

## Multi-Year Accessibility Plan

### Regulation

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

Section	Description	Action Taken	Compliance Date	Status
<b>Section 3:</b> Establishment of accessibility policies and procedures.	<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 Agency’s Policy – Policy 103B: Accessibility for Ontarians with Disabilities Act: Integrated Accessibilities Standard Regulations is posted on the public website at <a href="http://www.jfandcs.com/Policies-and-Business-Documents">Jewish Family and Child Service   Agency Policies and Business Documents (jfandcs.com)</a></p>	Jan 1, 2014	Completed
<b>Section 4:</b> Accessibility plan	<p>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 Agency’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>	<ul style="list-style-type: none"> <li>• Develop plan</li> <li>• Documents what has been completed to date</li> <li>• Develop plan to review and update annually and more thoroughly after 5 years</li> <li>• Post plan in accessible format on the Agency’s website</li> </ul> <p>The Agency has developed a multi-year accessibility plan to address the requirements to be met between 2013 and 2021. <b>This is available on the Agency’s public website.</b></p> <p>The Agency will ensure the completion of the Annual Status Report on the multi-year accessibility plan.</p>	Jan 1, 2014	Completed

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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 Agency will review Policy 804: Procurement of Goods and revise as necessary.</p> <p>The Agency will incorporate an accessibility statement into its policy.</p>	<p>Jan 1, 2014</p>	<p>Completed</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:</p> <ul style="list-style-type: none"> <li>• All employees and volunteers;</li> <li>• All persons who participate in developing the policies; and</li> <li>• All other persons who provide goods, services and facilities on behalf of the organization</li> </ul> <p>Training shall be appropriate to duties of employees, volunteers and other persons</p> <p>Every person shall be trained as soon as practicable</p> <p>Shall provide training of any changes to the policies on an ongoing basis</p> <p>Every designated public sector organization and every large organization shall 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.</p>	<p>The Agency will deliver training on the Integrated Accessibility Standards Regulation as it relates to the Ontario Human Rights Code.</p> <p>The Agency will maintain training records to ensure compliance with AODA requirements.</p>	<p>Jan 1, 2015</p>	<p>Ongoing</p>

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

Section	Description	Action Taken	Compliance Date	Status
<b>Section 11:</b> Feedback	Organizations must ensure that the existing feedback processes, are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications, supports, upon request.	<p>The Agency will review its existing feedback process and identify methods of increasing accessibility.</p> <p>The Agency will communicate to its employees that alternate formats of the feedback process will be provided upon request.</p>	Jan 1, 2016	Completed
<b>Section 12:</b> Accessible formats and communication supports	<p>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 Agency will notify the public about the availability of accessible formats and communication supports.</p>	<p>The Agency will inform employees that accessible formats and communication supports must be provided when a request is made, where possible.</p> <p>The Agency will provide these accessible format and communication supports upon request.</p> <p>The Agency’s Policy – Policy 103B: Accessibility for Ontarians with Disabilities Act: Integrated Accessibilities Standard Regulations addresses availability of accessible formats and communication supports.</p>	Jan 1, 2016	Completed

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<p><b>Section 13:</b> Emergency plans, procedures and public safety information</p>	<p>All the emergency plans, procedures and public safety information that organizations make available to the public must be available in an alternate format or with appropriate communication supports, as soon as practicable, upon request</p>	<ul style="list-style-type: none"> <li>• Check Procedures</li> <li>• Post evacuation plans in all reception areas and meeting rooms</li> <li>• Consider adding policies/procedures to accommodate for visitors</li> <li>• Alternate formats will be provided if a request is made.</li> </ul>	<p>Jan 1, 2012</p>	<p>Completed</p>
<p><b>Section 14:</b> Accessible websites and web content</p>	<p>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>	<p>The Agency has not launched a new public website, nor completed a significant refresh of its existing website.</p> <p>As of January, 2021, the Agency will ensure website compliance under the WCAG 2.0 Level A standards</p>	<p>Jan 1, 2021</p>	<p>Completed</p>

