

ST. LEONARD'S COMMUNITY SERVICES

AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR) – Approved by Board October 26, 2017

Intent

This 2015 to 2020 accessibility plan outlines the policies and actions that the Agency will put in place to improve the opportunities for people with disabilities in accordance with the requirements communicated under the *Integrated Accessibility Standards, Ontario Regulation 191/11*.

Statement of Commitment

St. Leonard's Community Services Inc. believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)* and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

PLANNING

EVALUATION

PLANNED OUTCOMES S.M.A.R.T.	OUTCOME INDICATORS	OUTCOME MEASUREMENT METHODS	PLANNED ACTIVITIES	RESOURCES	ACTUAL OUTCOMES	ACTUAL ACTIVITIES
GENERAL REQUIREMENTS						
Goal – Policies will be established to address accessibility as per the IASR						
1. By January 1, 2014 accessibility policies will be established.	- Policies in place addressing AODA accommodation for Procuring or Acquiring Goods and Services or Facilities; Training Requirements; Records; Self-Serve Kiosks; Recruitment, Assessment & Selection; Accessible Formats and Communication Supports; Workplace Emergency Response; Documented Individual Accommodation Plans; Performance Management and Career Development and Advancement; Return to Work; and Redeployment	- Policies posted on SharePoint and available upon request to clients	a) By December 31, 2013 develop policy b) By November 1, 2017 specify details and combine under one policy.	- Becky - Brad - Alan - Bruce - AODA resources, including: HRdownloads, Ontario Human Rights Code and Ontario.ca website	- Initial policies completed by Dec. 31, 2013. - Modifications to policies (combined into one plus appendices) going to Resources Committee on October 19, 2017	- Policies created that included AODA considerations; approved by Board - Revisions/consolidation completed for Oct. 19 th meeting.

Goal – Staff will be trained on the IASR and the <i>Human Rights Code</i>							
2. By January 1, 2015 an established method of training staff on the IASR and Human Rights Code will be implemented and staff will be fully trained.	- Staff able to speak to what AODA and accommodation means	- Training logs - Training certificates	a) By January 1, 2015 training method established for all staff	- Becky - Brad - HRdownloads		HRdownloads enlisted to provide online training on both AODA and Human Rights Code / Diversity training	Purchased HRdownloads training service. Assigned staff training.
			b) On an annual basis, assign staff training on AODA and Human Rights Code / Diversity training	- Becky - Supervisory Team		2017 videos have been assigned – follow-up required to ensure all staff view videos by end of year.	Videos assigned; Becky monitoring completion
INFORMATION & COMMUNICATION STANDARD							
Goal – To establish a feedback process so that those requiring accommodation can express their needs							
1. By January 1, 2015 a feedback process will be established in order for persons with disabilities to express their requirements.	- Feedback being provided to the Agency regarding ways to accommodate	- Feedback option on website - Feedback options mentioned in policy - Emails received by info@st-leonards.com	a) By January 1, 2015 include a “button” on website that directs feedback to email address b) By January 1, 2015, create policy that explains ways clients can provide feedback	- IT Dept. - Becky - AODA resources		Website option completed Policy completed	Feedback button on website Policy approved by Board on Feb. 26, 2015
Goal – To have accessible formats and communication supports in place for persons with disabilities							
1. By January 1, 2014, ensure website and web content is accessible for reading devices.	- Website will be accessible by electronic reading devices.	- Verify pages using the W3C Compliance checker tools	a) By January 1, 2014, revise website so that high-contrast colours are in place on pages b) By January 1, 2014, alter job postings so that bullet points, etc. are eliminated	- IT Dept. - Becky		Website completed Job posting template completed	Complete alteration of webpages was done Job posting template was changed to eliminate bullet points, italicized and bolded fonts, etc.

