



## Multi-Year Accessibility Plan

### Customer Service Standard Ontario Regulation 429/07

Section	Requirement	Action Taken	Compliance Date	Status
<b>Section 3:</b> Establishment of policies, practices and procedures	All of the Agency's policies and practices must be compatible with the following principles: <ul style="list-style-type: none"> <li>• Dignity</li> <li>• Independence</li> <li>• Equity/equality of outcome</li> <li>• Integration</li> </ul>	Agency Policy HR 16.2 – AODA Customer Service Policy Statement which is posted on our website	Jan 1/12	Complete
<b>Section 4:</b> Use of service animals and support persons.	Specific policies and procedures will be developed on: <ul style="list-style-type: none"> <li>• The use of assistive devices.</li> <li>• The use of service animals and support persons.</li> </ul>	Agency Policy HR 16.2 – AODA Customer Service Policy Statement addresses the use of assistive devices and the use of service animals and support persons	Jan 1/12	Complete
<b>Section 5:</b> Notice of temporary disruptions.	Specific policies and procedures will be developed on notice of temporary service disruptions.	Agency Policy HR 16.2 – AODA Customer Service Policy Statement addresses notice of temporary service disruption	Jan 1/12	Complete



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<p><b>Section 6:</b> Training</p>	<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>	<p>As part of the orientation process, all Agency employees are required to complete a mandatory on-line training module.</p> <p>Agency volunteers and foster parents will also complete this mandatory training starting in the new year</p>	<p>Jan 1/12</p>	<p>Complete</p> <p>In progress</p>
<p><b>Section 7:</b> Feedback process</p>	<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>	<p>Agency Policy HR 16.2 – AODA Customer Service Policy Statement addresses the manner in which feedback may be provided.</p>	<p>Jan 1/12</p>	<p>Complete</p>



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

Section	Requirement	Action Taken	Compliance Date	Status
<p><b>Section 3:</b> 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 person 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>Agency Policy HR 16.3 – AODA Integrated Accessibility which is posted on our website</p>	<p>Jan 1/14</p>	<p>Complete</p>
<p><b>Section 4:</b> Accessibility plan</p>	<p>Obligated organizations are required to establish, implement</p>	<p>The Agency has developed a multi-year accessibility plan which</p>	<p>Jan 1/14</p>	<p>Complete</p>



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	<p>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>is posted on our website.</p> <p>Human Resources, Health and Safety and the Director of Administration will review and create the annual status report</p>		
<p><b>Section 5:</b> Procuring or acquiring goods, services or facilities</p>	<p>Accessibility criteria and features need to be incorporated when procuring or acquiring</p>	<p>Amended Agency's Finance Policy 5.1 – Procurement of Goods, Services and Consulting Services to incorporate</p>	<p>Jan 1/13</p>	<p>Complete</p>



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	<p>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 goods, services and facilities is impracticable</li> </ul>	<p>an accessibility statement which is posted on our website.</p>		
<p><b>Section 7:</b> Training</p>	<p>Provide training to employees on the Integrated Accessibility Standards and the Human Rights Code as it relates to persons with disabilities.</p>	<p>As part of the orientation process, all Agency employees are required to complete a mandatory on-line training module.</p> <p>Agency volunteers and foster parents will also complete this mandatory training starting in the new year</p>	<p>Jan 1/15</p>	<p>Complete</p> <p>In progress</p>



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

Section	Requirement	Action Taken	Compliance Date	Status
<b>Section 11:</b> Feedback	Organizations must ensure that the existing feedback processes, which identify barriers to persons with disabilities, are accessible.	The Agency provides alternate ways of providing feedback on its website.	Jan 1/15	Complete
<b>Section 12:</b> Accessible formats and communication supports	<p>Obligated organizations must provide or arrange for accessible formats and communication supports when a request is made.</p> <p>The alternate formats must be provided:</p> <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>	<p>The Agency will inform employees that accessible formats and communication supports must be provided when a request is made, where possible.</p> <p>The Agency will provide accessible format and communication supports upon request as per Agency Policy HR 16.3 – AODA Integrated Accessibility</p>	Jan 1/16	Complete