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

Section	Description	Action Taken	Compliance Date	Status
<p><b>Section 22:</b> Recruitment, general</p>	<p>Organizations must notify potential job applicants that accommodations will be provided during the recruitment process to applicants with disabilities</p>	<p>The Agency will review and revise its employment web page, job postings, and email correspondence to applicants to include a statement indicating that accommodations will be provided upon request.</p>	<p>Jan 1, 2016</p>	<p>Ongoing</p>

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<p><b>Section 23:</b>          Recruitment, assessment or selection process</p>	<p>Organizations must notify the applicants that are selected for interviews that accommodations are provided upon request in relation to materials or processes to be used</p> <p>If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide suitable accommodations upon request.</p>	<p>The Agency will ensure that correspondences to selected candidates outline that the Agency will provide accommodations when a request is made.</p>	<p>Jan 1, 2016</p>	<p>Completed</p>
<p><b>Section 24:</b>          Notice to successful applicants</p>	<p>When making offers of employment, the Agency will notify the successful applicant of its policies for accommodating employees with disabilities</p>	<p>The Agency will update its information package for new employees to include information on its accommodation policies.</p>	<p>Jan 1, 2016</p>	<p>Completed</p>
<p><b>Section 25:</b>          Informing employees of supports</p>	<p>Organizations must inform employees of their policies for supporting employees with disabilities.</p> <p>Provide information to new employees as soon as practical after they begin their employment.</p> <p>Employers 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.</p>	<p>The Agency's Workplace Accommodation procedure informs employees of the supports available within reason for those who require accommodations to perform their job.</p>	<p>Jan 1, 2016</p>	<p>Completed</p>
<p><b>Section 26:</b>          Accessible format and communication</p>	<p>In addition to its obligations under section 12; where an employee with a disability requests accommodation, every employer shall consult with the employee to provide or</p>	<p>The Agency will inform employees that accessible formats and communication supports will be provided upon request within reason.</p>	<p>Jan 1, 2016</p>	<p>Completed</p>

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supports for employees	<p>arrange for the provision of accessible formats and communication supports for:</p> <ul style="list-style-type: none"> <li>Information that is needed in order to perform the employee's job; and</li> <li>Information that is generally available to employees in the workplace</li> </ul> <p>The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	<ul style="list-style-type: none"> <li>Document process in current policies</li> <li>Consider any privacy issues</li> </ul>		
<b>Section 27:</b> Workplace emergency response information	<p>Organizations must provide workplace emergency response information to employees with disabilities.</p> <p>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 after the employer becomes aware of the need for accommodation due to the employee's disability.</p> <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 Agency's Emergency Response Procedures will be reviewed, including lock down procedures, fire safety plans, emergency contact list, etc.</p> <p>HR will review individual emergency response plans as required.</p>	Jan 1, 2012	Completed
<b>Section 28:</b> Documented individual	<p>Organizations must develop a written process for documented individual accommodation plans for employees with disabilities that includes the following elements:</p>	<p>The Agency's Workplace Accommodation Procedures informs employees of the supports available within reason for those</p>	Jan 1, 2016	Completed

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<p>accommodation plans</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>who require accommodations to perform their job.</p>		
<p><b>Section 29:</b> Return to work process</p>	<p>Organizations are required to develop a documented return-to-work process for employees who have been absent from work due to disability and required disability related accommodations in order to return to work.</p>	<p>Review current return to work policy and revise as necessary to incorporate AODA requirements</p>	<p>Jan 1, 2016</p>	<p>Completed</p>
<p><b>Section 30, 31, 32:</b> Performance management Career Development and Advancement Redeployment</p>	<p>Organizations must include accessibility considerations in their performance management processes, career development and advancement practices and in the redeployment practice.</p>	<p>The Agency will review its existing performance management processes, career development and advancement processes (succession planning) and redeployment processes and revise as necessary to incorporate AODA requirements.</p> <p>Consider training/tools/needs for managers to best supervise staff with disabilities</p>	<p>Jan 1, 2016</p>	<p>Completed</p>