<p>2. By January 1, 2021 ensure all websites and web content is accessible for reading devices.</p>	<ul style="list-style-type: none"> - All pages on website and web content will be accessible by electronic reading devices. 	<ul style="list-style-type: none"> - Verify pages using the W3C Compliance checker tools 	<ul style="list-style-type: none"> a) By January 1, 2021, ensure all photos included on website can be described by reading device b) By January 1, 2021, ensure all uploaded documents (such as Annual Reports) are converted 	<ul style="list-style-type: none"> - IT Dept. - Elaine 		<p>2016-17 Annual Report has been converted</p>
<p>3. By January 1, 2016, have accessible formats and communication supports in place.</p>	<ul style="list-style-type: none"> - Policy in place with notice of availability and format of required documents 	<ul style="list-style-type: none"> - Accessible Customer Service policy 	<ul style="list-style-type: none"> a) By January 1, 2016, write policy addressing Notice of Availability and Format of Required Documents b) By January 1, 2016, create notice area on website for disruptions in service 	<ul style="list-style-type: none"> - Becky - IT Dept. 	<p>Policy approved in February, 2015 Website revised to include notice area.</p>	<p>Policy written Website revised</p>
<p>4. By November 1, 2017 revise Agency Graphic Standards Manual so that documents are created using guidelines established by the CNIB.</p>	<ul style="list-style-type: none"> - Agency documents are created following the guidelines of the CNIB. 	<ul style="list-style-type: none"> - Policy - Documents reflect CNIB guidelines 	<ul style="list-style-type: none"> a) By November 1, 2017 revise policy in association with Graphics Standards Manual b) By January 1, 2018, order new brochures c) By January 1, 2018, use Calibri in letters 	<ul style="list-style-type: none"> - Becky - Elaine - Directors - CNIB guidelines - Bialas printing 		<p>Policy going to Resources Committee on October 19, 2017</p>
<p>5. By January 1, 2012 establish emergency procedures or public safety information protocols</p>	<ul style="list-style-type: none"> - Emergency Response Policy written - Training administered for one-on-one accommodation 	<ul style="list-style-type: none"> - Emergency Response Plan - Training completed on a case-by-case scenario 	<ul style="list-style-type: none"> a) By January 1, 2012, write Emergency Response Plan b) By January 1, 2012, train staff as needs arise c) By December 1, 2016, create policy specific to AODA Emergency Response 	<ul style="list-style-type: none"> - Management Team - Bruce - Becky - Staff - CMHO AODA training - PSHSA materials 	<p>Completed ERP Training completed as required AODA Emergency Response completed</p>	<p>ERP written Training completed when needed AODA Emergency Response and supporting docs. Approved by Board on Nov. 24, 2016.</p>

6. By January 1, 2013 have educational and training resources or materials available in accessible formats.	- Persons with disabilities able to access educational materials and/or training resources	- Documents are convertible to variety of formats	a) By January 1, 2013 ensure training resources are available online so they can be read by electronic readers b) By January 1, 2013 establish protocols for how staff can assist clients upon request c) By January 1, 2018 order new brochures	- IT Dept. - Management Team	<p>Training and educational materials available.</p> <p>Confirm that AMH documents are in appropriate contrast</p>	<p>Educational and training resources uploaded to website and SharePoint</p> <p>HRdownloads implemented as Training Source</p>
EMPLOYMENT STANDARD						
Goal – Agency recruitment, assessment and selection processes will take accessibility into consideration						
1. By January 1, 2016 make applicants aware that they will be accommodated throughout the recruitment, assessment and selection process.	- Persons with disabilities will know they can request accommodation - Documents involved in the recruitment process will have accommodation statements included.	- Documents will have accommodation statements	a) By January 1, 2016, add accommodation statements to job postings, application forms and job offer letters	- Becky - AODA resources - Recruitment resources (e.g. Monster)	<p>Job postings completed</p> <p>Applications completed</p> <p>Job offer letters completed</p>	<p>Job posting templates revised</p> <p>Application revised</p> <p>Job offer letter templates revised</p>
Goal – Staff will be aware of the Agency’s policies in relation to AODA						
1. By January 1, 2016, the Agency will inform staff of policies used to support those with disabilities	- Staff will understand the Agency’s AODA policies after reading	- AODA policies - Sign-off sheet	a) By January 1, 2016, staff to review AODA policies during orientation and annually thereafter b) By November 1, 2017 add line to Staff Orientation Checklist specifically about AODA policies	- Becky - Elaine - Supervisory Team - AODA policies - Staff Orientation Checklist	<p>Review of AODA policies completed.</p>	<p>Staff review 10-21 as part of Orientation</p> <p>Revised policies going to Resources Committee on October 19, 2017</p> <p>Insertion of AODA into Staff Orientation Checklist for Oct. 19th meeting</p>