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	Notify the public about the availability of accessible formats and communication supports.			
<b>Section 13:</b> 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	Emergency evacuation plans are posted in each building by each entrance.  Alternate formats will be made available upon request.	Jan 1/12	Complete
<b>Section 14:</b> 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. WCAG 2.0 Level AA January 1, 2021	The Agency's website is in compliance with Web Content Accessibility Guidelines 2.0 Level A  Working on WCAG 2.0 Level AA for January 1, 2021	Jan 1/14  Jan 1/21	Complete  In progress



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

Section	Requirement	Action Taken	Compliance Date	Status
<b>Section 22:</b> Recruitment, general	Organizations must notify potential job applicants that accommodations will be provided during the recruitment process	The Agency notifies potential job applicants that accommodations will be provided upon request.	Jan 1/16	Complete
<b>Section 23:</b> 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.	The Agency notifies applicants that are selected for interviews that accommodations will be provided upon request.	Jan 1/16	Complete
<b>Section 24:</b> Notice to successful applicants	Organizations must notify successful applicants of their accommodation policies.	As part of the orientation process, all Agency employees are notified of the Agency's accommodation policies.	Jan 1/16	Complete
<b>Section 25:</b> Informing employees of supports	Organizations must inform employees of their policies for	The Agency developed a Workplace Accommodation Policy to inform employees of	Jan 1/16	Complete





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	<p>supporting employees with disabilities.</p> <p>Provide information to new employees.</p> <p>Provide updated information on accommodation policies to current employees.</p>	<p>the supports available for those who require accommodations to perform their job.</p> <p>The Agency will include the Workplace Accommodation Policy in the information package for new hires.</p>		
<p><b>Section 26:</b> 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>The Agency will inform employees that accessible formats and communication supports will be provided upon request.</p>	Jan 1/16	Complete
<p><b>Section 27:</b> Workplace emergency response information</p>	<p>Organizations must provide workplace emergency response information to employees with disabilities.</p>	<p>Agency Policy HR 16.3 – AODA Integrated Accessibility addresses workplace emergency response information.</p>	Jan 1/12	Complete



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	<p>The information shall be provided to the person designated to provide assistance to the person with a disability upon consent.</p> <p>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</li> </ul>	<p>The employee's manager, HR and union rep will review the individual emergency response plan as required.</p>		
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	reviews its general emergency response policies.			
<p><b>Section 28:</b> Documented individual accommodation plans</p>	<p>Organizations must develop a written process for documented individual accommodation plans that includes 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>The Agency developed a Workplace Accommodation Policy to inform employees of the supports available for those who require accommodations to perform their job.</p>	<p>Jan 1/16</p>	<p>Complete</p>



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	<ul style="list-style-type: none"> <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>			
<b>Section 29:</b> Return to work process	Organizations are required to develop a documented return-to-work process.	The Agency developed a Workplace Accommodation Policy to inform employees of the supports available for those who require accommodations to perform their job.	Jan 1/16	Complete
<b>Section 30:</b> Performance management	Organizations must include accessibility considerations in their performance management processes.	The Agency will revise its current performance management processes and revise to comply with AODA requirements	Jan 1/16	Complete



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<p><b>Section 31:</b> Career development and advancement</p>	<p>Organizations are required to Include accessibility considerations in career development and advancement processes.</p>	<p>The Agency will consider accessibility when completing organizational succession planning.</p>	<p>Jan 1/16</p>	<p>Complete</p>
<p><b>Section 32:</b> Redeployment</p>	<p>Organizations are required to Include accessibility considerations in the redeployment process.</p>	<p>The Agency will consider accessibility in when redeployment is considered.</p>	<p>Jan 1/16</p>	<p>Complete</p>

*Revised December 2019*