



## The 519 - Accessibility Multi-Year Plan

### Background

As outlined in The 519's Community Standards Policy Statement, our organization is dedicated to delivering high-quality community programs, services, and creating accessible public spaces for both the local community and the broader 2SLGBTQ+ communities. We consistently endeavor to identify, address, and eliminate barriers faced by individuals with disabilities to facilitate their access to our services and engagement in our programs.

Our commitment aligns with the Accessibility for Ontarians with Disabilities Act, 2005, and we are dedicated to fulfilling its requirements. We actively encourage input from community members through our accessible complaints process, which allows us to implement enhancements and ensure compliance with our obligations.

The following outlines The 519's strategies to uphold this commitment over a five-year period – 2023-2027, contributing to the goal of making Ontario an accessible province for all. This plan will undergo review and updates annually as indicated below:

<b>Customer Service</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>	<b>2027</b>
Continue providing high-quality, welcoming, and accessible customer service.	✓	✓	✓	✓	✓
Explore additional ways to gather community feedback on accessibility, possibly through surveys or focus groups. Put into practice as a cyclical practice.		✓	✓	✓	✓
Ensure ongoing AODA and Customer Service Standards training for all staff, incorporating any updates or changes in regulations.	✓	✓	✓	✓	✓
Implement Disability Justice learning initiatives across relevant programs and services – focused on supporting community members to better understand barriers and how to create accessible welcoming spaces.		✓	✓	✓	✓
Provide accessibility workshops and “tips sheets” for community led groups to foster their capacity and commitment to ensure that their community initiatives are accessible and welcoming.		✓	✓	✓	✓
<b>Information and Communications</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>	<b>2027</b>
Regularly review and update written communications to maintain compatibility with screen readers and notice boards.	✓	✓	✓	✓	✓
Continue to provide ASL interpretation at all events.	✓	✓	✓	✓	✓
Assess the effectiveness of closed-captioning at cinematic type events, implementing it as best practice and making improvements as needed.		✓	✓	✓	✓

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Implement the inclusion of Braille on room signage and wayfinding throughout the facility (completion of one-time installation).			√		
Regularly review content and enhanced accessibility requirements on our website and in social media postings to ensure we are meeting our commitments and leading practice.	√	√	√	√	√
As a first step in 2024, ensure that all relevant client intake forms provide information on our accessibility commitments and assess individual needs and ways in which we can support their effective engagement. Ongoing reviews will be conducted annual.		√	√	√	√
Ensure that the internal Accessibility Committee provides advice and support to all departments at The 519 in terms of the development of operational plans and communications plans.		√	√	√	√
<b>Employment</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>	<b>2027</b>
Continue to include a commitment statement in all staff and volunteer recruitments and postings confirming our commitment to accommodation of applicants with a disability.	√	√	√	√	√
Regularly review and update workplace accommodations policies in alignment with City of Toronto AODA and Accommodation regulations.	√	√	√	√	√
Employment letters include reference to AODA and accommodations commitments and policy, to ensure that all employees have access to the information and are well informed.	√	√	√	√	√
As part of on-boarding process and annually thereafter continue to implement employee confirmation process that includes review of accessibility policy and support meeting that checks to ensure that all workplace accessibility needs are in place.	√	√	√	√	√
<b>Public Spaces</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>	<b>2027</b>
Ensure AODA requirements in the selection and design of any new office and program space.	√	√	√	√	√
Work in partnership with the City of Toronto CREM unit to finalize the AODA facility design compliance construction project, focusing on structural changes to enhance overall accessibility – subject to capital funding through the City of Toronto AODA capital improvement projects implement all construction work.		√	√	√	√



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See Above - subject to funding replace all door closers leading to accessible areas with automatic door closers. (one-time installation event)			√		
See Above - subject to funding identify and complete needed accessibility capital improvements to existing offices and community programming locations.	√	√	√	√	√
Annually evaluate and modify fire and life safety evacuation procedures to ensure that there are appropriate plans and strategies in place to safely evacuate and support community members in those circumstances.	√	√	√	√	√
<b>Training</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>	<b>2027</b>
Conduct cyclical all-staff training on accessibility 101	√	√	√	√	√
Evaluate the impact of accessibility staff lunch and learn sessions and update strategy based on newest legislation – on-going.		√	√	√	√
Provide ongoing AODA and accessible customer service refresher training for lobby and all program staff.		√	√	√	√
In alignment with our Strategic Priorities provide Disability Justice workshops for all employees and the Board that seeks to build a collective understanding of not only AODA obligations but to understand accessibility as a fundamental human right and central to our work at The 519. Ongoing assessments will be conducted and continuously implement learnings.		√	√	√	√
Provide additional professional trainings including attendance to conferences, and development for the members of The 519 Accessibility Committee on-going to ensure leading practice is readily available and they are equipped to support the organization.		√	√	√	√
<b>Transportation</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>	<b>2027</b>
Continue chartering wheelchair-accessible vehicles for offsite excursions and conferences ensuring the ongoing accessibility of programs.	√	√	√	√	√
<b>Other</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>	<b>2027</b>
Partner with and provide micro-funding to support 2SLGBTQ+ Disability Justice Network initiatives that profile and celebrate the community in 2023 and currently working on a micro-grant funding agreement for 2024.	√	√	√	√	√



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Ensure that The 519 Social procurement policy contemplates and supports opportunities for purchasing decisions that are aligned with this plan, our commitments and policy.	✓	✓	✓	✓	✓
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This multi-year plan demonstrates a commitment to continuous improvement in support of our accessibility commitments. The plan includes annually evaluating our progress and achievements and lessons learned from the previous years to inform on-going continuous improvements. The 519 will be transparent in its work and continued progress towards these goals by providing updates to the Board and on our website. This plan will be posted on The 519's website and copies made available upon request.

Questions or comments about The 519's accessibility plans, policies and practices are always welcome. Should you require a copy of our documents in standard or accessible format, please contact:

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