Goal – The Agency will ensure staff with disabilities are consulted when providing or arranging for accommodation							
1. By January 1, 2016, staff with disabilities are consulted when providing accessible formats and communication supports for information that is needed in order to perform their job and general information about the Agency.	- Persons with disabilities are accommodated with appropriate formats and communication supports in all aspects of the workplace.	- Accommodation plans are created for persons with disabilities	a) By January 1, 2016 consult with staff on accommodation requirements and record agreement in letters. b) By November 1, 2017 create appendix: Individual Accommodation Plan for Staff	- Becky - AODA resources		Accommodation letters created on case-by-case basis Individual Accommodation Plan for Staff created (waiting for Board approval).	Letters written as required when working with staff Individual Accommodation Plan for Staff created – going to RC on Oct. 19 th .
Goal – Individualized emergency response information is provided to staff with disabilities							
1. By January 1, 2012 staff with disabilities will have individualized accommodation for emergency response.	- Staff with disabilities will have their emergency response requirements addressed on an individual basis	- Staff Supervision Notes - Letters of accommodation - AODA Emergency Information Worksheet and Emergency Response Plan	a) By January 1, 2012 record staff’s accommodation requirements in Staff Supervision Notes or letters of accommodation b) By December 1, 2016 create AODA Emergency Information Worksheet and AODA Emergency Response Plan	- Supervisory Team - Becky		Staff with disabilities have individual plans recorded in re: to Emergency Response Procedures.	Staff Supervision Notes and letters of accommodation created. AODA Emergency Information Worksheet and Response Plan approved by Board on Nov. 24, 2016
Goal – Individualized accommodation plans are created with input from staff							
1. By January 1, 2016 a written process for the development of documented individual accommodation plans for staff with disabilities will be in place.	- Policy on Documented Individual Accommodation Plans in place - Staff with disabilities using Individual Accommodation Plan for Staff form	- Accessibility Standards: Employment policy - Appendix: Individual Accommodation Plan for Staff	a) By January 1, 2016 include wording on Documented Individual Accommodation Plans in AODA policy b) By January 1, 2016 create Individual Accommodation Plan for Staff (appendix to policy)	- Becky - AODA resources		Written process in place for creating and documenting individual accommodation plans	Policy going to Resources Committee on October 19, 2017 Appendix going to Resources Committee on October 19, 2017

