



# Resident Inclusion Plan

# INCLUSION CHARTER

OUR COMMITMENT  
TO **WELCOMING** AND  
**INCLUSIVE** COMMUNITIES

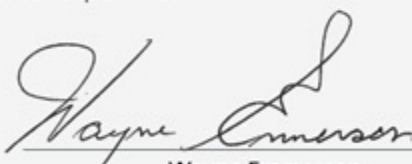
The Inclusion Charter for York Region is a community initiative that brings together businesses, community organizations, municipalities, police services, hospitals, school boards, conservation authorities and agencies with a common commitment to create an inclusive environment with equality for all who work, live and play here. Together our organizations share the vision of York Region as a welcoming and inclusive community where diversity is celebrated and where everyone can develop to their full potential, participate freely in society and live with respect, dignity and freedom from discrimination.

The Charter reflects an evolving approach in support of existing federal and provincial legislation that promotes human rights and accessibility. By endorsing this Charter we affirm our commitment to inclusion, whereby all people feel they belong and have access to the same opportunities.

## THE REGIONAL MUNICIPALITY OF YORK

Together with other participating organizations, The Regional Municipality of York is committed to taking action to achieve the vision of the Charter in our organization and in the community. The Region celebrates its growing and diverse population as a source of strength, vitality and economic opportunity. The Region's commitment to inclusion enhances our ongoing work to attract and retain the best talent, promote innovation and provide an excellent customer experience.

Endorsed by:



Wayne Emmerson  
Chair and CEO



Bruce Macgregor  
Chief Administrative Officer

This 28<sup>th</sup> day of June, 2018.



In September 2018, Housing York endorsed **York Region's Inclusion Charter** in support of the Region's commitments to making communities more welcoming and inclusive. Our support means we will continue to work towards enhancing existing operational practices and to adopt new practices that help achieve the Inclusion Charter's vision.

## Our Approach:

Housing York and its residents all have a role to play in maintaining inclusive communities that everyone would be proud to call home.

|                         | ASK                                                                                           | LISTEN                                                                       | ADAPT                                                                                     |
|-------------------------|-----------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
| <b>HYI'S COMMITMENT</b> | We make it easy for residents to request our services and to tell us what's important to them | We value resident perspectives when we are making decisions that affect them | We do our best to adjust our services and our buildings to be inclusive for all residents |
| <b>RESIDENTS' ROLES</b> | Tell us if you have a concern with our services, your home or your community                  | Be considerate of your neighbours and remember it is their home too          | Do your part to ensure that everyone is welcome in your community                         |

## Resident Inclusion Plan Four Key Action Areas:

### 1. Enhance the accessibility of our buildings

- New buildings will reflect current accessibility best practices; for example, the Unionville Seniors Affordable Housing Development incorporates age friendly design principles
- As part of building repair and retrofit projects, accessibility enhancements will be incorporated where appropriate

### 2. Provide inclusive communications

- Explore technology solutions to enhance our ability to provide more accessible and multi-lingual services
- Review standard documents, such as the lease agreement, to increase use of plain language, icons and pictograms

### 3. Ensure business processes respect diversity

- Conduct a resident survey to better understand what is important to residents
- Increase opportunities for residents to connect with HYI and to inform decisions that affect their communities; for example, through regular resident meetings and scheduled office hours in the community

### 4. Provide programs and services of value to residents

- Support community building activities and work with residents to find solutions to community concerns
- Work with partners to deliver programs that support inclusion, such as the English as a Second Language (ESL) program



*Our*

**Vision**

*and*

**Mission**

A leader in affordable housing, building inclusive communities that everyone would be proud to call home.

As a responsible and caring landlord, we work with our residents and partners to deliver housing programs and services that are important to our communities.

## About Housing York

As the largest housing provider in York Region, Housing York is home to approximately 5,000 residents who reside in 3,124 units across 38 communities.

17150 Yonge Street, 5th Floor  
Newmarket, Ontario L3Y 8V3  
1-866-308-2226

[hyi@york.ca](mailto:hyi@york.ca)

Accessible formats and communication supports are available upon request by contacting 1-877-464-9675.

25-HS3-009

