



HOPEWELL SUPPORT SERVICES

Multi-Year Accessibility Plan

2026 – 2031

Covering fiscal years 2026-27 through 2030-31 (April 1, 2026 – March 31, 2031)

Prepared under section 4 of the Integrated Accessibility Standards Regulation (O. Reg. 191/11) made under the Accessibility for Ontarians with Disabilities Act, 2005.

This plan is available in accessible formats and with communication supports on request, free of charge. Contact hr@hopewellsupport.ca or 519-836-9641.

Statement of commitment

Hopewell Support Services is committed to a fulfilling life for everyone we support. That means an organization where people living with disabilities are not accommodated as an afterthought, but expected, welcomed and planned for from the start.

This plan sets out what we will do between April 2026 and March 2031 to identify, remove and prevent barriers for the people we support, their families, our staff, our volunteers, and anyone who visits us or uses our services.

We publish it because the law asks us to, and because saying out loud what we intend to do is how we hold ourselves to it.

This plan in plain words

A barrier is anything that stops someone from taking part. It might be a step, a form that is hard to read, a website that will not work with a screen reader, or a way of doing things that leaves someone out.

This plan says what we already do to remove barriers. It says what we will do next, one year at a time, for the next five years. It says who is responsible, and how to tell us when we get it wrong.

You can ask us for this plan in another format, such as large print, an audio recording, or a version read to you over the phone. It is free.

About this plan

What the law requires

The Integrated Accessibility Standards Regulation (O. Reg. 191/11) under the Accessibility for Ontarians with Disabilities Act, 2005 requires large organizations to establish, implement, maintain and document a multi-year accessibility plan outlining their strategy to prevent and remove barriers; to post the plan on their website and provide it in an accessible format on request; and to review and update it at least once every five years. Hopewell employs more than 50 people, so these obligations apply to us.

The period it covers

Five fiscal years, from April 1, 2026 to March 31, 2031 (FY2026-27 through FY2030-31). We will publish a short progress update each year alongside our Annual Report, and rewrite the plan in full in its final year.

Who it applies to

Everyone at Hopewell: our Board of Directors, leadership, employees, students, volunteers, and anyone providing goods or services to the public on our behalf. It covers every home and program space we operate, our offices, our website and our digital tools.

Who is accountable

The Chief Executive Officer is accountable to the Board of Directors for this plan. Human Resources leads training, hiring and employee accommodation. Program Managers are responsible for accessible service delivery and for answering feedback. Everyone at Hopewell is responsible for spotting barriers and saying something.

Where we are today

A plan is only honest if it starts from the truth. This is what is already in place.

An approved accessibility policy

Our Accessibility Standards for Customer Service policy (SS-119) is approved by the Chief Executive Officer and sets out how we serve people with disabilities in a way that respects dignity, independence, integration and equal opportunity. It was last revised in March 2025 and is due for review in March 2027.

Training within 30 days

Management, coordinators, nurses and front-line support workers are trained on the AODA and the Customer Service Standard within 30 days of hire, through e-learning courses we run ourselves. Training covers respectful communication with people with a range of disabilities, and the safe use of assistive devices including wheelchair lifts, van lifts, mechanical lifts, walkers, standers and the hopsa harness. Staff are re-trained whenever our approach changes.

Assistive devices

Anyone may use their own assistive device anywhere in our services. We also provide devices on site, including wheelchair lifts, van lifts, walkers, standers and listening devices, and we train staff to use them safely.

Service animals and support persons

Service animals are welcome in all approved areas open to the public, and people are welcome to be accompanied by a support person while using our services. Where another person's health and safety could genuinely be affected, we work through every option to make it safe for both people rather than turning anyone away.

Accessible formats and communication supports

On request we provide information and communication in accessible formats, including large print, recorded audio, electronic formats, braille, plain language, writing instead of speech, and communication through an assistive device or service. We agree the format with the person asking, and there is no extra charge.

Notice of temporary disruption

When a service or facility people rely on is disrupted, planned or not, we post notice at the affected location stating the reason, the expected length of the disruption, and what alternatives are available. This covers every one of our homes and program spaces.

Feedback we answer

Feedback and complaints are welcome by phone, letter, email, through our website or in person, and we reply in the same way the person contacted us. Every piece goes to the responsible Program Manager, with a response within 72 hours. If an investigation will take longer, we say so and give a timeline. A family member or advocate may raise something on someone's behalf.

