



Multi-year Accessibility Plan: Updated December, 2015

Approved by the Board: December 16, 2015

PREAMBLE

The *Ontarians with Disabilities Act (ODA)* became law in 2001. The purpose of the ODA is to establish a legislative framework to “improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers leading to their full participation in the life of the province”. In 2005, *The Accessibility for Ontarians with Disabilities Act (AODA)* came into effect. The AODA legislation improves upon the ODA by developing, implementing and enforcing standards that will regulate both government and public sector organizations, with the goal of creating an Ontario that is accessible for all.

A number of accessibility standards now exist under the AODA legislation:

- Accessibility Standards for Customer Service are set out in Regulation 427/07
- The Integrated Accessibility Standard, which contains General Accessibility Requirements, as well as Standards for Information and Communications, Employment and Transportation, which are defined in Regulation 191/11.

The original Multi-Year Accessibility Plan of HopeGreyBruce Mental Health and Addictions Services was developed in 2013. The plan has been amended as required to comply with the AODA and the associated standards and regulations. The Plan is posted on our organization’s website within timelines stipulated in the legislation.

AODA Standards Regulation 191/11 Section 3	ACCESSIBILITY POLICIES Deadline: January 1, 2014		
	Deliverables	Outcome as of December 2015	Responsibility
3.1 Establish accessibility policies	Policies to meet the Integrated Accessibility Standard are developed, implemented and revised as required to comply with AODA.	Policies have been developed and/or amended to address the IAS standard, including the Employment Standard.	Executive Director
3.2 Statement of organizational commitment	Policy includes a statement of organizational commitment to meet the accessibility needs of persons with disabilities.	Statement of commitment has been embedded in policy.	Executive Director
3.3 Make policy documents publicly available	Written policy documents are publicly available and in accessible format upon request.	Integrated Accessibility Standard Policies are available upon request at our central administration office and at program/team offices. The policies are made available in alternate formats on request.	Executive Director
AODA Standards Regulation 191/11 Section 4	MULTI-YEAR ACCESSIBILITY PLANS Deadline: January 1, 2014		
	Deliverables	Outcome as of December 2015	Responsibility
4.1 Establish multi-year accessibility plan	<p>A multi-year accessibility plan that outlines strategies to identify, remove and prevent barriers and meet requirements of the Integrated Accessibility Standard</p> <p>The accessibility plan is posted on the website and provided in an accessible format upon request.</p> <p>The plan is reviewed and updated at least once every 5 years.</p>	<p>A multi-year accessibility plan has been developed and that meets the requirements of the IAS.</p> <p>The plan is posted on our website and is provided in accessible formats upon request.</p> <p>The plan is reviewed and updated as required and at least every five years. The plan was updated in December, 2015 to address the requirements of the Employment Accessibility Standard.</p>	Executive Director / Designate

AODA Standards Regulation 191/11 Section 7	TRAINING Deadline: January 1, 2015		
	Deliverables	Outcome as of December 2015	Responsibility
7.1 Provide training on Integrated Accessibility Standard and Human Rights Code	Training is provided to all employees, volunteers, persons who develop policy and persons who provide goods, services or facilities on behalf of the organization.	This training is incorporated in the orientation of new staff. Existing staff are provided with ongoing training as required. When possible the training is incorporated in the agenda of general staff meetings.	Executive Director / Designate
7.2 Training is appropriate to duties	Training is appropriate to the duties of the employee.	Employees are provided with job specific training as required.	Executive Director / Designate
7.3 Training is delivered as soon as practicable	Training is delivered as soon as practicable.	Training is delivered at orientation and on an ongoing basis as training needs are identified or there are changes in policies or requirements.	Executive Director / Designate
7.4 Training regarding policy changes	Training is provided regarding any changes to the organization's Accessibility Policies.	A list of new and amended accessibility-related policies is prepared and distributed. Training is provided as needed regarding changes to the organization's accessibility policies.	Executive Director / Designate
7.5 Record of training	A record of training, including dates of training, and those present, will be kept.	Accessibility-related training is specifically referenced in the Orientation Checklist which is used to document the orientation provided to new staff. It is also noted on the agendas of general staff meetings, for which attendance is recorded.	Executive Director / Designate

