



The Children's Aid Society of Ottawa
Multi-Year Accessibility Plan

INTRODUCTION AND STATEMENT OF COMMITMENT

The Society is committed to eliminating barriers and improving accessibility for persons with disabilities in a manner that respects dignity, independence, integration and equal opportunity.

The Society recognizes the diverse needs of all our staff and service users and will respond by striving to provide services and facilities that are accessible to all. The Society is committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 (AODA)

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA). Is it the goal of the AODA to remove barriers and make Ontario a welcoming and accessible place for persons with disabilities.

To help public, private and not-for-profit organizations identify, prevent and remove barriers to accessibility, the AODA sets out specific accessibility standards in five key areas of daily living:

1. customer service
2. information and communications
3. employment
4. transportation
5. built environment.

The accessibility standard for customer service came into force at the Society in 2011. This resulted in a comprehensive training program undertaken by every employee to help ensure the Society provides accessible customer service throughout our community. This commitment is reinforced in our Access and Accommodation / Addressing Barriers to Equal Opportunity in Service Delivery Policy g-1-1-40.

The information and communications and employment standards were enacted as Ontario Regulation 191/11 - the Integrated Accessibility Standards (IAS) in 2011 with requirements being progressively phased in through to 2021.

The standard for the built environment, which applies to facilities as well as outdoor spaces, came into force in January 2013 and applies beginning in 2015 to new construction and maintaining new or redeveloped elements of public spaces.

Another important impact of this legislation is in the requirement that the Society create a multi-year accessibility plan to aid us in meeting our accessibility goals. This includes both those required by the AODA and our accessibility goals above and beyond the scope of the AODA. As a result, this multi-year accessibility plan builds upon recent accomplishments of the Society and helps to chart the path forward in our efforts to identify and remove barriers for persons with disabilities.

MULTI-YEAR ACCESSIBILITY PLAN OBJECTIVE

The objective of this multi-year accessibility plan is to aid the Society in identifying and removing barriers while also supporting the larger planning for AODA compliance and accessibility initiatives.

The Multi-year accessibility plan will be posted on the Society's website.

ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE

COMMITMENT

Since 2012, the Society has been in compliance with the Accessible Customer Service Regulation under the AODA.

The Society is committed to excellence in serving all clients, including persons with disabilities, and it will carry out its functions in a manner which delivers an accessible client service experience.

The Society is committed to providing services in a way that respects the dignity and independence of persons with disabilities. This commitment will be integrated wherever possible and will ensure that persons with disabilities will benefit from the same services, in the same place and in a similar way as other clients.

Action Taken:

The following measures have been implemented by the Society:

- Ensuring all persons who, on behalf of the Society, deal with the public or other third parties, and all those who are involved in the development and approvals of client service policies, practices and procedures, as well as all others providing services to our clients, are trained to communicate and provide the best possible customer service to all clients, including persons with disabilities;
- Ensuring staff are trained and familiar with various assistive devices that may be used by clients with disabilities who are accessing the Society's services;

- Ensuring completion of accessibility training is tracked and recorded;
- Providing telephone service to clients, offering to communicate with clients by TTY if telephone communication is not suitable to their needs;
- Ensuring clients accompanied by a guide dog or other service animal in areas of the Society open to the public and other third parties, are accommodated;
- Ensuring that if a person with a disability is accompanied by a support person, the support person is accommodated.
- Providing clients with notice in the event of a planned or unexpected disruption of service or inaccessibility of facilities used by persons with disabilities, by placing such notices at all public entrances on the Society premises;
- Continuing to welcome feedback from persons with disabilities through multiple communication channels;
- An “Access and Accountability” tab has been added to the About Us section of the website www.casott.on.ca, to communicate the Society’s accessible customer service policy including related procedures and guidelines.

