

**Umbrella Family and Child
Centres of Hamilton**



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Multi-Year Accessibility Plan

2024-2029

Umbrella Family and Child Centres of Hamilton

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LAST UPDATED MARCH 2026

Multi-Year Accessibility Plan (2024-2029)



Policy Statement

Umbrella Family and Child Centres of Hamilton (“the Organization” or “UFCC”) is committed to meeting the accessibility needs of people with disabilities in a timely manner and to providing a barrier-free environment for our employees, volunteers, students on placement, job applicants, customers and visitors who enter our premises and access our information/services. We are committed to treating all people in a way that allows them to maintain their dignity and independence and provides the same opportunity to access and benefit from our programs and services as other service users.

We are committed to ensuring our organization’s compliance with accessibility legislation by incorporating accessibility considerations into policies, procedures, equipment requirements, training for employees, volunteers and students on placement.

UFCC's multi-year accessibility plan and status report is posted on our website at umbrellafamily.com and made available in an accessible format, upon request.

This plan will be reviewed, as required, and at least every five years.

Contact Us

Head Office Address:

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Multi-Year Accessibility Plan (2024-2029)



General

Accessibility Strategy for Implementation	AODA Target Date	2024	2025	2026	2027	2028	2029	Status Update
Create and implement a Customer Service policy. The organization will review on a bi-annual basis or as required by the legislation	Jan 1, 2012		X					Completed & Ongoing
The organization will create a multi-year accessibility plan, and an annual status report. The plan will be reviewed, as required, at least every five years.	Jan 1, 2014		X	X				Completed & Ongoing
The organization will ensure that training on the requirements of the Customer Service Standard, Integrated Accessibility Standard Regulation (IASR) and the Ontario Human Rights Code as it pertains to persons with disabilities, are provided to all employees, supervisors, managers, students on placement and volunteers upon hire.	Jan 1, 2012 and Jan 1, 2015		X					Ongoing
Update the Customer Service policy to include the Integrated Accessibility Standards (IASR) and review on a bi-annual basis or as required by the legislation.	Jan 1, 2014		X					Completed & Ongoing
The organization will file all compliance reports as required.	Next Report March 2026			X				Completed & Ongoing

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Information and Communications Standards

Accessibility Strategy for Implementation	AODA Target Date	2024	2025	2026	2027	2028	2029	Status Update
The organization will ensure that a process is available to the public to allow for feedback, complaints or questions regarding services to persons with disabilities.	Jan 1, 2015	X	X					Completed & Ongoing
The organization is committed to ensuring that we communicate with people with disabilities in their preferred mode of communication and / or in an accessible format.	Jan 1, 2012	X	X	X				Ongoing / As Required
The organization will research WCAG 2.0 requirements, access accessibility of existing website and develop a plan to bring website into compliance.	Jan 1, 2021	X	X					Ongoing
UFCC will make all internet website and web content conform to WCAG 2.0 as required by the legislation.	Jan 1, 2021	X	X	X				Completed & Ongoing

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Employment Standards

Accessibility Strategy for Implementation	AODA Target Date	2024	2025	2026	2027	2028	2029	Status Update
The organization will make known to the public and its employees that individuals with disabilities will be accommodated during the recruitment and assessment period.	Jan 1, 2016	X	X	X				Completed & Ongoing
UFCC will provide a tailored workplace emergency response plan for employees who have disclosed a disability and who are being accommodated according to their disability.	Jan 1, 2012	X	X	X				Completed & As Required
The organization has put in place a process for developing individual accommodation plans and return to work plans for individuals who require an accommodation.	Jan 1, 2016	X	X	X				Completed & As Required

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Customer Service Standards

Accessibility Strategy for Implementation	AODA Target Date	2024	2025	2026	2027	2028	2029	Status Update
People with disabilities may use their personal assistive devices when accessing services or facilities. Staff will be trained and familiar with various assistive devices	Jan 1, 2012	X	X	X				Completed & Ongoing
The organization will ensure that persons with disabilities who require the use of a service animal are permitted to access all areas, open to the public, with their service animal.	Jan 1, 2012	X	X	X				Ongoing / As Required
Notice will be provided to clients and the public in the event of a temporary service disruption, as soon as possible	Jan 1, 2012	X	X	X				Ongoing / As required
Any person with a disability who is accompanied by a support person will be encouraged to have that person accompany them on our premises. Fees will not be charged for any support person.	Jan 1, 2012	X	X	X				Ongoing / As Required

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Design of Public Spaces

Accessibility Strategy for Implementation	AODA Target Date	2024	2025	2026	2027	2028	2029	Status Update
<p>The organization will ensure that, where applicable, the following meet the accessibility requirements:</p> <ul style="list-style-type: none"> • Outdoor Play Spaces • Service Counters and Waiting Areas 	Jan 1, 2017	X	X	X				Completed / As Required
<p>The organization will ensure that all preventative or emergency maintenance is completed as required, and the public will be notified when there are temporary disruptions to service as a result.</p>	Jan 1, 2017	X	X	X				Ongoing / As Required