

Multi-Year Accessibility Plan

2018-2023

Date: December 10, 2013

Revised: June 2018

Purpose

In 2005, the government of Ontario passed the *Accessibility for Ontarians with Disabilities Act* (the "AODA"). The AODA requires that effective January 1, 2014, Family and Children's Services of Lanark, Leeds and Grenville ("FCSLLG") establish, implement, maintain and document a multi-year accessibility plan which outlines the organization's strategy to prevent and remove barriers for persons with disabilities and to meet the requirements of the Integrated Accessibility Standards (the "IAS").

This multi-year accessibility plan (the "Accessibility Plan") outlines FCSLLG's strategy to prevent and remove barriers for persons with disabilities and to address the current and future requirements of the IAS in order that FCSLLG may fulfill its commitment as outlined in the FCSLLG's Accessible Service and Accessible Employment Policies.

This Accessibility Plan was initially developed in 2013. At the time of its development FCSLLG committing to reviewing the Accessibility Plan every 5 years. This first review is conducted in accordance with this 5-year review schedule.

This Accessibility Plan is posted on FCSLLG's website, and physical copies will be made available to the public upon request. This Accessibility Plan is available in an accessible format upon request.

Plan

In order to ensure regulatory compliance, this Accessibility Plan is structured such that legislative requirements are grouped together under the applicable Accessibility Standard under the IAS. Requirements that are not relevant or do not apply to FCSLLG are not included in the Accessibility Plan.

CUSTOMER SERVICE STANDARDS				
AODA Standard/ Regulation	Description	Action	Status	Responsibility
Section 80.46: Establishment of policies	<p>Policies aimed at providing accessible service must be developed. These policies must address the use of assistive devices by persons with disabilities to obtain, use and benefit from FCSLLG's goods, services and facilities.</p> <p>Policies and procedures must be consistent with the following principles:</p> <ol style="list-style-type: none"> 1) Respect of dignity 2) Integration 3) Independence 4) Equal opportunity <p>The Policy must be made available to the public upon request and a notification of its availability must be posted.</p>	<p>A Policy titled the "Accessible Service Policy" has been developed and has been updated in accordance the legislative changes implemented in July 2016.</p> <p>The Policy can be found on the HR public shared folder under Accessibility and is available on FCSLLG's website. Notice of the availability of the Policy is also posted on FCSLLG's website.</p>	Complete	HR
Section 80.47: Use of Service Animals and Support persons	Develop a policy and practice with respect to service animals and support persons that is consistent with the legislative requirements.	The Accessible Service Policy addresses service animals and support persons and is consistent with legislative requirements.	Complete	HR
Section 80.48: Notice of Temporary Disruptions	If there is a temporary disruption in services a person with a disability is likely to use in order to access the organization's goods, facilities and services , the organization shall give	The provision of notice in the event of a temporary disruption of service is addressed in the Accessible Service Policy.	Complete	HR

	<p>notice to the public including:</p> <ul style="list-style-type: none"> • Reason for disruption • Anticipated duration • Alternative facilities 	<p>A template for providing the required notice has been created and is available on FCSSLG’s HR public shared folder under Accessibility.</p>		
<p>Section 80.49: Training for staff, etc.</p>	<p>All employees, volunteers, any person who participates in the development of FCSSLG’s policies or otherwise provides service on behalf of FCSSLG must receive training required by the Customer Service Standards.</p>	<p>Individuals receive the required training through an online platform (OACAS) during onboarding.</p> <p>Records of the training are maintained:</p> <ul style="list-style-type: none"> • for employees, by HR. • for volunteers, by the Volunteer Coordinator. • for foster parents, by the Resources Managers. 	Ongoing	HR
<p>Section 80.50: Feedback process</p>	<p>Establish a process for receiving and responding to feedback about the manner in which the organization provides goods, services and facilities to persons with disabilities.</p> <p>The feedback process must specify the actions the organization will take if a complaint is received about the manner in which it provides goods, services or facilities to persons with disabilities.</p>	<p>A feedback procedure has been established and is set out in the Accessible Service Policy.</p>	Complete	HR
<p>Multiple Sections: Notice of availability of documents</p>	<p>Documents required by Customer Service Standards must be available to the public upon request. This information must be posted at a conspicuous place in person or online</p>	<p>Notice of availability of documents required by the Customer Service Standards is posted at all reception sites and on FCSSLG’s website.</p> <p>Moreover, FCSSLG’s Accessible Service Policy is available on its website.</p>	Complete	HR