AODA Standards Regulation 191/11 Section 11	FEEDBACK PROCESS Deadline: January 1, 2015		
	Deliverables	Outcome as of December 2015	Responsibility
11.1 Feedback process	Ensure feedback processes are accessible, with accessible formats and / or communication supports available upon request.	Stakeholder feedback is sought via an online survey posted on the organization's website and via current satisfaction surveys. It is also one of the data points in the Ontario Perception of Care assessment tool that HopeGreyBruce programs will be implementing in 2016.	Executive Director / Designate
11.3 Accessible formats and communication supports for providing feedback	Notify the public via various means of the availability of accessible formats and communication supports for providing feedback to the organization.	The availability of accessible formats and communication supports for providing feedback is addressed on the website.	Executive Director / Designate
AODA Standards Regulation 191/11 Section 12	ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS Compliance Deadline: January 1, 2016		
	Deliverables	Outcome as of December 2015	Responsibility
12.1 Provide accessible formats and communication supports upon request in response to requests for information about the organization.	Accessible formats and communication supports are provided: <ul style="list-style-type: none"> • 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 	The nature of the request is confirmed and documented.	Executive Director / Designate
12.2 Consult with the person requesting alternate format	Consultation will occur with the person requesting alternate formats.	The person requesting accessible formats is consulted about the alternate format that is required.	Employee who receives the request and his/her supervisor
12.3 Notify the public of availability of accessible formats and communication supports	The public is notified of the availability of accessible formats and communication supports.	The availability of accessible formats and communication supports is included in the commitment statement posted on the website.	Executive Director / Designate

AODA Standards Regulation 191/11 Section 14	ACCESSIBLE WEB SITES AND WEB CONTENT Deadline: January 1, 2014 and January 1, 2021		
	Deliverables	Action Plans / Outcome	Responsibility
14.2, 14.4, and 14.5 Internet websites and content conform to WCAG 2.0 guidelines	<p>Ensure that websites and web content (including web-based applications) that the organization controls directly or through a contractual relationship that allows for modification of that product conform to WCAG 2.0 guidelines (Web Content Accessibility Guidelines) as follows:</p> <ol style="list-style-type: none"> 1. By January 1, 2014 <ul style="list-style-type: none"> • new websites and their web content must conform to Level A • Web content that was published on the organization's website after January 1, 2012 must conform to Level A 2. By January 1, 2021, all websites and web content must conform to Level AA (other than live captions and pre-recorded audio descriptions). 	<p>Our internet website reflects the required standards and is equipped with Browse Aloud which provides extensive accessibility options for the user. The website will be redesigned in 2016.</p> <p>We will meet our Level AA requirement within the specified time frames.</p>	Executive Director / Designate
AODA Standards Regulation 191/11 Section 22	RECRUITMENT, GENERAL Deadline: January 1, 2016		
	Deliverables	Outcome as of December 2015	Responsibility
22.0 Recruitment process	All employees and the public are notified about the availability of accommodation for applicants with disabilities in the recruitment process.	The following Human Resources policies have been developed or amended to ensure compliance with the employment accessibility standard regarding recruitment: Employment Principles, Employee Recruitment, Accommodation for Job Applicants; Employment Interviews and Job Posting and Recruitment Advertising.	Executive Director / Designate