Goal – Return to Work process is in place to accommodate disabilities and is documented							
1. By January 1, 2016 develop and document a RTW process for staff who have been absent from work due to a disability and require accommodation.	- Staff requiring accommodation after injury or illness will have a return to work plan in place	- Offer of modified duties - Appendix: Individual Accommodation Plan for Staff	a) By January 1, 2016 ensure staff are offered modified duties/hours letters as part of RTW plan b) By November 1, 2017 create more formal Individual Accommodation Plan for Staff template	- Becky - AODA resources		Modified Hours/Duties letters implemented Individual Accommodation Plan for Staff Template created	Modified Hours/Duties letters written on case-by-case basis Appendix going to Resources Committee on October 19, 2017
Goal – Performance management and career development/advancement takes into account the accessibility needs of staff with disabilities							
2. By January 1, 2016 policy will confirm that the Agency takes into account the accessibility needs of staff with disabilities when reviewing performance management, career development and advancement.	- Policy confirms consideration given to accessibility needs of staff	- Accessibility Standards: Employment policy	a) By January 1, 2016 create policy that includes language on accommodation in regards to performance management, career development and advancement	- Becky - AODA resources		Policy created	Policy going to Resources Committee on October 19, 2017
Goal – Accessibility needs of staff with disabilities will be taken into account during redeployment							
1. By January 1, 2016 policy will confirm that the Agency takes into account the accessibility needs of staff with disabilities when redeploying staff after job or program elimination	- Policy confirms consideration given to accessibility needs of staff	- Accessibility Standards: Employment policy	a) By January 1, 2016 create policy that includes language on accommodation in regards to redeployment	- Becky - AODA resources		Policy created	Policy going to Resources Committee on October 19, 2017
DESIGN OF PUBLIC SPACES STANDARD							
Goal – Newly constructed or redeveloped service counters, queuing guides and waiting areas are accessible							
1. As new service counters and waiting areas are renovated, the Agency will refer to IASR regulations prior to beginning work.	- New/renovated Agency service counters, queuing guides and waiting areas will be accessible	- Staff / client feedback - Needle Exchange office at 133 Elgin will have wider door - Waiting areas at 133 Elgin and 225 Fairview will have ample space and lower counters for mobility devices	a) By January 1, 2018 install wider door at 133 Elgin for Needle Exchange room b) By November 1, 2017 renovate waiting areas at 133 Elgin and 225 Fairview using IASR specs.	- Bruce - IASR regs. - Contractors - Materials		Waiting areas at both 133 Elgin and 225 Fairview are accessible	Majority of renovations at 133 Elgin and 225 Fairview complete. Need to remove enough chairs at both locations so a mobility device can fit comfortably.

Goal – Newly constructed or redeveloped public spaces are accessible							
1. As new projects or renovation projects arise, the Agency will refer to IASR regulations prior to beginning work	- New/renovated public spaces will be accessible	- Staff / client feedback - Automatic door openers and access to 133 Elgin and 225 Fairview will accommodate mobility devices	a) By September 1, 2017 install automatic door openers, ramps and level entry-ways so that mobility devices have access to the building	- Bruce - IASR regs. - Contractors - Materials		133 Elgin and 225 Fairview are accessible by mobility devices.	Automatic doors installed Ramps installed Entryways levelled so mobility devices have access
Goal – Off-street parking facilities will provide a wider parking space and be labelled as “van accessible”							
1. By January 1, 2018, 133 Elgin’s parking lot will have dedicated wider parking spot with sign that indicates “van accessible”	- Dedicated parking spot created at 133 Elgin with signage	- Dedicated parking spot - “Van accessible” sign	a) By January 1, 2018, paint lines for 3400 mm width spot b) Order “van accessible” sign and post at spot	- Bruce - Sign company - Contractors to paint lines on driveway		Dedicated spot in place with proper signage.	Contractors painted lines for van near side door Sign ordered and mounted above spot
CUSTOMER SERVICE STANDARD							
Goal – Client Service Standards are developed, implemented and maintained							
2. By January 1, 2012, develop, implement and maintain AODA Client Service Standards. Subjects to include: - Use of Service Animals and Support Persons - Notice of Temporary Disruptions - Training for Staff - Feedback Process - Format of Documents	- Client Service Standards are included in policy	- Accessible Customer Service policy	a) Create and implement policy with provision for review (maintenance) b) Add language about accessible formats and overview of training content to In-service training policy	- HR Mgr. - AODA resources		Accessible Customer Service policy completed and in place In-service training policy amendments completed	Policy written and implemented In-service training policy was amended. Going to Resources Committee on Oct. 19, 2017

