

Multi-Year Accessibility Plan



The Children's Aid Society
of the District of Thunder Bay

December 2013

Introduction

Accessibility benefits everyone. Planning in advance and making accessibility a part of the Children's Aid Society of the District of Thunder Bay (hereinafter referred to as the CAS) will increase the opportunity to improve services in a fiscally responsible manner. In accordance with the CAS obligations under AODA, Integrated Accessibility Standards Regulation (Ontario Regulation 191/11, section (1) (2)), the CAS has developed a Multi-Year Accessibility Plan. This plan contains the strategy and activities that will be put into practice over the next few years.

Overview of Accessibility Policy

In 2005, the Ontario Government passed the Accessibility for Ontarians with Disabilities Act to make Ontario accessible by 2025. The Accessibility Standard for Customer Service was the first standard to become law. The next three standards – Information and Communications, Employment, and Transportation – have been combined under one regulation, the **Integrated Accessibility Standards Regulation**. This regulation is now law and the requirements currently in regulation are being phased in between 2011 and 2021. The Integrated Accessibility Standards Regulation also establishes the compliance framework for obligated organizations. To do so, mandatory and enforceable standards have been implemented. The CAS must implement the following Standards:

Customer Service Standard

- Established as regulation 429/07 on January 1, 2008
- Requirements include development of policies, practices and procedures and the provision of training for staff and volunteers who interact with the public

Integrated Accessibility Standard Regulation (IASR)

- Established as regulation 191/11 on July 1, 2011
- Brings together three standard areas in one proposed Regulation: Information and Communication, Transportation and Employment

CAS Statement of Commitment

The CAS will develop a statement of commitment which establishes the vision and the goals for the agency regarding accessibility. The regulation requires the CAS to develop, implement and maintain one or more written documents which will outline how it intends to comply with the accessibility requirements of the regulation. By creating partnerships with the local community, the CAS will become more aware of the requirements of people with both visible and invisible disabilities, so that the agency may better understand and respond to their needs. The CAS will be required to make the documents available to the public and to employees, and will ensure that all documents be available in an accessible format upon request.

The CAS is committed to treating all persons in a way that allows them to maintain their dignity and independence. The CAS has a shared responsibility with respect to creating an accessible community. The CAS will ensure that the agency's policies and procedures are consistent with the principles of dignity, independence, integration and equality. The provision of services to persons with disabilities will be integrated whenever possible, unless an alternate measure is necessary to enable a person with a disability to access goods or services. The CAS believes in integration and equal opportunity. Individual with disabilities will be given an opportunity equal to that given to others, to obtain, use or benefit from the services provided by and on behalf of the CAS.

Availability and Format of Documents

The CAS will maintain its accessibility policies and Multi-Year Accessibility Plan in a written format. These documents will be available to the public and will be provided in an accessible format if requested. The CAS will also provide accessible formats of the agency's accessibility policies and plans to its employees.

Multi-Year Accessibility Plan

The CAS's Multi-Year Accessibility Plan describes the actions the CAS will take to prevent and remove barriers, and when it will do so. This plan creates a road map for an organization to increase accessibility. The CAS will sustain its Multi-Year Accessibility Plan, and the plan will be reviewed and updated at least once every five years. The CAS will follow the Accessibility Standard's rules to identify, remove and prevent barriers, so that persons with disabilities will have more opportunities to participate in CAS services. The Accessibility Plan will be made available to the public, and will be provided in an accessible format when requested. The implementation of the CAS accessibility plan will be a multi-phased process.

Purposes of the Accessibility Plan

The 2013 – 2012 Accessibility Plan outlines the policies and actions that **the CAS** will put in place to identify, remove and prevent barriers to provide better opportunities for persons with disabilities.

