



ARTSCAPE

ACCESSIBILITY PLAN

ARTSCAPE

2021 – 2026

June 29, 2021

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Multi-Year Accessibility Plan 2021 - 2026

This 2021-26 Accessibility Plan outlines the policies and actions that Artscape, “we”, “us”, “the Company”, “the Organisation”) has already implemented and will put in place to improve opportunities for people with disabilities.

Letter from the CEO

It gives me great pleasure to present this multi-year plan on behalf of Artscape. The plan will help us continue with our commitment towards achieving accessibility for all – employees, volunteers, visitors, tenants and the public.

Artscape has always strived to be an inclusive organization and this has been our vision since inception. We collaborate with artists, community leaders, public policy advocates, philanthropists and urban developers, so that our work builds value for everybody.

Our vision commits us to building a world that engages art, culture and creativity as catalysts for community vibrancy, sustainability, prosperity and inclusiveness. Accessibility is an integral part of our vision and we look forward to being an example of complete accessibility in all that we offer.

Statement of Commitment

ARTSCAPE EQUITY, DIVERSITY AND INCLUSION COMMITMENT

We will hold ourselves and each other accountable through word and action with the assurance that every member of the Artscape community be treated equitably, with dignity and respect. As an employer, as staff, as leaders and community members, we will act in an inclusive manner at all times and with mutual respect of individuals’ rights to be understood and heard.

We believe equity, diversity and inclusion create a culture that embraces the uniqueness of individuals and is representative of the Canadian population and we are resolute in cultivating an environment where all people are respected and their differences embraced.

We do not condone or tolerate behaviour that undermines the dignity of any individual. Expressions of hate such as intimidation, harassment, offensiveness or hostility will not be tolerated.

We stand firm in our commitment to the erasure of and fight against all forms of discrimination and harassment, including but not limited to: Islamophobia, anti-Semitism, xenophobia, sexism, anti-Black racism, classism, ableism, homophobia, transphobia, ageism and anti-indigenous rhetoric and/or remarks.

We further commit to the creation and enforcement of open and inclusive spaces, free of hate and all forms of oppression.

We will support the growth, awareness and understanding of our most marginalized and racialized communities and will promote and encourage open dialogue that does not infringe on the rights of others or cause harm.

Customer Service Accessibility

Commitment:

We are committed to making our customer service accessible and training our staff on providing accessible service.

We implemented the following steps in 2021 since our team size grew to 50+ employees:

- Hired multiple dedicated vendors to work on all web and app-related accessibility actions;
- Hired a dedicated contractor to work on all accessibility content;
- Developed HR policies, procedures and practices for addressing accessibility.
- Ensured HR policies, procedures, and practices are consistent with principles of independence, dignity, integration and equality.
- Developed Customer Service policies, procedures and practices for addressing accessibility.
- Ensured Customer Service policies, procedures and practices are consistent with principles of independence, dignity, integration and equality.
- Implemented a specific policy on allowing people to use their own assistive devices.
- Permit support people to accompany persons with disability
- Provided feedback mechanisms for persons with disabilities.
- Notify customers that all the documents required are available in an accessible format upon request
- Provided documents in a format that takes into account the person's disability.
- Have a policy that permits service animals
- Reporting to the Government on compliance
- Assessed and initiated remedial actions to ensure our consumer-facing applications are accessible.

Integrated Accessibility Standards Regulation

Accessible Emergency Information

Commitment:

We are committed to providing customers and employees with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Planned Actions:

- Emergency procedures information will be made available in an accessible format as soon as practicable, upon request.

Workplace Emergency Responses Information

Commitment:

Where Artscape is aware that an employee has a disability and that there is a need for accommodation, individualized workplace emergency response information will be provided to the employee as soon as practicable if such information is necessary given the nature of the employee's disability.

Planned Actions:

- When we become aware of the need to accommodate an employee's disability, we will assess requirements and if necessary, will complete an individual emergency response as soon as possible.
- If the employee requires workplace emergency assistance, with their consent, we will provide the workplace emergency response information to the designated person who will be providing assistance to the employee.
- We will review the individual workplace response information when:
 - The employee moves to a different location in the organization.
 - The employee requests us to do so.
 - When the general emergency response is reviewed.

Required compliance date: June 30, 2021 Status: Completed

Accessibility Policy and Multi Year Plan

Commitment:

We are committed to implementing an Accessibility Policy detailing our commitment to meeting the accessible needs of persons with disabilities in a timely manner.

Planned Actions:

- Create a multi-year Accessibility Plan outlining our phased-in strategy for identifying, removing, and preventing barriers to accessibility.
- Post our Accessibility Plan on our corporate website and in an alternative format upon request.
- The Accessibility Plan will be reviewed at a minimum of every five years.

