

# Multi-Year Accessibility Plan

Posted: November 2014

Review Date: Fall 2019

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## Statement of Commitment

We are committed to removing barriers for people with disabilities that work for our agency or use our services and facilities. We will do this by reviewing our attitudes, policies, procedures, technology and facilities on an ongoing basis.

Regulation:

Customer Service Standard Ontario Regulation 429/07

Section	Description	Action Taken	Compliance Date	Status
Section 3: Establishment of policies, practices and procedures	<p><b>All of the Agency's policies and practices</b> must be compatible with the following principles:</p> <ul style="list-style-type: none"><li>• Dignity;</li><li>• Independence;</li><li>• Equity/equality of outcome;</li><li>• integration</li></ul>	Ongoing review of policies by policy review workgroup	Jan 1/12	Review required
Section 4: Use of service animals and support persons	<p>Specific policies and procedures will be developed on:</p> <ul style="list-style-type: none"><li>• The use of assistive devices;</li><li>• The use of service animals and support persons.</li></ul>	Completed in 2012	Jan 1/12	Reviewed in 2014
Section 5: Notice of temporary disruptions.	<p>Specific policies and procedures will be developed on notice of temporary service disruptions.</p>	Included in customer service policy	Jan 1/12	Reviewed in 2014
Section 6: Training	<p>Training must be provided for the following:</p> <ul style="list-style-type: none"><li>• Employees who interact with members of the public on behalf of the Agency;</li><li>• Persons who deal with the members of the public or other third parties on behalf of the Agency, whether as an employee, agent, volunteer or otherwise.</li></ul>	Included as part of orientation of staff, volunteers and foster parents	Jan 1/12	Ongoing
Section 7: Feedback Process	<p>The Agency must establish an accessible process for receiving and responding to feedback about the manner in which it provides services to persons with disabilities.</p>	Posted at all locations	Jan 1/12	Reviewed in 2014

Regulation

Integrated Accessibility Standards Ontario Regulation 191/11 – Part I: General

Section	Description	Action Taken	Compliance Date	Status
<p>Section 3: Establishment of accessibility policies</p>	<p>Organizations must develop accessibility policies governing how they achieve or will achieve accessibility through meeting the requirements referred to in the Integrated Accessibility Standards Regulation (IASR).</p> <p>Organizations shall develop a statement of commitment to meeting the needs of persons with disabilities in a timely manner.</p> <p>The accessibility policies must be made publicly available and provided in an accessible format upon request.</p>	<p>Policy review completed</p> <p>Policy posted on agency website and intranet</p>	<p>Jan 1/14</p>	
<p>Section 4: Accessibility Plan</p>	<p>Obligated organizations are required to establish, implement and maintain a multi-year accessibility plan which outlines its strategy to prevent and remove barriers to persons with disabilities and meet the requirements under the IASR.</p> <ul style="list-style-type: none"> <li>• The plan must be posted on the <b>Agency's website;</b></li> <li>• The plan must be provided in an accessible format upon request;</li> <li>• The plan must be reviewed and updated at least once every five years;</li> <li>• Prepare an annual status report.</li> </ul>	<p>Plan complete and posted on agency website and intranet</p> <p>Review plan rests with Senior Management</p>	<p>Jan 1/14</p>	
<p>Section 5: Procuring or acquiring goods, services or facilities</p>	<p>Accessibility criteria and features need to be incorporated when procuring or acquiring goods, services or facilities:</p> <ul style="list-style-type: none"> <li>• A written explanation must be provided if incorporating accessibility features and criteria for</li> </ul>	<p>Policy reviewed and updated</p>	<p>Jan 1/13</p>	<p>Complete</p>

	goods, services and facilities is impracticable.			
Section 6: Training	Provide training on the Integrated Accessibility Standards and the Human Rights Code as it relates to persons with disabilities to employees.	All staff, volunteers and foster parents have access to training	Jan 1/15	Ongoing