This multi-year plan includes:

- Actions the CAS have taken to remove barriers
- Processes by which the CAS has identified, removed and prevented barriers to persons with disabilities
- Course of action the CAS will be taking to recognize, eliminate and prevent barriers to persons with disabilities
- The monitoring process for the Accessibility Plan and
- Actions to be taken to communicate the CAS Accessibility Plan to the public and to those individuals who interact with the public on behalf of the agency (i.e., employees, volunteers, students)

The 2013 Accessibility Plan has been prepared in accordance with the requirements of the AODA, 2005.

Multi-Year Accessibility Plan

AODA, Accessibility Standards for Customer Service (Ontario regulation 429/07)

Target Date	Customer Service Standard	Strategy	Action Taken	Status		
				Completed	In Progress	Ongoing
January 1, 2012	<p>The following requirements of the customer service standard apply to all providers that are covered by the AODA standard.</p> <p>1. Policies, practices and procedures</p> <ul style="list-style-type: none"> • Establish polices, practices and procedures on providing goods or services to persons with disabilities according to principles set out in regulation. • Use reasonable efforts to ensure that organization’s policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity. • Create document describing policies, procedures and practices; provide upon request in alternative format. 	<ul style="list-style-type: none"> • Establish CAS Customer Service Standard Policy. • Maintain documentation and ensure document developed is accessible. • Upload policy on CAS website. • Reviewing and updating policies and standards regularly to ensure high quality, accessible customer service. • Upon request, provide information in an accessible format, or provide with communications supports. 	<ul style="list-style-type: none"> • Customer Service Standard Policy written and posted on agency website in December 2011. • In October 2013 the CAS reviewed the Customer Services Standard Policy to determine whether they meet the requirements within the regulation 429/07. • The CAS Customer Service revised policies posted on website December 2013. 	X		

<p style="text-align: center;">January 1, 2012</p>	<p>2. Use of service animals and support persons</p> <ul style="list-style-type: none"> • Establish policies, practices and procedures to allow people with disabilities to be accompanied by their guide dog or service animal in those areas of the premises you own or operate that are open to the public. • Permit people with disabilities who use a support person to bring that person with them while accessing goods or services in premises open to the public or third parties. • Create documents and provide upon request in alternative format. 	<ul style="list-style-type: none"> • All staff, volunteers and others dealing with the public will be properly trained on how to interact with people with disabilities who are accompanied by a service animal. • If a support person accompanies a person with a disability, the CAS will ensure that both people are permitted to enter any CAS premises together, and, • The CAS will take reasonable efforts that the person with a disability is not prevented from having access to the support person. 	<ul style="list-style-type: none"> • Customer Service Standard Policy written and posted on CAS website December, 2011. • December 2013: Revised Customer Service policy to provide more information regarding the use of service animals and assistive devices. Posted on CAS website December 2013. 	<p style="text-align: center;">X</p>		<p style="text-align: center;">X</p>
<p style="text-align: center;">January 1, 2012</p>	<p>3. The use of assistive device</p> <ul style="list-style-type: none"> • Set a policy on allowing people to use their own personal assistive devices to access the organization's goods and services. Policy to outline any other measures the organization offers (assistive devices, services, or methods) to enable persons with disabilities to access goods and services. • Create document describing policies, procedures and practices; provide upon request in alternative formats. 	<ul style="list-style-type: none"> • The CAS will take reasonable efforts to ensure that people with disabilities are allowed to use their personal assistive devices to obtain, use or benefit from our services. • If a person with a disability is unable to access our services with the use of their assistive device an alternative method or location will be used to meet their needs. • Staff will be trained and familiar with various assistive devices. • Include a commitment statement in CAS policy. 	<ul style="list-style-type: none"> • Customer Service Standard Policy written on December 2011, revised December 2013, and posted on website. 	<p style="text-align: center;">X</p>		<p style="text-align: center;">X</p>

