

2023 AODA Accessibility Plan Status Report		
Compliance Report Questions		Evidence
	General	
Q1	Has your organization created and implemented written policies on how to achieve accessibility by meeting all applicable accessibility requirements in the IASR?	Customer Service Policy
Q2	Has your organization established, implemented and maintained a multiyear accessibility plan? 2a Does your organization have a website? 2ai Is your organizations accessibility plan posted on your organization's website? 2aii Does your organization provide the accessibility plan in an accessible format when requested? b Does your organization update the accessibility plan at least once every 5 years?	Customer Service Policy in place since Nov 16 2011. Updated as per the Policy Review Schedule: 2011, 2015, 2019, 2022. Customer Service Policy posted on website. Yes Next update due Feb 2025.
Q3	Does your organization provide appropriate training on: a The AODA Integrated Accessibility Standards Regulation? b The Human Rights Code as it pertains to persons with disabilities?	See personnel staff Passport to Learning Training Matrix for Board, Student and Volunteer files for training completion.
	Information and Communications	
Q4	Does your organization have a process for receiving and responding to feedback that is accessible to people with disabilities? a Does your organization notify the public about the availability of accessible formats and communications supports with respect to the feedback process?	Process in Customer Service Policy, Participant Handbook Yes – above are posted on our website
Q5	Does your organization have one (or more) website(s) which it controls directly or indirectly ('controls' means that your organization is able to add, remove and/or modify content and functionality of the website)? Do all your organization's internet websites conform to World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA (except for live captions and prerecorded audio descriptions)? In the comments box, please list the complete	Yes Yes www.huttonhouse.com twitter.com/HuttonHouseLdn

	names and address of your publicly available web content, including websites, social media pages and apps.	www.facebook.com/HuttonHouseLDn www.instagram.com/huttonhouse
	Customer Service	
Q6	<p>Does your organization provide training about providing goods, services or facilities to persons with disabilities to the following? *</p> <ul style="list-style-type: none"> • Staff and volunteers • People involved in developing accessibility policies • People providing goods, services or facilities on behalf of the organization <p>a Does the training include all of the following: *</p> <ul style="list-style-type: none"> • A review of the purposes of the AODA? • A review of the purposes of the Customer Service Standards? • How to interact and communicate with persons with various types of disability? • How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person? • How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability? • What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities? 	<p>All staff and volunteers are provide with an orientation and includes reading all policies and procedures</p> <p>Passport to Learning HR Downloads training re AODA Customer Service Policy, Animal Policy, Participant Handbook, Volunteer Handbook</p>
Q7	<p>If there is a temporary disruption of goods, services or facilities used by persons with disabilities, does your organization give a notice of the disruption to the public?</p> <p>a Does the notice of the disruption include all of the following?</p> <ul style="list-style-type: none"> • The reason for the disruption? • Its anticipated duration? • A description of available alternative facilities or services (if any)? 	See Customer Service Policy - Notice of Temporary Disruption of Services and Facilities

Q8	<p>Does your organization ever require a person with a disability to be accompanied by a support person when on your premises? *</p> <p>a Does your organization do all of the following before requiring a person with a disability to be accompanied by a support person on your premises: *</p> <ul style="list-style-type: none"> • Consult with the person with a disability? • Determine a support person is necessary to protect the health or safety of the person with a disability or others on premises? • Determine that there is no other way to protect the health or safety of the person with a disability or others on the premises? 	<p>Yes</p> <p>Yes Support needs are discussed during Intake</p>

	Employment	
Q9	Does your organization employ any persons with disabilities for whom you have provided individualized workplace emergency response information?	All emergency response information is reviewed, and accommodations identified during orientation and on an ongoing basis to accommodate both temporary and permanent needs. ie see Return to Work Policy, Work From Home Policy
Q9a	<p>Does your organization review the individualized workplace emergency response information for all of the following? *</p> <ul style="list-style-type: none"> • When the employee moves to a different location in the organization? • When the employee's overall accommodation needs or plans are reviewed? <ul style="list-style-type: none"> • When your organization reviews its general emergency policies? 	<p>Accommodations identified during orientation and on an ongoing basis to accommodate both temporary and permanent needs. ie see Return to Work Policy.</p> <p>Updates to policies are shared with all employees.</p>
Q9b	<p>Do any of the employees for whom your organization has provided individualized workplace emergency response information require assistance?</p> <p>Has your organization, with the employee's consent, provided the workplace emergency response information to the person designated to provide assistance to the employee?</p>	Accommodations identified during orientation and on an ongoing basis to accommodate both temporary and permanent needs. ie see Return to Work Policy, Work From Home Policy, Customer Service Policy

	Was the individualized workplace emergency response information provided as soon as practicable after your organization became aware of the need for accommodation?	
	Design of Public Spaces	
Q10	<p>Since January 1, 2017, has your organization constructed new or redeveloped any of the following items?</p> <ul style="list-style-type: none"> Outdoor public use eating areas Outdoor play space Off-street parking Service counter Fixed queuing guides Waiting areas 	No

Jeanette Dutot

Executive Director

Signed 

Date

____January 18 2024_____