

Ensure inclusive hiring practices, with accommodations available upon request.

Provide accessible training materials and onboarding processes, upon request.

Implement policies for ongoing workplace accommodations.

4.2 Built Environment

Conduct accessibility audits of physical spaces.

Maintain clear pathways and emergency exits for all.

4.3 Communication and Information

Ensure all internal and external communications meet Web Content Accessibility Guidelines.

Provide alternative formats (e.g., large print, audio) upon request.

Train staff to communicate inclusively.

4.4 Procurement of Goods, Services, and Facilities

Prioritize suppliers and vendors that comply with accessibility standards.

4.5 Service Delivery

Provide assistive technologies to customers with disabilities.

Provide accessible policies and processes for complaints and feedback.

4.6 Transportation

Train staff on assisting passengers with disabilities.

5. Consultation with Persons with Disabilities

We engage individuals with disabilities and caregivers to co-create and review our accessibility measures. Regular consultations ensure our plan reflects lived experiences and meets diverse needs.

6. Training and Awareness

All employees and leadership will complete training on accessibility standards, unconscious bias, and inclusive practices. Training will be mandatory and refreshed every two years in compliance with the Ontario Health & Safety Act.

7. Monitoring, Evaluation, and Reporting

Conduct annual reviews and report progress on compliance with the ACA and CRTC regulations.

Publish updates on our website in accessible formats.

8. Accountability

Our leadership team is responsible for ensuring this plan is effectively implemented. Progress reports will be shared with stakeholders and submitted to relevant regulatory bodies.

9. Conclusion

This plan underscores our dedication to eliminating barriers and fostering an inclusive environment for all. We will continue to collaborate with the community and strive for innovation in accessibility.