A website built to be used

Our website is built to meet WCAG 2.2 Level AA. It has a skip-to-content link, works from the keyboard alone, carries captions on our videos, respects the reduced-motion setting, meets colour-contrast minimums, and includes an Easy Read guide to our programs written in short, simple sentences.

The plan, year by year

Each item is marked so a reader can tell what is already running from what is still ahead of us. We review the plan every year and update it as things change. **IN PLACE** already happening **PLANNED** committed, still to come.

FY2026-27 April 2026 – March 2027

Launch well, train everyone, and open the door to feedback

- A rebuilt hopewellsupport.ca, designed and built from the ground up to WCAG 2.2 Level AA — a higher bar than the WCAG 2.0 AA the regulation requires. **IN PLACE**
- This plan published on our website, kept posted for the full five years, and provided in accessible formats on request, free of charge. **IN PLACE**
- Easy Read versions of the pages that matter most — our programs, giving feedback, turning 18, and this plan — in short, simple sentences. **IN PLACE**
- Accessibility feedback from our website routed straight into a staffed inbox, monitored daily and answered within 72 hours. **IN PLACE**
- Our careers page and job postings state that accommodation is available at every stage of hiring, and we tell candidates again when we invite them to an interview or make an offer. **IN PLACE**
- AODA e-learning covering the Customer Service Standard, completed by every employee, student and volunteer within 30 days of starting. **IN PLACE**
- Rebuild that training as our own custom-built courses, refreshed and widened to cover the Integrated Accessibility Standards and the Human Rights Code as it applies to people with disabilities. **PLANNED**
- Review the new website for accessibility after launch — keyboard, screen reader, contrast, forms and captions — and fix what we find. **PLANNED**
- Invite people we support and their families to read this plan and tell us what we have missed. **PLANNED**

FY2027-28 April 2027 – March 2028

Bring lived experience into how we review our own accessibility

- Bring people we support, family members and caregivers into how we review accessibility at Hopewell — starting with a standing group that reads this plan and tells us what to fix first. **PLANNED**
- Review policy SS-119 at its March 2027 review date and align it with this plan and the current regulation. **PLANNED**
- Review our documented individual accommodation process and return-to-work process for employees against the regulation, and make sure every manager knows how to use them. **PLANNED**
- Keep growing our Easy Read library, guided by what people tell us is still hard to understand. **PLANNED**

FY2028-29 April 2028 – March 2029

Walk our spaces and write down what we find

- Begin a rolling accessibility review of our homes and program spaces, using a standard checklist and involving the people who use those spaces, and keep a record of what we find and when we fix it. **PLANNED**
- Apply the Design of Public Spaces standard to new builds and major renovations, and have a written procedure for when something accessible is out of service. **PLANNED**
- Check accessibility before we buy. When we choose software, equipment, furniture, vehicles or a building contractor, we check it works for people with disabilities before we commit, rather than buying in a barrier we have to remove later. **PLANNED**
- Confirm our accessibility compliance report status with the Province and file on schedule. **PLANNED**

FY2029-30 April 2029 – March 2030

Make accessible the default, not the request

- Work through the documents people actually receive — forms, letters, handbooks, consent packages — and produce them in accessible formats by default rather than only when someone asks. **PLANNED**
- Refresh our training content, and measure whether staff feel genuinely confident rather than simply recording that they completed a course. **PLANNED**
- Publish a mid-plan progress report: what we said, what we did, and what we have not managed yet. **PLANNED**

FY2030-31 April 2030 – March 2031

Look back honestly, then write the next five years

- Review this plan in full and write its replacement for 2031 to 2036, with people who have lived experience of disability involved from the first draft. **PLANNED**
- Re-test our website and digital tools against the accessibility standard current at that time. **PLANNED**
- Report publicly on the whole five years, including the commitments we did not meet. **PLANNED**

Our commitments under each standard

These follow the order of the Integrated Accessibility Standards Regulation (O. Reg. 191/11) itself: the general requirements that apply to every organization, then each of the five standards in turn. Anyone checking this plan against the regulation should be able to work straight down the list.