<p>Section 80.51: Format of documents</p>	<p>Documents required under the Customer Service Standards must be made available in an accessible format or with a communication support upon request. Accessible formats and/or communication supports must be made available in a timely manner and at no greater cost than that which would ordinarily be charged.</p>	<p>The commitment to provide documents in an accessible format and/or with communication supports is stated in FCSLLG’s Accessible Service Policy and notice of availability of accessible formats and communications supports is also posted on FCSLLG’s website</p> <p>Information on how to provide accessible formats and communication supports is included in FCSLLG’s training program</p>	<p>Complete</p>	<p>HR</p>
<p>GENERAL STANDARDS</p>				
<p>AODA Standard/ Regulation</p>	<p>Description</p>	<p>Action</p>	<p>Status</p>	<p>Responsibility</p>
<p>Section 3: Establishment of accessibility policies</p>	<p>Develop, implement and maintain policies governing how FCSLLG achieves or will achieve accessibility through meeting the requirements of the IAS.</p> <p>Statement of organizational commitment to meeting the accessibility needs of persons with disabilities in a timely manner.</p> <p>Prepare one or more written documents describing the policies and make the policies publicly available and provide them in an accessible format upon request.</p>	<p>Two policies have been created; one entitled the “Accessible Service Policy” and the other entitled “Accessible Employment Policy”.</p> <p>The Accessible Service Policy addresses the requirements of the Customer Service, Information and Communication, Design of Public Spaces and General Standards of the IAS and the Accessible Employment Policy addresses the requirements of the Employment Standards of the IAS.</p> <p>Both policies are posted on FCSLLG’s website as well as a notification that they are available in an accessible format or with communication supports.</p>	<p>Complete</p>	<p>HR</p>

<p>Section 4: Accessibility plans</p>	<p>Establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation</p> <p>Post the accessibility plan on the website and provide the plan in an accessible format upon request.</p> <p>Review and update the accessibility plan at least once every five years.</p>	<p>A multi-year accessibility plan was originally created in 2013 and posted on FCSLLG's website.</p> <p>The multi-year accessibility plan was reviewed and updated in May and June of 2018 and the updated version is posted on FCSLLG's website.</p>	<p>Complete</p>	<p>HR</p>
<p>Section 7: Training</p>	<p>Provide training to all existing employees, volunteers and all persons who participate in the development of FCSLLG's policies.</p> <p>Training must include:</p> <ul style="list-style-type: none"> i. the requirements of the IAS; and ii. the <i>Human Rights Code</i> as it pertains to persons with disabilities; and <p>Training shall be appropriate to the individual's duties.</p> <p>Keep a record of the training provided, including the dates on which the training is provided and the number of individuals to whom it is provided.</p>	<p>Individuals receive the required training through an online platform (OACAS) during onboarding and when there are material changes to FCSLLG's or applicable legislation.</p> <p>Records of the training are maintained:</p> <ul style="list-style-type: none"> • for employees, by HR. • for volunteers, by the Volunteer Coordinator. • for foster parents, by the Resources Managers. 	<p>Ongoing</p>	<p>HR</p>
<p>INFORMATION AND COMMUNICATION STANDARDS</p>				
<p>AODA Standard/ Regulation</p>	<p>Description</p>	<p>Action</p>	<p>Status</p>	<p>Responsibility</p>

<p>Section 11: Feedback</p>	<p>Ensure that processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of Accessible Formats and Communications Supports, upon request.</p> <p>Notify the public that Accessible Formats and Communications Supports are available in respect of its feedback procedures</p>	<p>FCSLLG has a procedure for the public to report concerns about the services provided by FCSLLG. This feedback procedure and any future feedback procedure that may be implemented shall be made accessible upon with request with the provision of accessible formats and/or communication supports. Notification of same is posted on FCSLLG’s website.</p>	<p>Complete</p>	<p>HR</p>
<p>Section 12: Accessible formats and communication supports</p>	<p>Upon request, provide or arrange for the provision of Accessible Formats and Communication Supports in order to make organization’s communications or information about the goods, services and/or facilities it offers accessible to persons with disabilities.</p> <p>Provide Accessible Formats and Communication Supports in a timely manner at a cost that is no more than the regular cost charged to other persons and in a manner that takes account the person’s accessibility needs due to disability.</p> <p>Consult with the person making the request when determining the suitability of an Accessible Format or Communication Support and notify the public of the availability of same.</p> <p>Notify the public that Accessible Formats and Communications Supports are</p>	<p>FCSLLG provides Accessible Formats and Communication Supports upon request.</p> <p>Employees are provided with training on the obligation to provide Accessible Formats and Communication Supports and how to do so.</p> <p>FCSLLG provides the public with notification about the availability of Accessible Formats and Communication Supports on its website.</p>	<p>Complete</p>	<p>HR</p>

