

Multi-Year Accessibility Plan

AODA Standards	AODA Requirement	Target Date	Action Items	Status
Customer Service Standard	Policies, practices, procedures <ul style="list-style-type: none"> • Establish policies, practices and procedures on providing goods or services to persons with disabilities according to principles set out in regulation. • Create document describing policies, procedures and practices; provide upon request in alternative format. 	Jan 1, 2012	<ul style="list-style-type: none"> • Policy written and posted on the agency website. • Policy communicated to employees, volunteers and clients. 	Completed
Customer Service Standard	Must communicate with person with disability in a manner that takes into account their disability	Jan 1, 2012	<ul style="list-style-type: none"> • Statement included in the policy document. • Guidelines communicated to employees and volunteers. 	Completed
Customer Service Standard	Use of service animals and support persons <ul style="list-style-type: none"> • Establish policies, practices and procedures around a person with a disability being accompanied by a service animal or support person. • Create document describing policies practices and procedures; provide upon request. 	Jan 1, 2012	<ul style="list-style-type: none"> • Statement included in the policy document. • Guidelines communicated to employees and volunteers. 	Completed
Customer Service Standard	Notice of temporary disruptions <ul style="list-style-type: none"> • Provide public notice of disruption in facilities or services by posting on premises 	Jan 1, 2012	<ul style="list-style-type: none"> • Commitment written into policy. • Develop procedures on how to address and notify temporary disruptions. 	Completed

	<p>or on website.</p> <ul style="list-style-type: none"> • Include in notice reason for disruption, anticipated duration, and description of alternatives, if available. • Create a document describing steps to be taken for temporary disruptions; provide upon request. 			
Customer Service Standard	<p>Training for staff</p> <ul style="list-style-type: none"> • Provide training to: <ul style="list-style-type: none"> ○ Employees and volunteers who deal with the public or others on behalf of the agency. ○ Everyone who participates in developing the agency's policies, practices and procedures governing providing goods or services to public or others. • Provide training on an ongoing basis to reflect any changes to policies, practices and procedures. • Keep records of training provided, including dates and number trained. 	Jan 1, 2012	<ul style="list-style-type: none"> • Commitment on training incorporated into the policy. • Training material developed. • Integrated the training requirement into the HR hiring practices for employees and volunteers. • Ensured all employees and volunteers went through the training program. • Ensured all records of training provided are maintained. 	Completed
Customer Service Standard	<p>Feedback process</p> <ul style="list-style-type: none"> • Establish process for receiving and responding to feedback; make information about process publicly available. • Create document describing process; make available on request. 	Jan 1, 2012	<ul style="list-style-type: none"> • Feedback process established. • Develop a strategy to ensure this feedback process is aligned with obligation under IASR. • Post process on agency website and premises notifying clients. 	Completed/Ongoing

Customer Service Standard	Notice of availability of documents <ul style="list-style-type: none"> Notify customers that the documents covered by this regulation are available upon request by posting conspicuously on premises, website or other reasonable method. 	Jan 1, 2012	<ul style="list-style-type: none"> Post on agency website and premises notifying clients that document covered under this regulation are available upon request. 	Completed
Customer Service Standard	Format of documents <ul style="list-style-type: none"> Alternate format of documents covered by this regulation must take into account person's disability. 	Jan 1, 2012	<ul style="list-style-type: none"> Ensure all documents produced are in an accessible format or provided within a reasonable time. Ensure all documents produced are in an accessible format or provided within a reasonable time. Consult with the person making the request to determine the suitability of the accessible formats or communication support. Examples of accessible formats available are: documents in large print and braille, provision of a magnifying glass, staff available to provide face-to-face or telephone support. 	Completed
Information and Communication	Emergency and public safety information <ul style="list-style-type: none"> Make information available to public in an accessible format or with appropriate communication supports, upon request. 	Jan 1, 2012	<ul style="list-style-type: none"> As our agency does not post these plans publically, this requirement does not apply to us. 	completed
Employment Standards	Workplace emergency response information <ul style="list-style-type: none"> Provide individualized workplace emergency response information to employees who have a disability if disability 	Jan 1, 2012	<ul style="list-style-type: none"> Individualized workplace emergency response information procedures have been developed for employees with disabilities, as required. 	Completed