<p style="text-align: center;">January 1, 2012</p>	<p>4. Notice of temporary disruption</p> <ul style="list-style-type: none"> • Provide public notice on website or premises, when facilities or services that people with disabilities rely on to access or use our goods or services are temporarily disrupted. • This notice will include information about goods or services those are disrupted or unavailable, the reason for the disruption, its anticipated duration and a description of alternative facilities or services if available. • Create document describing policies, procedures and practices; provide upon request in alternative format. 	<ul style="list-style-type: none"> • Develop a policy that the temporary disruption notice will be placed at main public entrances and service counters on our premises, on the agency website, and by any other method that may be reasonable under the circumstances. • Inform everyone of this obligation. • Include a commitment statement in CAS policy. 	<ul style="list-style-type: none"> • Customer Service Standard Policy written on December 2011, revised December 2013. • All service areas Informed re: this obligation. • All agency switchboard messaging includes directions for assistance if office(s) closed. • Website notes service disruptions. 	<p style="text-align: center;">X</p>		
<p style="text-align: center;">January 1, 2012</p>	<p>5. Training for staff</p> <ul style="list-style-type: none"> • Provide training to employees, agents, volunteers who deal with the public or others on behalf of CAS. • Provide training to everyone who participates in developing the CAS 's policies, practices and procedures mostly providing goods or services to public or others. • Include training on specific topics set out in the regulation. • Provide training ongoing basis to reflect any changes to policies, practices and procedures. • Create document describing training policy, summery of content and details of when provided. • Keep records on training provided, including dates and number trained. 	<ul style="list-style-type: none"> • Develop a CAS training policy. • CAS will ensure that training will be provided to every person who deals with the public and/or participates in developing policies and procedures regarding goods and services. • Training will be ongoing in connection to any changes made to policies and procedures governing the provision of goods or services to persons with disabilities. • Training will be provided to each person according to his or her needs and duties during orientation. • A record of the dates in which training is provided, and the number of individuals to whom it is provided will be kept by the agency. 	<ul style="list-style-type: none"> • Training as per standard provided to employees, volunteers and students. • Integrated the training requirement into the HR hiring practices for employees. • A record of training including dates and to whom training was provided is kept in Human Resources. 	<p style="text-align: center;">X</p>		<p style="text-align: center;">X</p>

<p style="text-align: center;">January 1, 2012</p>	<p>6. Communication</p> <ul style="list-style-type: none"> Establish polices, practices and procedures to communicate with an individual with a disability in a way that takes the person’s disability into account. Consider the nature of communication: Finding suitable communication may require consideration of the situation or circumstances of the provider and of the person with a disability. Create document describing policies, procedures and practices; provide upon request in alternative format. 	<ul style="list-style-type: none"> The CAS will ensure to communicate with people with disabilities in a way that takes into account their disability. Staff will be trained on how to communicate in a way that considers how individuals express, receive and process information without making assumptions about a particular disability. Staff will be trained on how to use assistive devices. If a person with a disability cannot use one form or method of communication, another form or method, or combination may be used. 	<ul style="list-style-type: none"> Customer Service Standard Policy written December 2011, and revised in December 2013. 	<p style="text-align: center;">X</p>		<p style="text-align: center;">X</p>
<p style="text-align: center;">January 1, 2012</p>	<p>7. Notice of availability and format of documents</p> <ul style="list-style-type: none"> Notify the customer that CAS will maintain its accessibility policies in a written format. They will be available to the public and will be provided in an accessible format if it is requested. Notice may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider’s website, if any, or by such other method as is reasonable in the circumstances. 	<ul style="list-style-type: none"> The CAS will prepare one or more documents describing its policies, practices and procedures and, upon request, will give a copy of a document to any person. The CAS will also make available all policies and practices to the public. When giving documents required under the customer service standard to a person with a disability, CAS will provide the information in a format that takes into account the person’s disability. Staff will consult with the requestor to determine the most appropriate format, and will make every effort to provide the information in the preferred format as soon as possible. 	<ul style="list-style-type: none"> Customer Service Standard Policy written on December 2011, and revised December 2013. 	<p style="text-align: center;">X</p>		