	available upon request			
Section 14: Accessible websites and web content	Organizations must make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 <ul style="list-style-type: none"> • By January 1, 2014,-WCAG 2.0 level A • By January 1, 2021 – WCAG level AA other than success criteria 1.2.4 and 1.2.5 	INSERT COMPLIANCE INFORMATION	INSERT	HR
EMPLOYMENT STANDARDS				
AODA Standard/ Regulation	Description	Action	Status	Responsibility
Section 22: Recruitment, general	Notify the public and employees about the availability of accommodation for applicants with disabilities in its recruitment processes	The notification about the availability of accommodation during the recruitment process is posted on the Careers page of FCSLLG’s website	Complete	HR
Section 23: Recruitment, assessment or selection process	Notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used. Consult with an applicant requesting accommodation to provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability	When job applicants are individually selected to participate in an interview for a position with FCSLLG, they are verbally notified of the availability of accommodation in respect of the materials or processes to be used. This notification is also included in an email the candidate receives when he/she is invited to participate in an interview.	Complete	HR

Commented [LS1]: Please insert information once you receive it from the web designer.

<p>Section 24: Notice to successful applicants</p>	<p>When making offers of employment, notify successful applicants of the policies for accommodating employees with disabilities.</p>	<p>A notification of FCSLLG’s policies for accommodating employees with disabilities is included in its offer letter</p>	<p>Complete</p>	<p>HR</p>
<p>Section 25: Informing employees of supports</p>	<p>Inform employees of policies used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability.</p> <p>Provided to new employees as soon as practicable after commencing employment</p> <p>Provide employees with updated information whenever there is a material change to its policies on the provision of job accommodations for employees with disabilities</p>	<p>Information about FCSLLG’s policies on supporting employees with disabilities is included in FCSLLG’s training program. Employees participate in this training as part of the onboarding process.</p> <p>FCSLLG’s Accessible Employment Policy is also posted on its website and is available to all employees in the HR Public shared folder under Accessibility.</p>	<p>Complete</p>	<p>HR</p>
<p>Section 26: Accessible formats and communication supports for employees</p>	<p>Upon the request of an employee with a disability, provide or arrange for the provision of Accessible Formats and Communication Supports in order to ensure that (i) information required by the employee to perform his/her job; and (ii) information generally available to employees in the workplace, is accessible to the employee with a disability.</p> <p>Consult with the employee making the request to determine the suitability of any Accessible Format or Communication Support. However where the needs of an employee with a disability may be accommodated in various different ways,</p>	<p>Managers will be trained on the requirement to provide Accessible Formats and Communication Supports to employees upon request as well as the need to consult with the employee to determine how their needs may be met.</p>	<p>Complete</p>	<p>HR</p>

	the organization reserves the right to determine the type Accessible Format or Communication Support that will be provided in the circumstances.			
Section 27: Workplace Emergency Response Information	<p>Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if the organization is aware of the need for accommodation due to the employee's disability.</p> <p>Provide this information as soon as practicable after becoming aware of the need for accommodation.</p> <p>With the consent of the employee, provide the workplace emergency response information to the person designated by the organization to provide assistance to the employee if the employee needs assistance by reason of disability</p> <p>Review individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodation needs or plans are reviewed and when the organization reviews its general emergency response policies.</p>	<p>A notice about the availability of individualized workplace emergency response information was posted in the workplace.</p> <p>Employees were also notified about the availability of individualized emergency response information in FCSLLG's training program.</p> <p>Managers will receive training on the requirement to provide individualized emergency response information to ensure that they notify Human Resources if they become aware of an employee who would require such information. Managers and Human Resources will also receive training on the circumstances that would trigger the need to review individualized emergency response information</p>	Ongoing	HR

<p>Section 28: Documented Individual accommodation plans</p>	<p>Have in place a written process for the development of documented individual accommodation plans for employees with disabilities. The process must include the following elements:</p> <ul style="list-style-type: none"> i. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. ii. The means by which the employee is assessed on an individual basis. iii. The manner in which the Company can request an evaluation by an outside medical or other expert, at its own expense, to assist in determining if accommodation can be achieved and, if so, how accommodation can be achieved. iv. The manner in which the employee can request the participation of a representative from his or her bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan. v. The steps the Company will take to 	<p>FCSLLG has developed a written process for the development of individual accommodation plans for employees with disabilities that takes into account all of the elements set out in the IAS.</p> <p>Human Resources and managers will receive training on the requirements for creating individual accommodation plans.</p> <p>Human Resources (with the support of the appropriate manager) will be responsible for the creation of documented individual accommodation plans as well as the management of the accommodation process generally.</p>	<p>Ongoing</p>	<p>HR</p>
---	--	---	----------------	-----------