Part one — general requirements

Accessibility policy and this plan

We maintain a written accessibility policy setting out how Hopewell achieves accessibility, and this multi-year plan setting out how we will identify, remove and prevent barriers. Both are publicly posted, available in an accessible format on request, and reviewed at least once every five years. This plan was prepared in consultation with people with disabilities, and each review will be too.

Training

Everyone who works or volunteers for Hopewell, and anyone who provides goods or services to the public on our behalf, is trained on the accessibility standards and on the Human Rights Code as it applies to people with disabilities. Training is appropriate to the person's role, delivered within 30 days of starting, refreshed whenever our policies change, and recorded with the dates and the number of people trained.

Procurement and self-service kiosks

We will build accessibility features into what we buy — goods, services, facilities and technology — and where that is not practicable, we will explain why on request. Any self-service kiosk we introduce will have accessibility features built in.

Part two — the accessibility standards

Information and communications

We provide accessible formats and communication supports on request, in a timely way, at no extra cost, and in consultation with the person about what actually works for them. Our feedback process is accessible in the same way. Our website and web content meet WCAG 2.2 Level AA. Emergency and public safety information is available in an accessible format on request.

Employment

We tell applicants that accommodation is available throughout recruitment, assessment and selection, and again when we make an offer. We tell employees about our accommodation supports. We provide the accessible formats and communication supports an employee needs to do their job. We prepare individualized workplace emergency response information for employees who need it. We maintain a documented individual accommodation plan process and a documented return-to-work process, and we take accessibility into account in performance management, career development and redeployment.

Transportation

Hopewell is not a public transportation provider, so the bulk of the Transportation Standards, which govern transit operators, does not apply to us. We do, however, drive the people we support as part of everyday service: to programs, appointments, work, volunteering and community activities. **Our commitment is straightforward.** Where the accommodation a person needs cannot be met by a Hopewell vehicle, we will arrange accessible transportation instead, including requesting an accessible taxi, so that no one is left without a way to get there. The person is never simply told we cannot take them. We keep our vehicles maintained, we do not charge a person more because they require an accessible vehicle, and a support person travelling with someone is not treated as an extra fare.

Design of public spaces

When we build new exterior paths, parking, service counters, waiting areas or outdoor spaces, or substantially redevelop existing ones, we meet the Design of Public Spaces standard. We maintain the accessible parts of our spaces, and when an accessible element is out of service we post notice and explain the alternative.

Customer service

We serve people with disabilities in a way that respects dignity and independence, integrates them into the same services everyone else uses, and gives equal opportunity to benefit from them. We welcome assistive devices, service animals and support persons. We give notice when a service is disrupted. We train everyone who deals with the public, and we keep our customer service policy (SS-119) current and available to anyone who asks.

How we will measure and report

Every year

A short progress update published alongside our Annual Report: what we committed to, what we delivered, and what slipped. We would rather say a thing is late than quietly drop it.

Every three years

We file an accessibility compliance report with the Government of Ontario, as required of organizations our size, and we keep the records that back it up.

Every five years

We review and rewrite this plan in full. The next full review is due in FY2030-31, and sooner if the standards change or people tell us it is not working.

Tell us how we are doing

If something at Hopewell is hard for you to use, or this plan misses something that matters, we want to hear it. Tell us in whatever way is easiest for you and we will reply the same way, within 72 hours.

You can also ask for this plan, or any of our information, in another format — large print, audio, electronic, or read to you over the phone. There is no charge, and you do not need to explain why.

Email: hr@hopewellsupport.ca
Phone: 519-836-9641
Online: hopewellsupport.ca/accessibility-plan
In person or by mail: 381 Elmira Road North, Unit 1, Guelph, ON N1K 1H3

About this document

Document	Multi-Year Accessibility Plan 2026–2031
Period covered	April 1, 2026 – March 31, 2031 (FY2026-27 to FY2030-31)
Required by	Integrated Accessibility Standards Regulation, O. Reg. 191/11, s. 4, under the Accessibility for Ontarians with Disabilities Act, 2005
Related policy	SS-119 Accessibility Standards for Customer Service
Accountable	Chief Executive Officer, reporting to the Board of Directors
Published at	hopewellsupport.ca/accessibility-plan
Date approved	_____
Next full review	FY2030-31, and at least once every five years
Alternate formats	Available free of charge on request — hr@hopewellsupport.ca or 519-836-9641

Approved by

Signature _____ Date _____

Chief Executive Officer, Hopewell Support Services