Required compliance date: June 30, 2021 Status: Completed

Training

Commitment:

We will provide training to employees, volunteers, and persons participating in the development and approval of our policies, including appropriate training on the requirements of the Integrated Accessibility Standards Regulation (“IASR”), Ontario’s accessibility laws, and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

We have taken the following steps to ensure employees are provided with the training needed to meet Ontario’s accessible laws by **June 30, 2021**:

Planned Actions:

- Develop and implement appropriate training materials.
- Create a plan for refresher training to ensure ongoing awareness.
- Keep and maintain a record of training provided, including training delivery dates, and the number of individuals to whom it was provided.
- Ensure that training is provided on any changes on an ongoing basis.

Training Modules

The following training modules on Accessibility have been developed and are implemented:

AODA Customer Service Training

(Comprehensive content)(1 hour and 5 minutes)

- A thorough exploration of AODA - ideal for trainees in leadership or public-facing roles
- AODA Customer Service Standard legislation
- Interacting and communicating with individuals with various disabilities
- Understanding service disruptions and feedback

AODA Customer Service Training (Condensed content)

(32 minutes)

- A condensed version of AODA - ideal for trainees requiring general awareness training
- AODA Customer Service Standard legislation
- Interacting and communicating with individuals with various disabilities
- Understanding service disruptions and feedback

AODA Customer Service Training

(Refresher Course)(22 minutes)

- Review of the main topics of the full AODA module

Improving Workplace Accessibility - General Training for Leaders in All Jurisdictions

(44 minutes)

- Useful for managers, employers and HR professionals in all jurisdictions (*does not discuss requirements under the Accessibility for Ontarians with Disabilities Act; see alternate courses)
- Discusses various types of disabilities, and best practice tips for each
- How to improve accessibility for customer service, information and communication, and how to create more accessible employment processes

Integrated Accessibility Standards – Design of Public Spaces (Built Environment)

(28 minutes)

- Overview of the AODA and the Integrated Accessibility Standards

- Acquaint organizations with the Integrated Accessibility Standards Regulation as it relates to the design of public spaces
- Requirements for recreational trails and beach access routes; outdoor public eating areas and play spaces; outdoor paths of travel; on and off-street parking; service counters; fixed queuing lines; and waiting areas

Integrated Accessibility Standards – Information and Communications Standards and Employment Standards

(35 minutes)

- Integrated Accessibility Standards - Introduction and Overview of General Requirements
- Integrated Accessibility Standards - Information and Communications Standards
- Integrated Accessibility Standards - Employment Standards

Integrated Accessibility Standards – Transportation Standard Training

(44 minutes)

- Integrated Accessibility Standards - Introduction and Overview of General Requirements
- Integrated Accessibility Standards - Transportation Standard

Understanding Human Rights Training (AODA Edition)

(25 minutes)

- Review the Ontario Human Rights Code
- Explain key components of human rights in Ontario
- Explain how these important pieces of legislation apply to the requirements outlined under the Accessibility for Ontarians with Disabilities Act (AODA)

Required compliance date: June 30, 2021 Status: Completed

Information and Communications

Commitment:

We are committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

We will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2022**:

Planned Actions:

- Review and determine alternative formats that we can provide feedback processes if requested.
- Ensure that staff and management are aware and informed of requirements.
- Ensure that feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request.
- Provide or arrange for the provision of accessible formats and communication supports upon request for persons with disabilities in a timely manner that takes into account the person's accessibility needs.

Required compliance date: January 1, 2022 Status: In Progress

Accessible Formats and Communication Supports

We will take the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2022**:

Planned Action:

- Documenting in writing all policies and procedures on how we provide accessible customer service.
- Marketing or support materials are available in alternate formats.

- Determine communication strategy on how our content will be made available upon request.
- Create stand-alone page on the marketing website www.artscape.ca dedicated to accessibility.

Required compliance date: January 1, 2022 Status: In Progress

Accessible Website and Web Content

In accordance with the IARS, Artscape will ensure that the website and online content conforms with WCAG 2.0, Level AA by **June 30, 2022**.

Artscape currently has 12 core website experiences including:

- Artscape.ca
- Artsunite.ca
- creativeplacemaking.artscape.ca
- Artscapedanielslaunchpad.com
- Artscapedistillerystudios.ca
- Danielsspectrum.ca
- Artscapeweston.ca
- Artscapediy.ca
- Artscapeeventvenues.ca
- Artscapewychwoodbarns.ca
- artscapeyoungplace.ca
- artscapegibraltarpont.ca

In the coming year (between now and June 30, 2022) Artscape is undergoing a complete rebuild of all digital properties, combining the 12 core websites into 1-3 umbrella sites that will be built to meet WCAG 2.0 AA compliance, with the aim of achieving WCAG 2.1 AA compliance wherever possible.

Artscape has engaged with the compliance team at the AODA with the intention of getting an approved workplan allowing for the roll-out of the new digital properties over the coming year (June 2021 to June 2022). The compliance team has requested that the workplan be negotiated after the reporting submission on June 30, 2021.