	<p>protect the privacy of the employee’s personal information.</p> <p>vi. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>vii. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>viii. The means of providing the individual accommodation plan in a format that takes into account the employee’s accessibility needs due to disability.</p> <p>Where requested, an employee’s individual accommodation plan will include any information regarding the provision of Accessible Formats and Communications Supports.</p> <p>Where required, an employee’s individual accommodation plan will include individualized workplace emergency response information.</p>			
<p>Section 29: Return to work process</p>	<p>Have in place a documented a return to work process for employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.</p>	<p>FCSLLG has developed a documented return to work process for employees absent due to disability and who require accommodation in order return to work.</p> <p>Human Resources and managers will receive training on this process.</p>	<p>Ongoing</p>	<p>HR</p>

	The return to work process must outline the steps the organization will take to facilitate the employee’s return to work and will include documented individual accommodation plans as part of the process	Human Resources (with the support of the appropriate manager) will be responsible for administering the return to work process for individual employees and for creating an individual accommodation plan for returning employees where required.		
Section 30: Performance management	Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	Managers and Human Resources will receive training on how to take accessibility needs and individual accommodation plans into account when engaging in performance management. FCSLLG’s Annual Performance Review templates contain a statement which commits to taking the needs of employees with disabilities into account when conducting performance reviews.	Ongoing	HR
Section 31: Career development and advancement	Take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans when providing career development and advancement to employees with disabilities.	Managers and Human Resources will receive training on how to take accessibility needs and individual accommodation plans into account when providing career development and advancement opportunities. FCSLLG’s Annual Performance Review templates contain a statement which commits to taking the needs of employees with disabilities into account when conducting performance reviews.	Complete	HR
DESIGN OF PUBLIC SPACES STANDARDS				

AODA Standard/ Regulation	Description	Action	Status	Responsibility
Section 80.21 – 80.31 Exterior Paths of Travel	Ensure that any exterior paths of travel, such as outdoor sidewalks and walkways, ramps, stairs and curb ramps that it constructs or redevelops and intends to maintain meet the technical requirements of the Design of Public Spaces Standards.	FCSSLG owns 3 of its 7 locations and only redevelops or constructs public spaces in the locations that it owns. The locations it owns include its Perth, Brockville and Smith Falls offices. An exterior path of travel at FCSSLG's Perth office was redeveloped in accordance with the Design of Public Spaces Standards. Any exterior paths of travel that are redeveloped or constructed by FCSSLG in the future will meet the requirements of the Design of Public Spaces Standards.	Ongoing	Facilities & Special Projects Manager
Section 80.32-80.38 Off-street Parking	Ensure that when the organization constructs new or redevelops off-street parking facilities that it intends to maintain, the off-street parking facilities meet the requirements of the Design of Public Spaces Standards.	FCSSLG owns 3 of its 7 locations and only redevelops or constructs public spaces in the locations that it owns. The locations it owns include its Perth, Brockville and Smith Falls offices. An off-street parking facility was redeveloped at the Brockville location and was completed in accordance with the Design of Public Spaces Standards. Any off-street parking facilities that are redeveloped or constructed by FCSSLG in the future will meet the requirements of the Design of Public Spaces Standards.	Ongoing	Facilities & Special Projects Manager
Section 80.41-80.41 Service Counters	Ensure that the organization meets the requirements of the Design of Public Spaces Standards in respect of all newly constructed service counters.	FCSSLG owns 3 of its 7 locations and only redevelops or constructs public spaces in the locations that it owns. The locations it owns include its Perth, Brockville and Smith Falls offices. The reception desks at the Perth and Brockville locations meet the accessibility requirements of the Design of Public Spaces Standards.	Ongoing	Facilities & Special Projects Manager

		FCSLLG will be constructing a reception desk at the Smith Falls location at some point in the future and will do so in accordance with the Design of Public Spaces Standards.		
Section 80.44 Maintenance of Accessible Elements	Ensure accessibility plans include: 1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces. 2. Procedures for dealing with temporary disruptions when accessible elements required are not in working order.	FCSLLG conducts monthly inspections of the interior and exterior of its office locations regularly make any required repairs to accessible elements. FCSLLG's Accessible Service Policy sets out a procedure for addressing temporary disruptions to accessible elements. This procedure is followed when an accessible element requires maintenance or repair.	Ongoing	Facilities & Special Projects Manager