

**ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005**

**INTEGRATED ACCESSIBILITY STANDARDS – Multi Year Plan for CMHA/Peel**

**Part I – GENERAL REQUIREMENTS**

| Section | Initiative                              | Description  | Action   | Who is responsible | Status   | Compliance Date |
|---------|---|--|--|--------------------|----------|-----------------|
| 3       | Establishment of Accessibility Policies | 3.(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.   | Attended Multi year plan workshop- April 24, 2013  | HR Manager         | Complete | January 1, 2014 |
|         |   |  | Policy and plan drafted  | HR Manager         | Complete |                 |
|         |   |  | Pending approval   |                    |          |                 |
|         |   |  | Set up AODA Steering Committee   | Management team    | Complete |                 |
| 4       | Accessibility Plans                     | 4.(1) Large organizations shall,<br><br>a) 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;<br><br>b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and<br><br>c) review and update the accessibility plan at least once every five years. | AODA Steering Committee to explore barriers within each departments  | HR Manager         | Complete | January 1, 2014 |
|         |   |  | Post Plan draft on website; Web Site provider and IT to be informed by (timeline)                              | HR Manager         | Complete |                 |
|         |   |  | Steering Committee to review along with all Policy review every 3 years, as per CMHA/Peel Strategy team policy |                    |          |                 |

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| 6 | Self-Serve Kiosks | 6.(2) Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.  | Not applicable at present   |            |                          | January 1, 2014 |
| 7 | Training          | 7.(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to,<br>(a) all employees, and volunteers;<br>(b) all persons who participate in developing the organization's policies;<br>and<br>(c) all other persons who provide goods, services or facilities on behalf of the organization. | Training to be provided to all staff, volunteers and contractors (via on line training workshop) by April 2014.<br><br>Consultants, psychiatrists and temp staff (via written policy and procedure) by October 2014 | HR manager | Complete<br><br>Complete | January 1, 2015 |

**PART II – Information and Communications Standards**

| Section | Initiative                                  | Description  | Action  | Who is responsible | Status                | Compliance Date |
|---------|---|--|---|--------------------|-----------------------|-----------------|
| 11      | Feedback                                    | 11.(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.  | Ensure that the feedback forms on the website and hard copies at reception can be provided in alternate accessible formats, upon request. Eg reading out loud, larger font, digital copy, hard copy   | Management team    | Complete              | January 1, 2015 |
|         |   |  | Review all internal and external feedback mechanisms eg staff surveys and client surveys  | Executive Office   | Complete              |                 |
|         |   |  | Ensure Internal and external feedback communications are accessible in an accessible format, upon request. Eg reading out loud, larger font, digital copy, hard copy  | Management team    | Complete upon request |                 |
| 12      | Accessible Formats & Communication Supports | 12.(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,<br>a) in a timely manner that takes into account the person’s accessibility needs due to disability; and<br>b) at a cost that is no more than the regular cost charged to other persons. | Ensure that Internal documents such as policies, procedures, forms etc are available to staff upon request, in an alternate accessible format. Eg reading out loud, larger font, digital copy, hard copy<br><br>Source options and vendors for assistive devices and braille options, so that we can rent them in a timely basis, if requested by a client or member of the public. |                    | Complete              | January 1, 2016 |

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|    |  |   | Ensure that we inform persons that we will absorb all costs for these supports.  |  |          |                 |
| 12 |  | 12.(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support. | Ensure a process to document meeting and discussion with anyone who requests an accessible format or communication support. This includes staff and clients. |  | Complete | January 1, 2016 |
| 12 |  | 12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.                                | Ensure this is posted on website and at each reception site<br><br>Post this notice at the bottom of our email communications.                               |  | Complete | January 1, 2016 |