AODA Standards Regulation 191/11, Section 23	RECRUITMENT, ASSESSMENT OR SELECTION PROCESS Deadline: January 1, 2016		
	Deliverables	Outcome as of December 2015	Responsibility
23.1 Recruitment selection	Notify selected job applicants of the availability of accommodations upon request, in relation to the materials or processes used for selection, in a manner that takes into account the applicant's accessibility needs.	The new policy on Accommodation for Job Applicants meets this requirement.	Executive Director / Designate
23.2 Consult with selected applicant	Consult with selected applicant and provide/arrange for suitable accommodation in a manner that takes into account the applicant's accessibility needs.	A policy on Communicating with Job Applicants has been developed that meets this requirement.	Executive Director / Designate
AODA Standards Regulation 191/11 Section 24	NOTICE TO SUCCESSFUL APPLICANTS Deadline: January 1, 2016		
	Deliverables	Outcome as of December 2015	Responsibility
24.0 Offers of employment.	When making offers of employment, notify successful applicant of policies for accommodating employees with disabilities.	The policy on Offer and Acceptance of Employment has been amended to meet this requirement.	Executive Director / Designate

AODA Standards Regulation 191/11 Section 25	INFORMING EMPLOYEES OF SUPPORTS Deadline: January 1, 2016		
	Deliverables	Outcome as of December 2015	Responsibility
25.1 Policy Notification: Inform employees of policies that support employees with disabilities.	Inform employees of policies that support employees with disabilities.	The Human Resources Manual contains a section specifically dedicated to accessibility policies. A comprehensive new policy on Accommodation for Employees with Disabilities has been developed and is being disseminated.	Executive Director / Designate
25.2 Employee orientation	Provide this information to new employees as soon as practicable after hiring.	Review of accessibility-related policies is specifically referenced in the Orientation Checklist which is used to document the orientation provided to new staff.	Executive Director / Designate
25.3 Inform employees of policy changes	Inform employees about changes to accommodations policies.	A list of new and amended employment accessibility policies is prepared and distributed and training is provided as needed regarding those policies.	Executive Director / Designate
AODA Standards Regulation 191/11 Section 26	ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS FOR EMPLOYEES Deadline: January 1, 2016		
	Deliverables	Outcome as of December 2015	Responsibility
26.1 Accessible information and communication supports for disabled employees	All information that is: <ul style="list-style-type: none"> needed in order to perform the employee's job generally available to employees in the workplace is provided on request to disabled employees in alternate format or with communication supports.	A comprehensive new policy on Accommodation for Employees with Disabilities has been developed to meet this requirement.	Executive Director / Designate
26.2 Employee consultation	Consultation is provided to employees with disabilities to determine the suitability of accessible formats or communication supports.	A comprehensive new policy on Accommodation for Employees with Disabilities has been developed to meet this requirement.	Executive Director / Designate

AODA Standards Regulation 191/11 Section 27	III: WORKPLACE EMERGENCY RESPONSE INFORMATION Deadline: January 1, 2012		
	Deliverables	Outcome as of December 2015	Responsibility
27.1 Provide individualized workplace emergency response information if necessary to employees who have a disability	The organization provides individualized workplace emergency response information to employees who have a disability when the disability is such that the individualized information is necessary and the organization is aware of the need for accommodation due to the disability.	This assistance will be provided to employees who have identified a need for it. A comprehensive new Human Resources policy on Accommodation for Employees with Disabilities has been developed to meet this requirement. As well, the organization's policy regarding Emergency Preparedness will include reference to this requirement.	Executive Director / Designate Program Director/ Team Leader and/or Supervisor
27.2 Provide information to the person who is designated to provide assistance to an employee with a disability in the event of an emergency	The individualized workplace emergency response information is provided, with the consent of the employee, to the person designated to provide assistance to that employee in the event of an emergency,	The information will be provided as required with consent.	Executive Director / Designate Program Director/ Team Leader and/or Supervisor
27.3 Provide the information as soon as is practicable after becoming aware of the need	The organization provides the information required under this section as soon as is practicable after the organization becomes aware of the need for accommodation due to the employee's disability.	The information will be provided as soon as possible after the need is identified.	Executive Director / Designate Program Director/ Team Leader and/or Supervisor
27.4 Review individualized workplace emergency response information with the employee affected	The individualized workplace emergency response information is reviewed: <ul style="list-style-type: none"> • when the employee moves to a different location in the organization • when the employee's overall accommodation needs or plans are reviewed and • when the organization reviews its general emergency response policies. 	Plans are reviewed as required.	Executive Director / Designate Program Director/ Team Leader and/or Supervisor

