

Accessibility Plan: The Hanen Centre

1. Statement of Commitment

The Hanen Centre is committed to providing an inclusive and accessible environment for all individuals, including people with disabilities. We are dedicated to meeting the accessibility needs of persons with disabilities in a timely manner and in compliance with the Accessibility for Ontarians with Disabilities Act (AODA), 2005.

We strive to ensure that our services, programs, communications, and employment practices are accessible to everyone, and we are committed to identifying, removing, and preventing barriers to accessibility.

2. Overview of The Hanen Centre

The Hanen Centre is a non-profit charitable organization providing online education and training programs for speech-language professionals and parents. All of our services are delivered digitally.

3. Accessibility Policies

- We provide equal access to employment opportunities and accommodate the needs of individuals with disabilities during the recruitment, selection process as well as during their term of employment, upon request.
 - We are committed to accommodating people with disabilities on a case-by-case basis, taking into account their individual needs and our ability to deliver services remotely.
 - Our website includes accessible digital content and multiple contact options (form, email, telephone) to ensure that all individuals can interact with us effectively.
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4. Information and Communications

The Hanen Centre is committed to providing accessible information and communications to people with disabilities. We will:

- Make information about our services, products, and courses available in accessible formats upon request.
 - Ensure that all new web content meets WCAG 2.0 Level AA standards, as required by the AODA.
 - Provide accessible communication support upon request, considering individual's needs.
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5. Employment Standards

The Hanen Centre supports the recruitment and employment of individuals with disabilities by:

- Notifying applicants that accommodations are available upon request during the hiring process.
- Consulting with employees with disabilities to provide suitable accommodations in the workplace as needed.
- Developing individual accommodation plans, as required, to support employees with disabilities.

Due to the fully remote nature of our work, accommodation requests will be assessed individually, taking into account the ability to perform essential job duties remotely.

6. Customer Service Standard

The Hanen Centre is committed to providing excellent customer service to all individuals, including those with disabilities. We will:

- Communicate with people with disabilities in ways that take into account their needs.
 - Provide accessible communication methods including online forms, email, and phone.
 - Provide support persons or service animal access as required, although our services are remote.
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7. Feedback Process

Feedback about the delivery of services to persons with disabilities is welcomed and encouraged. We accept feedback via:

- Our website contact form: <https://www.hanen.org/about-us/contact-us>
- Email: info@hanen.org
- Telephone: +1 416-921-1073

Feedback will be reviewed and responded to in a timely manner, and alternative accessible formats can be provided upon request.

8. Training

The Hanen Centre provides AODA training to:

- All employees and contractors
- Anyone involved in developing our policies

Training includes an overview of AODA requirements as it pertains to individuals with disabilities. Training is provided as soon as possible upon joining and when changes are made to accessibility policies.

9. Design of Public Spaces

As The Hanen Centre is a fully remote organization with no physical public space, the AODA requirements for the built environment do not apply.

10. Review and Updates

This Accessibility Plan is reviewed and updated at least once every five (5) years or earlier if required. Accessibility initiatives are monitored on an ongoing basis to ensure compliance and continuous improvement.

Contact Us for Accessibility Support:

Email: info@hanen.org



Phone: 1 416-921-1073

Website: www.hanen.org

Mailing Address:

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