	<ul style="list-style-type: none"> • Training materials will be assessed and tailored to our target audience. 		
7.3 Every person referred to in subsection 7.1 shall be trained as soon as practicable.	<ul style="list-style-type: none"> • The Society will develop a training plan and provide training during 2014. 	Jan 1, 2015	Completed <input checked="" type="checkbox"/>
7.4 The Society shall provide training in respect to any changes in the Accessibility policies described in section 3 on an ongoing basis.	Any new or changed Accessibility policies are provided to employees, volunteers and other stakeholders and posted on our internal electronic policies and procedures database and Internet page where applicable.	Jan 1, 2015	Completed <input checked="" type="checkbox"/>
7.5 The Society shall keep a record of the training that is provided under section 7, including the dates on which the training is provided and the number of individuals to whom it is provided	Human Resources currently maintains all employees, students and other stakeholders training records. Volunteer Services maintains Volunteers training records. Foster Care Recruitment, Assessment, Training maintains all Foster Parents training records.	Jan 1, 2015	Completed <input checked="" type="checkbox"/>
Section II – Information and Communication Standards			
11.0 Feedback			
11.1 The Society shall ensure that the process 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.	The Society Customer Service Standards Policy and AODA Employment Standards Policy address our current communication process for persons with disabilities and our organizational commitment. Feedback process is in place and notes that accessible formats and communication supports are available upon request.	Jan 1, 2015	Completed <input checked="" type="checkbox"/>
11.2 This will not detract from obligations under the Accessibility Standards for Customer Care	The Society will ensure feedback process compliments our Accessibility Standards for Customer Service	Jan 1, 2015	Completed <input checked="" type="checkbox"/>
11.3 The Society shall notify the public about the availability of accessible formats and communication supports	Feedback process will be reviewed to ensure that they note that accessible formats and communications supports are available upon request. • This shall be communicated on our internet page	Jan 1, 2015	Completed <input checked="" type="checkbox"/>
12.0 Accessible Formats and Communication Supports			
12. 1 The Society shall, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, In a timely manner that takes into account the person's accessibility needs due to disability; and • At a cost that is no more than the regular cost charged to other persons.	All publicly available information is made accessible upon request • Accessibility Standards for Customer Service Policy with respect to Communication with persons with disability contains commitment to communicate with people with disabilities in ways that take into consideration their disabilities.	Jan 1, 2016	Completed <input checked="" type="checkbox"/>

12.2 <i>The Society shall consult with the persons making the request in determining the suitability of an accessible format or communication support</i>	The Society Customer Service Policy & AODA Employment Standards Policy contains this requirement.	Jan 1, 2016	Completed <input checked="" type="checkbox"/>
12.3 <i>The Society shall notify the public about the availability of accessible formats and communication supports.</i>	The Public is notified of accessible formats and communication supports through internet and signs that will be posted in publically accessible areas such as the reception area.	Jan 1, 2016	
14.0 Accessible Websites and Web Content			
14.2 <i>The Society shall make internet website and web content conform to WCAG 2.0 Level AA.</i>	As website evolves and improves, The Society will incorporate WCAG 2.0 Level A design. WCAG 2.0 Level AA design.	Jan 1, 2014 Jan 1, 2021	Completed <input checked="" type="checkbox"/>
Section III – Employment Standards			
22. <i>Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process</i>	AODA Employment Standards Policy approved by Senior Management states our commitment to this requirement. • All internal and external job postings state the availability of accommodation for applicants with disabilities. • Applicants are reminded of our availability when contacted for an interview.	Jan 1, 2016	Completed <input checked="" type="checkbox"/>
23. (1) <i>During a recruitment process, The Society shall 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.</i> (2) <i>IF a selected applicant requests an accommodation, the employer shall consult with the applicant and 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</i>	Incorporated into our AODA Employment Standard Policy. • Human Resources will review and amend where necessary Recruitment Policies and Procedures to add a requirement to advise selected candidates of availability of accommodation, upon request, for recruitment materials and processes.	Jan 1, 2016	Completed <input checked="" type="checkbox"/>
24. <i>The Society shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities</i>	AODA Employment Standards Policy. • HR Staffing Advisor actively notifies successful candidates of policies.	Jan 1, 2016	Completed <input checked="" type="checkbox"/>

