



## Multi-Year Accessibility Plan (Updated December 2017)

### Regulation

#### Customer Service Standard Ontario Regulation 429/07

Section	Description	Action Taken	Compliance Date	Status
<b>Section 3:</b> Establishment of policies, practices and procedures	All of the Society'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>	The Society's Policy <u>ADMP-3.7: Accessibility – Customer Service</u> is posted on its public website at  <a href="http://www.cashn.on.ca/accountability/aoda">http://www.cashn.on.ca/accountability/aoda</a>	Jan 1/12	Done
<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>	The Society's Policy <u>ADMP-3.7: Accessibility – Customer Service</u> includes the following: <ul style="list-style-type: none"> <li>• The use of assistive devices</li> <li>• The use of service animals and support persons.</li> </ul>	Jan 1/12	Done
<b>Section 5:</b> Notice of temporary disruptions.	Specific policies and procedures will be developed on notice of temporary service disruptions.	The Society's Policy <u>ADMP-3.7: Accessibility – Customer Service</u> addresses notice of temporary service disruptions.	Jan 1/12	Done
<b>Section 6:</b> Training	Training must be provided for the following: <ul style="list-style-type: none"> <li>• Employees who interact with members of the public on behalf of the Society.</li> <li>• Persons who deal with the members of the public or other third parties on behalf of the Society, whether as an employee, agent, volunteer or otherwise.</li> </ul>	The Society provides an on-line training model, which is mandatory instruction for all employees. This forms part of the orientation process for new employees.  All Society volunteers and foster parents are required to complete an AODA training package as part of the orientation process. This is in the form of written materials which must be reviewed and an Acknowledgment submitted after completion.	Jan 1/12	Done



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<p><b>Section 7:</b> Feedback process</p>	<p>The Society must establish and accessible process for receiving and responding to feedback about the manner in which it provides services to persons with disabilities.</p>	<p>The Society's Policy <i>ADMP-3.7: Accessibility – Customer Service</i> addresses the manner in which feedback may be provided.</p>	<p>Jan 1/12</p>	<p>Done</p>
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## Regulation

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

Section	Description	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>The Society's Policy <i>ADMP-3.8: Integrated Accessibility</i> is posted on its public website at</p> <p><a href="http://www.cashn.on.ca/accountability/aoda">http://www.cashn.on.ca/accountability/aoda</a></p>	<p>Jan 1/14</p>	<p>Done</p>
<p><b>Section 4:</b> Accessibility plan</p>	<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 Society'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 Society has developed a multi-year accessibility plan in consultation with to address the requirements to be met between 2013 and 2021. This is available on the Society's public website.</p> <p>The Anti-Oppressive Practice Committee will be responsible for developing the Society's Annual Status Report on the multi-year accessibility plan.</p>	<p>Jan 1/14</p>	<p>Done</p>



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<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 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>The Society will review its existing Purchasing Policy and revise as necessary.</p> <p>The Society will incorporate an accessibility statement into its Purchasing Policy. This policy can be found on the Society's public website.</p>	<p>Jan 1/13</p>	<p>Done</p>
<p><b>Section 7:</b> Training</p>	<p>Provide training on the Integrated Accessibility Standards and the Human Rights Code as it relates to persons with disabilities to employees.</p>	<p>The Society will design and deliver training on the Integrated Accessibility Standards Regulation as it relates to the Ontario Human Rights Code.</p> <p>The Society will record completion to ensure agency-wide compliance.</p>	<p>Jan 1/15</p>	<p>Done</p>

### Regulation

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

Section	Description	Action Taken	Compliance Date	Status
<p><b>Section 11:</b> Feedback</p>	<p>Organizations must ensure that the existing feedback processes, which identify barriers to persons with disabilities, are accessible.</p>	<p>The Society will review its existing feedback process and identify methods of increasing accessibility.</p> <p>The Society will communicate to its employees that alternate formats of the feedback process will be provided upon request.</p>	<p>Jan 1/15</p>	<p>Done</p>
<p><b>Section 12:</b> Accessible formats and communication supports</p>	<p>Obligated organizations must provide or arrange for accessible formats and communication supports when a request is made. 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 Society will inform employees that accessible formats and communication supports must be provided when a request is made, where possible.</p>	<p>Jan 1/16</p>	<p>Done</p>



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	Notify the public about the availability of accessible formats and communication supports.	<p>The Society will provide accessible format and communication supports upon request.</p> <p>The Society's Policy <i>ADMP-3.8: Integrated Accessibility</i> addresses availability of accessible formats and communication supports.</p>		
<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	<p>The Society's Emergency Response Protocol is available on its public website. In addition, the information is posted around the office building.</p> <p>The Society's public Emergency Response Protocol is available to all stakeholders in a printed format.</p> <p>Alternate formats will be provided if a request is made.</p>	Jan 1/12	Done
<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.	<p>The Society has not launched a new public website, nor completed a significant refresh of its existing website.</p> <p>At such time as the Society undertakes such a project, the Society will ensure website compliance under the AODA.</p>	Jan 1/21	Done

### Regulation

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

Section	Description	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 Society will review and revise its employment web page, job postings, and email correspondence to applicants to include a statement indicating that	Jan 1/16	Done



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		accommodations will be provided upon request.		
<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 Society will ensure that correspondences to selected candidates outline that the Society will provide accommodations when a request is made.	Jan 1/16	Done
<b>Section 24:</b> Notice to successful applicants	Organizations must notify successful applicants of their accommodation policies.	The Society will update its information package for new employees to include information on its accommodation policies.	Jan 1/16	Done
<b>Section 25:</b> Informing employees of supports	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.	The Society will develop a Workplace Accommodation Policy to inform employees of the supports available for those who require accommodations to perform their job.  The Society will include the Workplace Accommodation Policy in the information package for new employees.	Jan 1/16	Done
<b>Section 26:</b> Accessible format and communication supports for employees	Organizations must provide accessible formats and communication supports for job or workplace information. <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>	The Society will inform employees that accessible formats and communication supports will be provided upon request.	Jan 1/16	Done
<b>Section 27:</b> Workplace emergency response information	Organizations must provide workplace emergency response information to employees with disabilities.  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.	The Society's Policy <u>ADMP-3.8: Integrated Accessibility</u> addresses workplace emergency response information and assistance.	Jan 1/12	Done



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	<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>The Emergency Response Team will review the Society's procedures on an annual basis as per its Terms of Reference.</p> <p>The Emergency Response Team will review the individual emergency response plans as required.</p>		
<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> <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>	<p>The Society will develop a Workplace Accommodation Policy to inform employees of the supports available for those who require accommodations to perform their job.</p>	Jan 1/16	Done
<p><b>Section 29:</b> Return to work process</p>	<p>Organizations are required to develop a documented return-to-work process.</p>	<p>The Society will develop a Workplace Accommodation Policy to inform employees of the supports available for those who require accommodations to perform their job.</p>	Jan 1/16	Done
<p><b>Section 30:</b> Performance management</p>	<p>Organizations must include accessibility considerations in their performance management processes.</p>	<p>The Society will review its existing performance management processes and revise as necessary to incorporate AODA requirements.</p>	Jan 1/16	Done



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<b>Section 31:</b> Career development and advancement	Organizations are required to Include accessibility considerations in career development and advancement processes.	The Society will consider accessibility when completing organizational succession planning.	Jan 1/16	Done
<b>Section 32:</b> Redeployment	Organizations are required to Include accessibility considerations in the redeployment process.	The Society will consider accessibility in the event that an employee is being redeployed.	Jan 1/16	Done