



# Multi-Year Accessibility Plan

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Last Review: March 2021

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## Multi-Year Accessibility Plan Objective

This Multi-Year Accessibility Plan outlines Family and Children's Services of Guelph and Wellington County strategy to prevent and remove barriers and meet the requirements under the Accessibility for Ontarians with Disabilities Act, 2005, Integrated Accessibility Standards (Ontario Regulation 191/11). The plan includes actions that will be put in place to improve opportunities for people with disabilities from 2014 - 2021.

## Statement of Commitment

Family and Children's Service of Guelph and Wellington County is 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.

**Note:** Subsections below correspond with subsections of Ontario Regulation 191/11 made under the Accessibility for Ontarians with Disabilities Act, 2005

**Regulation**

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

Section	Description	Action Taken	Compliance Date	Status
<b>Section 3: Establishment of accessibility policies</b>	<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>The Agency has created an Integrated Accessibility Standards policy to meet the requirements of the Integrated Accessibility Standards Regulation.</p> <p>Information has been posted to the agency website and intranet</p>	January 1, 2014	<p>Completed</p> 
<b>Section 4: Accessibility Plan</b>	<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 Agency’s website;</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>The Agency has created a Multi-Year Accessibility Plan which will be reviewed and updated every five years.</p> <p>Next review date is scheduled for April 2021.</p> <p>Our Multi-Year Accessibility Plan can be provided in an accessible format upon request and is posted on our agency website and intranet.</p>	January 1, 2014	<p>Completed</p> 
<b>Section 5: Procuring or acquiring goods, services</b>	<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</li> </ul>	<p>Policy reviewed and updated – May 2021</p>	Jan 1/13	<p>Completed</p>

<b>or facilities</b>	incorporating accessibility features and criteria for goods, services and facilities is impracticable.			<input checked="" type="checkbox"/>
<b>Section 7: Training</b>	<p>Provide training to all employees, volunteers and persons who participate in developing the organizations policies and all other persons who provide goods, services, or facilitates on behalf of Family and Children’s Services Guelph - Wellington on the Integrated Accessibility Standards and the Human Rights Code as it relates to persons with disabilities.</p> <p>Complete training as soon as possible for the persons listed above.</p> <p>Ensure training is recorded, including the dates on which the training is provided and the number of individuals to whom it is provided.</p>	<p>The Agency will provide training to employees, volunteers, foster parents, board members on the Ontario’s accessibility laws and on the Human Rights code as it relates to people with disabilities.</p> <p>The Agency will take the following steps to ensure employees are provided with the training needed to meet Ontario’s accessibility laws by:</p> <ul style="list-style-type: none"> <li>• Provide online-training for staff and management (and request that they review and sign off on the Integrated Accessibility Standards policy).</li> <li>• Request Volunteers, foster parents, board members complete online training and confirm to the HR department that they have passed, which constitutes completion of the training</li> <li>• Record completion of training to ensure Agency wide compliance.</li> </ul> <p>Human Resources currently maintains all employee, volunteer and other stakeholder training records.</p> <p>Any new or changes to Accessibility policies are provided to employees, volunteers and other stakeholders and posted on website and intranet</p>	<p>January 1, 2015</p> <p>Audit to ensure training completion – Spring 2021 (Completed)</p>	<p>Completed</p> <input checked="" type="checkbox"/>

## Regulation

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

Section	Description	Action Taken	Compliance Date	Status
<b>Section 11: Feedback</b>	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	Completed <input checked="" type="checkbox"/>
<b>Section 12: Accessible formats and communication supports</b>	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 account the person's accessibility 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	Completed <input checked="" type="checkbox"/>
<b>Section 13: Emergency plans, procedures and public safety information</b>	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	Completed <input checked="" type="checkbox"/>
<b>Section 14: Accessible websites and web content.</b>	Organizations will ensure that all new websites and web content conform to the Web Content Accessibility Guidelines 2.0 Level A	Completed	Jan 1/21	Completed <input checked="" type="checkbox"/>

**Regulation**

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

<b>Section</b>	<b>Description</b>	<b>Action Taken</b>	<b>Compliance Date</b>	<b>Status</b>
<b>Section 22: Recruitment, general</b>	Organizations must notify potential job applicants that accommodations will be provided during the recruitment process.	All job postings at the Agency have a disclaimer at the bottom indicating “We are committed to creating an accessible environment for all. Please let us know if you have any accommodation needs”.	Jan 1/16	Complete <input checked="" type="checkbox"/>
<b>Section 23: Recruitment, assessment or selection process</b>	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	Completed <input checked="" type="checkbox"/>
<b>Section 24: Notice to successful applicants</b>	Organizations must notify successful applicants of their accommodation policies.	Review current policies and update in 2015. Employment Offer template includes accessibility.	Jan 1/16	Completed <input checked="" type="checkbox"/>
<b>Section 25: Informing employees of supports</b>	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. Information included in Accessibility Policies posted on website and included on employee CASi portal. Updates and communication will be circulated if there are any changes to this policy.	Jan 1/16	Completed <input checked="" type="checkbox"/>

<b>Section 26: Accessible format and communication supports for employees</b>	<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 and Management. Managers will consult with employees who have a disability and provide them with the accessible formats/supports they require to do their job effectively.</p>	<p>Jan 1/16</p>	<p>Completed <input checked="" type="checkbox"/></p>
<b>Section 27: Workplace emergency response information</b>	<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>• When the employee's overall accommodations needs or plans are reviewed; and</li> <li>• When the employer reviews its general emergency response policies.</li> </ul>	<p>Policies and procedures are available to all staff and individual plans are in place where necessary.</p> <p>As part of the orientation process, new staff are asked if they require any accommodations in the workplace in the event of an emergency situation.</p>	<p>Jan 1/12</p>	<p>Completed <input checked="" type="checkbox"/></p>
<b>Section 28: Documented individual accommodation plans</b>	<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> </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>The Agency has developed an Accommodation Process and Individual Accommodation plan. The Agency continues</p>	<p>Jan 1/16</p>	<p>Completed <input checked="" type="checkbox"/></p>

	<ul style="list-style-type: none"> <li>• How the employee can request participation of union representative;</li> <li>• How the employee's personal information will remain private;</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>	to review its accommodation progress.		Ongoing process reviews and updates
<b>Section 29: Return to work process</b>	Organizations are required to develop a documented return-to-work process.	Completed new policy in 2014, includes: <ul style="list-style-type: none"> <li>• Return to work process</li> <li>• Functional Abilities questionnaire</li> </ul>	Jan 1/16	Completed <input checked="" type="checkbox"/>
<b>Section 30: Performance management</b>	Organizations must include accessibility considerations in their performance management processes.	Review current practices and revised in 2015	Jan 1/16	Completed <input checked="" type="checkbox"/>
<b>Section 31: Career development and advancement</b>	Organizations are required to include accessibility considerations in career development and advancement processes.	Review of processes and practices to ensure that no barriers exist - update in 2015	Jan 1/16	Completed <input checked="" type="checkbox"/>
<b>Section 32: Redeployment</b>	Organizations are required to include accessibility considerations in the redeployment process.	Review current practices and update in 2015	Jan 1/16	Completed <input checked="" type="checkbox"/>