Required compliance date: June 30, 2022 Status: In Discovery

Employment Standards

Recruitment Commitment

The Company is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, the Company will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

General Recruitment

Artscape will notify employees and the public of the availability of accommodation for applicants with disability in the recruitment process:

Planned Action:

- Review and make necessary modification for existing recruitment policies and procedures and templates
- Identify on job postings and notify employees that accommodations for job applicants with disabilities are available upon request during the recruitment process.

Recruitment, Assessment and Selection

Artscape will notify job applicants, when they are selected to participate in an assessment or selection process that accommodations are available upon request in relation to the material or process to be used.

Planned Action:

- Inclusion of availability of accommodation notices as part of the script in the scheduling of interview and or assessment
- If selected applicant requests an accommodation, consult with applicant and arrange for suitable accommodation that takes into account the applicant's disability

Notice to Successful Applicant

When presenting an offer of employment, the Company will notify the successful applicant of its policies for accommodating employees with disability

Planned Action:

- When offering a job to a successful applicant, inform them of our policies on accommodating employees with disabilities.
- Inclusion of notification of the Company policy on accommodating employees with disabilities in offer of employment

Required compliance date: June 30, 2021 Status: Completed

Employee Support

The Company is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of informing employees of available accessible support.

Planned Action:

- Inform employees of policies used to support employees with disabilities i.e., job accommodations that take into consideration the employee's disability.
- Inform new employees during the on boarding process
- Provide updated changes to employees whenever there is a change to the policy on job accommodation
- Provide suitable accommodation in order for the employee to perform their job
- Make necessary arrangements for accessible format and communication that supports the employees with disability, upon request

Required compliance date: January 1, 2022 Status: In Progress

Individual Accommodation Plan & Return to Work Process

Commitment

The Company will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- Review current process and develop a new process that includes the participation of the employee in the development of the individual accommodation plan. Captures everyone including those returning from a short- or long-term disability
- Determine efforts that will be made on how accommodation can be achieved i.e., internal and external resources
- Providing accommodation documentation in an accessible format that takes into account the employee's disability.
- Accommodation plan will include individualized emergency response information

Required compliance date: January 1, 2022 Status: In Progress

Performance Management, Career Development and Redeployment

Commitment

We will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account if the Company is using performance management, career development and redeployment processes:

Planned Action

- Review and assess existing policies, procedures, forms and templates to ensure compliance with IASR
- Take into consideration the needs of the employee with disability and their individual accommodation plan when assessing performance, managing career development and advancement and when if redeployment is required.
- Ensure Managers are trained on what their role and responsibilities are as it pertains to dealing with employees with disability
- Train all staff and contract employees to appropriately serve persons with disabilities
- Train people involved in developing customer service policies, procedures and practices.

Required compliance date: January 1, 2023 Status: In Progress

Equal Access to Tenant Records

- Develop text alternative support for complex and/or scanned documents and images
- Identify Artificial Intelligence tools for optical image analysis
- Implement a mechanism for customer support to offer visually impaired tenants' access to their records in a confidential manner

Required compliance date: January 1, 2026

Status: In Discovery

Accessible Venues and Properties

Commitment

Artscape manages or owns 15 properties in total. The list is as follows:

1. Artscape Daniels Launchpad
2. Daniels Spectrum
3. Artscape Youngplace
4. Artscape Wychwood Barns
5. Artscape West Queen West
6. Artscape Triangle Lofts
7. Artscape Lofts at PACE
8. Artscape Lofts at 210 Simcoe
9. Artscape Sandbox
10. Artscape Weston Commons
11. Artscape Bayside Lofts
12. Artscape Lofts at Waterworks
13. Artscape Gibraltar Point
14. Artscape Distillery Studios
15. Parkdale Arts & Cultural Centre

We will take the following steps to ensure the accessibility needs of employees, customers, partners, vendors and tenants with disabilities needs are taken into account at every venue rented or owned by Artscape.

Planned Action

- Review and assess existing venues and properties to ensure compliance with AODA
- Take into consideration the needs of all residents, visitors and employees to each of

our venues and properties when assessing renovations or updates to existing locations.

- Start with an audit of each location/venue/property using principles of inclusive design.
- Assign each property a Building Operator responsible for auditing and planning timeline for achieving full accessibility objectives
- Assign a budget to ensure properties to be renovated in 2022 and onwards, have the funds necessary to achieve the required standards of accessibility.

Required compliance date: June 30, 2022

Status: In Progress

File Compliance Report: File Accessibility Compliance report every 3 years. Reports required no later than June 30 2021, 2024, 2027 and 2030.

Completed: June 30, 2021

Next file date: June 30, 2024

For more information

For more information on this Accessibility Plan, please contact

Andrew Gall, CFO

Phone: 416-392-1038 x 2200

Email: AGall@artscape.ca