	is such that it is necessary.		<ul style="list-style-type: none"> • Communicate the process to all employees of the agency. • On an ongoing and regular basis, and as per the applicable terms of the IASR, the agency will review and assess general workplace emergency response procedures and individualized emergency plans to ensure accessibility issues are addressed. 	In progress Ongoing
General Requirements	Accessibility Policies <ul style="list-style-type: none"> • Develop, implement and maintain policies about what the agency will do to meet the Integrated Accessibility Standards Regulations (IASR) requirements and become more accessible. 	Jan 1, 2014	<ul style="list-style-type: none"> • Accessibility Policy created. • Post Policy on agency website. • Communicate policy to employees and volunteers. • Review policy annually. 	Completed Ongoing
General Requirements	Accessibility Plans <ul style="list-style-type: none"> • Create multi-year plan (5 years) outlining strategic direction to prevent and remove barriers, post plan and make accessible. 	Jan 1, 2014	<ul style="list-style-type: none"> • Creation of Multi-year Accessibility Plan. • Post on agency website. • Provide Plan upon request. • Review the plan every 5 years. 	Completed Ongoing
Information and Communication	New Internet websites and web content <ul style="list-style-type: none"> • Conform to WCAG 2.0 initially level A. (Applies to websites, web content and web-based applications that agency controls directly or through contractual relationships). <p>Note: obligation applied to web content published after Jan 1, 2012</p>	Jan 1, 2014 Jan 1, 2021 – all internet websites and web content must conform with WCAG2.0	<ul style="list-style-type: none"> • Develop list of guidelines to support our agency’s web content providers in developing web content that is accessible and meets WCAG 2.0 level A requirements. 	In progress

		level AA		
General Requirements	Training <ul style="list-style-type: none"> • Train all employees, volunteers, persons developing policies, and all others providing goods, services or facilities on behalf of the agency on requirements of IASR standards and on Ontario Human Rights Commission (OHRC) as it pertains to disabilities. • Ensure training on standards and OHRC is appropriate to duties of employees, volunteers and others. • Provide ongoing training in respect to any changes. • Keep record of training, dates trained, number trained. 	Jan 1, 2015	<ul style="list-style-type: none"> • Revise the mandatory accessibility training to include Human Rights Code and key components of the IASR. • Communicate training requirements to all employees and volunteers. • Ensure all employees and volunteers complete the accessibility training. • Keep and maintain a record of the training provided, including dates that the training was provided and the number of employees to whom it was provided. • Ensure that training is provided on any changes to the prescribed policies on an ongoing basis. 	Completed/ongoing
Information and Communication	Accessible feedback process <ul style="list-style-type: none"> • Ensure feedback processes are accessible by providing accessible formats or arranging for communication supports, upon request. • Notify public about availability of accessible formats and communication supports. 	Jan 1, 2015	<ul style="list-style-type: none"> • Review feedback processes to ensure they are accessible. • Notify employees, volunteers and public about the availability of accessible formats and communication supports. • Consult with the person making the request to determine the suitability of the accessible formats or communication support. 	Completed/Ongoing
Information and Communication	Accessible format and communication supports <ul style="list-style-type: none"> • Arrange for accessible formats and communication supports (upon request, in a timely manner, at cost that is no more 	Jan 1, 2016	<ul style="list-style-type: none"> • Establish procedures on how requests for accessible format or communication support will be handled. • Ensure employees are aware of duty to provide information and document in 	In progress

	than regular charge to others).		alternate formats, upon request.	
Employment Standards	Recruitment <ul style="list-style-type: none"> Notify applicants about the availability of accommodation Notify job applicants selected in hiring process that accommodations are available upon request in relation to material or processes to be used. Consult with the applicant, or arrange to provide the accommodation. 	Jan 1, 2016	<ul style="list-style-type: none"> Incorporate statement in the recruitment and selection policy regarding availability of accommodation for applicants with disabilities during the recruitment process. Specify that accommodation is available for applicants with disabilities, on the agency website and on job postings. Inclusion of availability of accommodation notice as part of the script in the scheduling of an interview and/or assessment. Consult and accommodate applicants during the hiring process, upon request. When making offers of employment, notify successful applicant of agency's policies for accommodating employees with disabilities 	In progress
Employment Standards	Employee Accommodation <ul style="list-style-type: none"> Inform employees of policies used to support employees with disabilities, including policies on providing job accommodation. Develop a written process for developing documented individual accommodation plans (IAP). 	Jan 1, 2016	<ul style="list-style-type: none"> Develop procedure for development of documented individual accommodation plans for employees (IAP). Communicate obligation to all employees. Provide job accommodation to employees with disabilities, upon request. 	In progress
Employment Standards	Employees returning to work <ul style="list-style-type: none"> Establish a documented return-to-work (RTW) process. Process to facilitate RTW and document IAP 	Jan 1, 2016	<ul style="list-style-type: none"> Establish Return to work process. Incorporate IAP in to RTW process. Communication to all employees. 	In progress

Employment Standards	Performance management, career development and redeployment <ul style="list-style-type: none"> • Take into account disability and accommodation plan when using performance management, when redeploying employees. 	Jan 1, 2016	<ul style="list-style-type: none"> • Develop process to address IAP during performance, career development or redeployment. 	In progress