AODA Standards Regulation 191/11 Section 28	DOCUMENTED INDIVIDUAL ACCOMMODATION PLANS Deadline: January 1, 2016		
	Deliverables	Outcome as of December 2015	Responsibility
28.1 Develop a written process for the development of documented individual accommodation plans for employees with disabilities.	The organization has a written procedure for the development of documented individual accommodation plans for employees with disabilities.	A comprehensive new Human Resources policy on Accommodation for Employees with Disabilities has been developed to meet this requirement.	Executive Director / Designate
28.2 The process for the development of documented individual accommodation plans includes the prescribed elements.	The organization's procedure for the development of documented individual accommodation plans includes: <ul style="list-style-type: none"> • how the employee requesting accommodation can participate in the development of the plan • how the individual will be assessed • how the employer can request an evaluation by an outside medical or other expert to determine if the accommodation can be achieved, and if so, how • how the employee can request participation of a bargaining agent • steps taken to protect the privacy of the employee's personal information • how, and how often, the plan will be reviewed and updated • how the reasons for a denied request will be communicated to the employee • how the plan will be provided to the employee 	A comprehensive new Human Resources policy on Accommodation for Employees with Disabilities has been developed to meet this requirement.	Executive Director / Designate
28.3 Individualized accommodation plans will also include information as prescribed in this section	Individual accommodation plans: <ul style="list-style-type: none"> • include any information regarding accessible formats and communications supports provided, if requested • include individualized workplace emergency response information, if required • identify any other accommodation that is to be provided 	A comprehensive new Human Resources policy on Accommodation for Employees with Disabilities has been developed to meet this requirement.	Executive Director / Designate Program Director/ Team Leader and/or Supervisor

AODA Standards Regulation 191/11 Section 29	RETURN-TO-WORK Deadline: January 1, 2016		
	Deliverables	Outcome as of December 2015	Responsibility
29.1 Develop a documented return to work process	The organization has in place a documented return to work procedure for its employees who have been absent from work due to a disability, and who require disability-related accommodations in order to return to work.	Comprehensive new Human Resources policy on Accommodation for Employees with Disabilities has been developed to meet this requirement.	Executive Director / Designate
29.2 The documented return to work process will include the elements prescribed in this section.	The documented return to work procedure outlines the steps the organization takes to facilitate the return to work and uses the documented individual accommodation plans as part of the process.	Comprehensive new Human Resources policy on Accommodation for Employees with Disabilities has been developed to meet this requirement.	Executive Director / Designate
AODA Standards Regulation 191/11 Section 30	PERFORMANCE MANAGEMENT Deadline: January 1, 2016		
	Deliverables	Outcome as of December 2015	Responsibility
30.1 Include accessibility considerations in performance management procedures	The organization, in its performance management procedures, takes into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans.	The Performance Appraisal policy has been revised to meet this requirement.	Executive Director / Designate

AODA Standards Regulation 191/11 s. Section 31	III: CAREER DEVELOPMENT Deadline: January 1, 2016		
	Deliverables	Outcome as of December 2015	Responsibility
<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 individual accommodation plans.</p> <p>“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 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.”</p>	<p>When providing career development and advancement to employees, the organization includes accessibility considerations and individual accommodation plans.</p>	<p>A new policy and procedure have been developed to meet this requirement.</p>	<p>Executive Director / Designate</p>
AODA Standards Regulation 191/11 Section 32	REDEPLOYMENT Deadline: January 1, 2016		
	Deliverables	Outcome as of December 2015	Responsibility
<p>32.1 Include accessibility considerations and individual accommodation plans in redeployment procedures</p> <p>In the Regulation redeployment is defined as “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”.</p>	<p>The organization takes into account the accessibility needs of its employees, as well as individual accommodation plans when redeploying employees.</p>	<p>A new policy on Redeployment has been developed to meet this requirement.</p>	<p>Executive Director / Designate</p>