<p style="text-align: center;">January 1, 2012</p>	<p>8. Format of documents</p> <ul style="list-style-type: none"> • Establish policies, practices and procedures that, if a provider of goods or services is required by this Regulation to give a copy of a document to a person with a disability, the provider shall give the person the document, or the information contained in the document, in a format that takes into account the person’s disability. • Set a policy that allow the provider of goods or services and the person with a disability may agree upon the format to be used for the document or information. 	<ul style="list-style-type: none"> • All documents produced by CAS to be available in an accessible format upon request. • Include a commitment statement in CAS policy. 	<ul style="list-style-type: none"> • Customer Service Standard Policy written December 2011, and revised December 2013. • Updated accessibility request form December 2013 and posted on website. 	<p style="text-align: center;">X</p>		
<p style="text-align: center;">January 1, 2012</p>	<p>9. Feedback process</p> <ul style="list-style-type: none"> • Every provider of goods or services shall establish a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make information about the process readily available to the public. • The feedback process must permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise. • The feedback process must specify the actions that the provider of services is required to take if a complaint is received. 	<ul style="list-style-type: none"> • CAS will ensure that individuals are able to provide feedback concerning the accessibility of CAS Services. • Complaints will be accepted by mail, fax, email, telephone or electronic format. • Include a commitment statement in CAS policy. 	<ul style="list-style-type: none"> • Customer Service Standard Policy written December 2011, and revised December 2013. • Feedback from developed and posted on website December 2013. Form includes the actions the CAS is required to take upon receipt of a complaint. 	<p style="text-align: center;">X</p>		

AODA, Accessibility Standards for Customer Service (Ontario regulation 429/07)

Target Date	Employment Standard	Strategy	Action Taken	Status		
				Completed	In Progress	Ongoing
January 1, 2012	<p>Part-1 Emergency procedures, plans or public safety information</p> <ul style="list-style-type: none"> Establish, implement, maintain and document emergency preparedness and response policies that provide for the safety of persons with disabilities, and makes the information in an accessible format or with appropriate communication supports, as soon as practicable. 	<ul style="list-style-type: none"> CAS will prepare for emergency situations by providing employees with disabilities with individualized workplace emergency response information. CAS will document the emergency response information and will make it available in accessible format. 	<ul style="list-style-type: none"> CAS employees surveyed in October 2013 re: need for individualized workplace planning. 	X		

AODA, Integrated Accessibility Standards Regulation, (Ontario regulation 191/11)

Target Date	General Requirements	Strategy	Action Taken	Status		
				Completed	In Progress	Ongoing
January 1, 2014	<p>1. Accessibility policies</p> <ul style="list-style-type: none"> • A policy is a formal organizational rule or principle to guide decisions and to achieve outcomes. • CAS will develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards. • CAS will include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in the policies. • CAS will prepare one or more written documents describing its policies, make the documents publicly available, and will provide them in an accessible format upon request. 	<ul style="list-style-type: none"> • CAS will develop an accessibility policy, a statement of commitment and will make it publicly available. It will also be available in accessible format on request. • CAS will update and review its emergency policy on a regular basis. 	<ul style="list-style-type: none"> • Accessibility Policy, including a statement of commitment and multi-year plan posted on employee intranet, and CAS website, December 2013. • Document is in an accessible digital format. 	X		

	<p>2. Accessibility plans</p> <ul style="list-style-type: none"> • Develop a multi-year accessibility plan, outlining CAS strategies to prevent and remove barriers to accessibility. • Post the accessibility plan on website. • Review and update the accessibility plans in consultation with person with disabilities or an accessibility advisory committee. • Prepare an annual status report on the progress of measures taken to implement the strategy. 	<ul style="list-style-type: none"> • CAS will prepare a multi –year plan and will post it in their website in accessible format. • Accessibility plan will include a commitment statement. • CAS will review and update the accessibility plans in consultation an accessible advisory committee regularly to reflect current practices of the organization. • Internal Accessibility Advisory Committee to be struck by January 2014; committee to complete status reports and reviews of CAS accessibility plans on an annual basis. 	<ul style="list-style-type: none"> • Accessibility Policy, including a statement of commitment and multi-year plan posted on employee intranet, and CAS website, December 2013. 	X	X	
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AODA, Integrated Accessibility Standards Regulation, (Ontario regulation 191/11)