### Regulation

#### Integrated Accessibility Standards Ontario Regulation 191/11 – Part II: Information and Communications Standards

Section	Description	Action Taken	Compliance Date	Status
Section 11: Feedback	Organizations must ensure that the existing feedback processes, which identify barriers to persons with disabilities, are accessible.	Website accessible  Feedback mechanism available in accessible formats upon request	Jan 1/15	
Section 12: Accessible formats and communication supports	Obligated organizations must provide or arrange for accessible formats and communication supports when a request is made. The alternate formats must be provided: <ul style="list-style-type: none"> <li>• In a timely manner that takes into <b>account the person's accessibility</b> needs.</li> <li>• In consultation with the person making the request.</li> </ul> Notify the public about the availability of accessible formats and communication supports.	Plan for compliance will be developed in 2015	Jan 1/16	
Section 13: Emergency plans, procedures and public safety information	All the emergency plans, procedures and public safety information that organizations make available to the public must be available in an alternate format upon request.	Information is posted at all 3 locations	Jan 1/12	

Section 14: Accessible websites and web content.	Organizations will ensure that all new websites and web content conform to the Web Content Accessibility Guidelines 2.0 Level A by January 1, 2014.	Complete	Jan 1/21	
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### Regulation

#### Integrated Accessibility Standards Ontario Regulation 191/11 – Part III: Employment Standards

Section	Description	Action Taken	Compliance Date	Status
Section 22: Recruitment, general	Organizations must notify potential job applicants that accommodations will be provided during the recruitment process.	Adjustments made to current job postings	Jan 1/16	Complete
Section 23: Recruitment, assessment or selection process	Organizations must notify the applicants that are selected for interviews that accommodations are provided upon request.  Provide suitable accommodations upon request.	Review current policies and update in 2015	Jan 1/16	
Section 24: Notice to successful applicants	Organizations must notify successful applicants of their accommodation policies.	Review current policies and update in 2015	Jan 1/16	
Section 25: Informing employees of supports	Organizations must inform employees of their policies for supporting employees with disabilities.  Provide information to new employees.  Provide updated information on accommodation policies to current employees.	Review current policies and update in 2015	Jan 1/16	

<p>Section 26: Accessible format and communication supports for employees</p>	<p>Organizations must provide accessible formats and communication supports for job or workplace information.</p> <ul style="list-style-type: none"> <li>• Alternative formats and supports shall be provided upon request;</li> <li>• Consultation must occur with the employee.</li> </ul>	<p>Develop consultation process with IT Department</p>	<p>Jan 1/16</p>	
<p>Section 27: Workplace emergency response information</p>	<p>Organizations must provide workplace emergency response information to employees with disabilities.</p> <p>The information shall be provided to the person designated to provide assistance to the person with a disability upon consent. The information must be provided to the employee with a disability as soon as practicable.</p> <p>The individualized workplace emergency response information must be reviewed:</p> <ul style="list-style-type: none"> <li>• When the employee moves to a different location in the organization;</li> <li>• <b>When the employee's overall accommodations needs or plans are reviewed;</b> and</li> <li>• When the employer reviews its general emergency response policies.</li> </ul>	<p>Policies are available to all staff and individual plans are in place where necessary</p>	<p>Jan 1/12</p>	<p>Complete</p>
<p>Section 28: Documented individual accommodation plans</p>	<p>Organizations must develop a written process for documented individual accommodation plans that include the following elements:</p> <ul style="list-style-type: none"> <li>• How the employee can participate;</li> <li>• How the employee will be assessed;</li> <li>• How the employer can request accommodation be achieved;</li> <li>• How the employee can request participation of union representative;</li> </ul>	<p>Reviewed existing policies and processes related to accommodation and return to work and finalized in 2014</p> <p>Will focus on last 4 bullet points in 2015</p>	<p>Jan 1/16</p>	<p>Ongoing</p>

	<ul style="list-style-type: none"> <li>• <b>How the employee's personal information will remain private;</b></li> <li>• How, and how often, the plan will be reviewed and updated;</li> <li>• How reasons for a denied accommodation request will be communicated;</li> <li>• How the plan will be provided to employee.</li> </ul>			
Section 29: Return to work process	Organizations are required to develop a documented return-to-work process.	Completed new policy in 2014	Jan 1/16	
Section 30: Performance management	Organizations must include accessibility considerations in their performance management processes.	Review current practices and update in 2015	Jan 1/16	
Section 31: Career development and advancement	Organizations are required to include accessibility considerations in career development and advancement processes.	Review current practices and update in 2015	Jan 1/16	
Section 32: Redeployment	Organizations are required to include accessibility considerations in the redeployment process.	Review current practices and update in 2015	Jan 1/16	