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| 13 | Emergency Procedures, Plans or Public Safety Info | 13.(1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request. | Reference compliance guidelines to ensure this applies to our organization<br><br>If applicable, ensure that all public safety plans and information will be provided in an accessible format or with appropriate communication supports, within a reasonable time frame, upon request.<br>Eg. Have written pamphlet that talks about emergency evacuation or lockdown. | Building Management and HR / Health & Safety Committee | Complete | January 1, 2012   |
| 14 | Accessible Websites & Web Content                 | 14.(2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.                                | Website to be compliant as per legislation<br><br>Web site designer and web site provider to liaise.  | Communications Manager                                 | Complete | <p><b>January 1, 2014</b><br/>New internet websites and web content on those sites must conform with WCAG 2.0 Level A.</p> <p><b>January 1, 2021</b><br/>All internet websites and web content must conform with WCAG 2.0 Level AA, other than,</p> <ul style="list-style-type: none"> <li>• success criteria 1.2.4 Captions (Live)</li> <li>• success criteria 1.2.5 Audio Descriptions (Pre-recorded).</li> </ul> |

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| 15 | Educational & Training Resources & Materials | <p>15(1) Every obligated organization that is an educational or training institution shall do the following, if notification of need is given:</p> <ol style="list-style-type: none"><li>1. Provide educational or training resources or materials in an accessible format that takes into account the accessibility needs due to a disability of the person with a disability to whom the material is to be provided by,<ol style="list-style-type: none"><li>i. procuring through purchase or obtaining by other means an accessible or conversion ready electronic format of educational or training resources or materials, where available, or</li><li>ii. arranging for the provision of a comparable resource in an accessible or conversion ready electronic format, if educational or training resources or materials cannot be procured, obtained by other means or converted into an accessible format.</li></ol></li><li>2. Provide student records and information on program requirements, availability and descriptions in an accessible format to persons with disabilities.</li></ol> | Not applicable |  |  | January 1, 2013 |
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| 16 | Training to Educators                         | 16(1) In addition to the requirements under section 7, obligated organizations that are school boards or educational or training institutions shall provide educators with accessibility awareness training related to accessible program or course delivery and instruction.                 | Not applicable |  |  | January 1, 2013  |
|    |   | (2) Obligated organizations that are school boards or educational or training institutions 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.                       | Not applicable |  |  | January 1, 2013  |
| 17 | Producers of Educational or Training Material | 17(1) Every obligated organization that is a producer of educational or training textbooks for educational or training institutions shall upon request, make accessible or conversion ready versions of the textbooks available to the institutions.  |                |  |  | January 1, 2015<br>For accessible or conversion ready versions of textbooks  |
|    |   | (2) Every obligated organization that is a producer of print-based educational or training supplementary learning resources for educational or training institutions shall upon request, make accessible or conversion ready versions of the printed materials available to the institutions. | Not applicable |  |  | January 1, 2020<br>For accessible or conversion ready versions of printed materials that are educational or training supplementary learning resources. |
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| 18 | Libraries of educational & training institutions | <p>18(1) Subject to subsection (2) and where available, the libraries of educational and training institutions that are obligated organizations shall provide, procure or acquire by other means an accessible or conversion ready format of print, digital or multimedia resources or materials for a person with a disability, upon request.</p> <p>(2) Special collections, archival materials, rare books and donations are exempt from the requirements of subsection (1).</p> | Not applicable |  |  | <p>January 1, 2015<br/>For print-based resources or materials</p> <p>January 1, 2020<br/>For digital or multimedia resources or materials</p> |
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### PART III – Employment Standard

| Section | Initiative                                   | Description   | Action   |    | Status   | Compliance Date |
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| 22      | Recruitment – General                        | 22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.   | Reference accommodation statement in internal, external job postings   | HR | complete | January 1, 2016 |
| 23      | Recruitment, Assessment or Selection Process | <p>23.(1) During a recruitment process, an employer 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.</p> <p>(2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a</p> | <p>Notification via email and/or phone to candidates when confirming interviews that accommodation is available upon request.</p> <p>Confirm with recruitment agencies that they are AODA compliant, during hiring through agency.</p> <p>Ensure that vendor agreements with recruitment agencies have</p> | HR | Complete | January 1, 2016 |



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|    |                                 | suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.  | a question about being AODA compliant.   |    |          |                 |
| 24 | Notice to Successful Applicants | 24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.   | Add an accommodation clause to employment agreement and offer email/letter.  | HR | Complete | January 1, 2016 |
| 25 | Informing Employees of Supports | 25.(1) Every employer 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. | Accessibility Policy and procedures to be reviewed on an annual basis, as per usual process for policy review for all staff<br><br>Via email blasts<br><br>Team meetings | HR | Complete |                 |