<p>25. (1) <i>The Society shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</i></p> <p>(2) <i>The Society shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</i></p> <p>(3) <i>The Society shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</i></p>	<p>Policies are made available to all employees on The Society intranet page. Any new policies will be communicated to all staff and posted on the intranet page</p> <ul style="list-style-type: none"> • New worker orientation covers policies (including Accommodation and Return to Work Policy) as well as the AODA Customer Service training, Ontario's Accessibility Laws and Human Rights Code as it relates to people with disabilities. 	<p>Jan 1, 2016</p>	<p>Completed <input checked="" type="checkbox"/></p>
<p>26 (1) <i>Where an employee with a disability so requests it, The Society shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,</i></p> <p>(a) <i>information that is needed in order to perform the employee's job; and</i></p> <p>(b) <i>Information that is generally available to employees in the workplace. O. Reg. 191/11, s.26 (1).</i></p> <p>2. <i>The Society shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</i></p>	<ul style="list-style-type: none"> • AODA Employment Standards Policy 	<p>Jan 1, 2016</p>	<p>Completed <input checked="" type="checkbox"/></p>
<p>28. (1) <i>The Society shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</i></p> <p>(2) <i>The process for the development of documented individual accommodation plans shall include the following elements:</i></p> <p>1. <i>The manner in which an employee requesting</i></p>	<ul style="list-style-type: none"> • AODO Employment Standards Policy • Human Resources will review and revise accommodation policies and practices to comply with this section. • Human Resources – Employee Emergency Response Plan developed and to be completed on an individual basis by the employee and Human Resources, all information is kept confidential. 	<p>Jan 1, 2016</p>	<p>Completed <input checked="" type="checkbox"/></p>

<p><i>accommodation can participate in the development of the individual accommodation plan.</i></p> <p><i>2. The means by which the employee is assessed on an individual basis.</i></p> <p><i>3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved.</i></p> <p><i>4. The manner in which the employee can request the participation of a representative from their 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.</i></p> <p><i>5. The steps taken to protect the privacy of the employee's personal information.</i></p> <p><i>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</i></p> <p><i>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</i></p> <p><i>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability</i></p> <p><i>(3) Individual accommodation plans shall,</i></p> <p><i>(a) if requested, include any information regarding accessible formats and communications supports</i></p> <p><i>provided, as described in section 26;</i></p> <p><i>(b) if required, include individualized workplace emergency response information, as described in section 27; and</i></p> <p><i>(c) Identify any other accommodation that is to be provided.</i></p>			
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<p>29. (1) <i>The Society shall,</i> (a) <i>develop 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; and</i> (b) <i>Shall document the process.</i> (2) <i>The return to work process shall,</i> (a) <i>outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</i> (b) <i>Use individual documented accommodation plans, as described in section 28, as part of the process.</i> (3) <i>The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute</i></p>	<p>The Society has in place an Accommodation and Return to Work Policy and process for employees who have been absent from work due to a disability</p> <ul style="list-style-type: none"> • Modified Work Plans developed on an individual as needed basis. • The Society will update and modify Accommodation and Return to Work Policy to ensure section 29 (1) to (3) are met. 	<p>Jan 1, 2016</p>	<p>Completed <input checked="" type="checkbox"/></p>
<p>30.(1) <i>The Society shall 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.</i> (2) <i>In this section, - performance management means activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.</i></p>	<p>Human Resources will review and revise Performance Management Policies and Procedures to comply with this section.</p>	<p>Jan 1, 2016</p>	<p>Completed <input checked="" type="checkbox"/></p>
<p>31.(1) <i>The Society shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.</i> (2) <i>In this section, - career development and advancement includes providing additional responsibilities within an employee's current position and the movement of an employee from one job to another in an organization that</i></p>	<ul style="list-style-type: none"> • Human Resources will review and revise Staff Training and Development policies and procedures to comply with this section. 	<p>Jan 1, 2016</p>	<p>Completed <input checked="" type="checkbox"/></p>

<i>may be higher in pay, provide greater responsibility or be at a higher level in the organization or any combination of them and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them.</i>			
32.(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans when redeploying employees with disabilities. (2) In this section, - redeployment means the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.	Human Resources will review and revise Staff Training & Development policies and procedures to comply with this section.	Jan 1, 2016	Completed <input checked="" type="checkbox"/>