Target Date	Information and Communication Standards	Strategy	Action Taken	Status		
				Completed	In Progress	Ongoing
January 1, 2014	<p>Part-1 Accessible websites and web content</p> <ul style="list-style-type: none"> Set a policy to make CAS websites accessible to people with disabilities by conforming to international standards for website accessibility 		<ul style="list-style-type: none"> Website and content accessible to persons with disabilities as conforms to the Standard WACG 2.0, Level A, as of December 2013. 	X		
January 1, 2021	<p>Part-2 Accessible websites and web content</p> <ul style="list-style-type: none"> Must comply with WCAG 2.0 level AA (excludes live captioning, audio description). WCAG 2.0 Level A and Level AA refer to a series of technical checkpoints that make websites and their content increasingly accessible to a broader range of users with disabilities. 					

AODA: Training Standard

Target Date	General Requirements	Strategy	Action Taken	Status		
				Completed	In Progress	Ongoing
January 1, 2015	<p>Training</p> <ul style="list-style-type: none"> Employers will train employees, volunteers, all those who participate in developing the organization's policies, and all others who provide goods or services on behalf of the organization. Provide ongoing training in respect to any change. Employers will keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided. 	<ul style="list-style-type: none"> Develop a training policy that includes information about achieving accessibility by 2025. Training will be ongoing in respect to any changes. A record of the dates in which training is provided, and the number of individuals to whom it is provided will be kept by the agency. 				

AODA: Information and Communication Standards

Target Date	Information and Communication Standards	Strategy	Action Taken	Status		
				Completed	In Progress	Ongoing
January 1, 2015	<p>Part-1 Feedback</p> <ul style="list-style-type: none"> • Ensure feedback policies are available to people with disabilities in accessible formats or with appropriate communication supports, on request. • Set a policy to notify employees and public about availability accessible formats and communication supports. 	<ul style="list-style-type: none"> • Include a commitment statement in multiyear accessibility plan. 	<ul style="list-style-type: none"> • Feedback form developed and posted on website December 2013. Form includes the actions the CAS is required to take upon receipt of a complaint. 	X		
January 1, 2016	<p>Part-2 Accessible formats and communication supports</p> <ul style="list-style-type: none"> • Set a policy to arrange for the provision of accessible formats and communication supports for persons with disabilities. • The information must be provided in a timely manner and at a cost that is not more than the regular price charged to the others. • Organization will consult with the person making the request in determining the suitability of an accessible format or communication support. 	<ul style="list-style-type: none"> • The CAS is committed to making agency information and communication accessible to persons with disabilities. • The CAS will incorporate new accessibility requirement under the information and communication standard to ensure that its information and communication systems and platforms are accessible and are provided in accessible formats that meet the needs of persons with disabilities. 				

AODA: Employment Standards

Target Date	Employment Standards	Strategy	Action Taken	Status		
				Completed	In Progress	Ongoing
January 1, 2016	<p>Overview of employment standard:</p> <ul style="list-style-type: none"> • The Employment Standard, under the Integrated Accessibility Standards Regulation, requires employers to provide for accessibility across all stages of the employment life cycle. • The Employment Standard applies to paid employees. This includes, but is not limited to, full-time, part-time, paid apprenticeships and seasonal employment. As good business practice, employers may apply the Standard to unpaid staff, volunteers and other forms of unpaid work. • The Employment Standard is a framework for integrating accessibility into regular workplace processes. 	Include a commitment statement in employment standard policies.				