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| 25 |   | 25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.  | Review IAS Policy on orientation day within 3 months of hire  | HR | Complete | January 1, 2016 |
| 25 |   | 25.(3)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.  | Via email blasts<br><br>Annual Policy Review and sign off process<br><br>Team meetings  | HR | Complete | January 1, 2016 |
| 26 | Accessible Formats & Communication Supports for Employees | 26.1 In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,<br><br>(a) information that is needed in order to perform the employee's job; and<br><br>(b) information that is generally available to employees in the workplace. | Discuss at Steering Committee level about what these requests might be and what can we accommodate; what is a bona fide requirement to do the job; identify budget restrictions??<br><br>Review and assess job descriptions for possible accommodation requests for accessible formats and communication supports, that are essential to perform the job. | HR | Complete | January 1, 2016 |
| 26 |   | 26.2. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.   | Develop a process to document request and discussion of request with supervisor and HR.   | HR | Complete | January 1, 2016 |

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| 27 | Workplace Emergency Response Information | 27.(1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.                        | Provide written form to employees who have identified a disability about assistance during emergency response; identify who will assist them | Health & safety Committee<br>Building landlord<br>Operations committee for 7700 | Complete | January 1, 2012 |
| 27 |  | (2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.                        | Provide written form to employees who have identified a disability about assistance during emergency response; identify who will assist them | HR  | Complete | January 1, 2012 |
| 27 |  | (3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.   | Form and email communication sent by Building landlord   |   | Complete | January 1, 2012 |
| 27 |  | (4) Every employer shall review the individualized workplace emergency response information,<br>(a) when the employee moves to a different location in the organization;<br>(b) when the employee's overall accommodations needs or plans are reviewed; and<br>(c) when the employer reviews its general emergency response | Health & Safety Committee  |   | Complete | January 1, 2012 |

|    |   | policies.   |  |                 |                           |                 |
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| 28 | Documented Individual Accommodation Plans | 28.(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.  | Attend workshop on plans in 2014 or 2015 from Pro learning Innovations                         | Management team | Complete via web learning | January 1, 2016 |
| 28 |   | <p>28 (2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> <li>1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</li> <li>2. The means by which the employee is assessed on an individual basis.</li> <li>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.</li> <li>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.</li> </ol> | Review Accommodation Policy and procedure and ensure it meets requirements of AODA legislation | HR              | Complete                  | January 1, 2016 |

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|    |                        | <p>5. The steps taken to protect the privacy of the employee's personal information.</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p> |   |    |                                 |                 |
| 29 | Return to Work Process | <p>29.(1) Every employer, other than an employer that is a small organization,</p> <p>(a) shall 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</p> <p>(b) shall document the process.</p>   | <p>Attend workshop on plans in 2014 or 2015 from Pro learning Innovations</p> <p>Review RTW policy and procedure and ensure it meets requirements of AODA</p> | HR | <p>Complete</p> <p>Complete</p> | January 1, 2016 |

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| 29 |                                  | <p>29. (2) The return to work process shall,</p> <p>(a) 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</p> <p>(b) use individual documented accommodation plans, as described in section 28, as part of the process.</p> | <p>Review RTW policy and procedure and ensure it meets requirements of AODA</p>  | HR | Complete | January 1, 2016 |
| 29 |                                  | <p>29. (3) 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.</p>   | <p>Review RTW policy and procedure and ensure it meets requirements of AODA</p>  | HR | Complete | January 1, 2016 |
| 30 | Performance Management           | <p>30.(1) An employer that uses performance management in respect of its employees 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.</p>  | <p>Review and add to Performance Appraisal policy and processes</p> <p>Is the language inclusive?</p> <p>Is the PA process accessible upon request to staff who have disability?</p> <p>eg employee self evaluation is available in alternate format such as hard copy , larger font instead of online evaluation.</p> | HR | Complete | January 1, 2016 |
| 31 | Career Development & Advancement | <p>31.(1) An employer that provides career development and advancement to its employees 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.</p>                               |  | HR | Complete | January 1, 2016 |

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| 32 | Redeployment | 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. | Review and Add to Job transfer or "Acting position" policies, that accommodation needs will be taken into consideration.. | HR | Complete |