January 1, 2016	<p>1. Recruitment general</p> <ul style="list-style-type: none"> • Employer will notify its internal and external job applicants that, where needed, accommodations for disabilities will be provided, on request, to support their participation in all aspects of the recruitment process. 	<p>On all advertisements and postings a statement similar to the following will be included:</p> <ul style="list-style-type: none"> • We are committed to a selection process and work environment that is inclusive and barrier free. Accommodation will be provided in accordance with the Ontario Human Rights Code. Applicants may make accommodation requests for the interview or selection process known in advance by contacting the Human Resources Department. 				
January 1, 2016	<p>2. Recruitment, assessment or selection process</p> <ul style="list-style-type: none"> • Employer will notify job applicants who have been invited to participate in a recruitment, assessment or selection process that, where needed, accommodations for disabilities are available, on request, to support their participation in the process. • In addition, employer will consult with job applicants who request accommodations to support them during the process. 	<ul style="list-style-type: none"> • Establish a communication policy to notify potential applicants about the CAS accommodation process. • The CAS will consult with the job applicant when a request is made. 				
January 1, 2016	<p>3. Notice to successful applicants</p> <ul style="list-style-type: none"> • Employers will notify successful applicants of their policies for accommodating employees with disabilities when offering employment. 	<ul style="list-style-type: none"> • Develop CAS Accommodation Policy that states the agency's commitment to notify successful applicants about the agency's accommodation policy, upon an offer of employment. 				

January 1, 2016	<p>4. Informing employees of supports</p> <ul style="list-style-type: none"> • Employer will inform new and existing employees of their policies for supporting employees with disabilities, including providing employment-related accommodations for disabilities. 	<ul style="list-style-type: none"> • The CAS will develop an Accommodation Policy to inform current and new employees of the supports available for employees with disabilities, including employment-related accommodations. 				
January 1, 2016	<p>5. Accessible formats and communication supports for employees</p> <ul style="list-style-type: none"> • Employers will consult with their employees who have disabilities in order to provide them with the accessible formats and communications supports they require to do their jobs effectively and to be informed of information that is generally available to all employees in that workplace. 	<ul style="list-style-type: none"> • Creation of an Accommodation Policy that will include processes to consult with employees who have disabilities re: accessible formats and communications supports. 				
January 1, 2016	<p>6. Documented individual accommodation plan</p> <ul style="list-style-type: none"> • Employers will develop written individual accommodation plans for employees with disabilities. 	<ul style="list-style-type: none"> • The CAS will develop an Accommodation Policy that includes the process to create written individualized accommodation plans where needed. • The CAS will review and update the policy on regular basis. 				
January 1, 2016	<p>7. Return to work process</p> <ul style="list-style-type: none"> • Employer will develop, outline and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. 	<ul style="list-style-type: none"> • The CAS will update its return to work processes to document the steps to help employees to return to work when: <ul style="list-style-type: none"> (a) They have been absent because of their disability. (b) They need some form of disability-related accommodation to return to work. 				

January 1, 2016	<p>8. Performance management</p> <ul style="list-style-type: none"> Take into account disability and accommodation plan when using performance management. 	<ul style="list-style-type: none"> The CAS will review an employee's individual accommodation plan to understand the employee's accommodation needs and determine whether it needs adjusting to improve his or her performance on the job. The CAS will have documents related performance management, such as performance plans, available in accessible formats, such as large print for individuals with low vision. The CAS will provide informal and formal coaching and feedback in a manner that takes into account an employee's disability. 				
January 1, 2016	<p>9. Career development and advancement</p> <ul style="list-style-type: none"> Employer will provide career development and advancement opportunities that take into account the accessibility needs of employees who have disabilities. 	<ul style="list-style-type: none"> To be determined 				
January 1, 2016	<p>10. Redeployment</p> <ul style="list-style-type: none"> The intent of this standard is that employers that use redeployment processes will consider the accessibility needs of employees with disabilities when moving them to other positions, so that employees can continue to have their accommodation needs met. 	<ul style="list-style-type: none"> When the CAS redeploy employees, it will take into account the individual accommodation plans that are in place for the employees with disabilities. The CAS will refer to the employees Individual Accommodation Plans and determine what modifications may be needed to accommodate them in their new job. 				