

Multi-Year Plan**Regulation****Customer Service Standard Ontario Regulation 429/07**

Section	Description	Action Taken	Compliance Date	Status
Section 3: Establishment of policies, practices and procedures	All of the Agency's policies and practices must be compatible with the principles of dignity, independence, equity and integration.	The Agency's Accessibility Standards for Customer Service policy is posted on the public website www.facswaterloo.org .	Jan. 1, 2012	completed
Section 4: Use of service animals and support persons.	Policy will be developed on the use of assistive devices and the use of service animals and support persons.	The Agency's Accessibility Standards for Customer Service policy addresses the use of assistive devices, service animals and support persons.	Jan.1, 2012	completed
Section 5: Notice of temporary disruptions.	Policy will be developed on notice of temporary service disruptions.	The Agency's Accessibility Standards for Customer Service Policy addresses notice of service disruptions.	Jan.1, 2012	completed
Section 6: Training	The Agency must ensure that training is provided to : -employees who interact with members of the public on behalf of the Agency -persons who deal with members of the public or other third parties on behalf of the Agency, such as volunteers.	The Agency provides an on line training model which is mandatory for all employees and is part of the new staff orientation process. All Agency volunteers and foster parents are required to complete AODA training as part of the orientation process. This is in the form of written materials which must be reviewed and an acknowledgement signed to indicate completion.	Jan. 1, 2012	completed/ongoing
Section 7: Feedback process	The Agency is required to establish an accessible feedback process for receiving and responding to feedback about the manner in which it	The Agency's Accessibility Standards for Customer Service policy addresses the manner in which feedback may be provided.	Jan. 1, 2012	completed

	provides service to persons with disabilities.			
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Regulation

Integrated Accessibility Standards Ontario Regulation 191/11 – Part I: general

Section 3: Establishment of accessibility policies	Organizations must develop accessibility policies governing how they achieve or will achieve accessibility through meeting the requirements of the Integrated Accessibility Standards Regulation.	The Integrated Accessibility Plan is posted on the Agency's public website at insert link	Jan.1, 2014	completed
Section 4: Accessibility plan	Organizations are required to develop, implement and monitor a multi –year accessibility plan which outlines the strategy to prevent and remove barriers to people with disabilities, as required by the Integrated Accessibility Standards Regulations.	The Agency has developed a multi-year accessibility plan to address the requirements to be met between 2013 and 2021. This plan is available on the Agency's public website. The Agency will ensure the completion of the Annual Status Report on the multi-year accessibility plan.	Jan. 1, 2014	completed
Section 5: Procuring or acquiring goods, services or facilities	Accessibility criteria and features need to be incorporated when procuring or acquiring goods, services or facilities. If this is not possible. A written explanation must be provided.	The Agency will review its existing purchasing policy and revise if necessary. The Agency will incorporate an accessibility statement into its purchasing policy.	Jan. 1, 2013	completed
Section 7: Training	The Agency is required to provide training to employees on the Integrated Accessibility Standards and the Human Rights Code as it relates to people with disabilities.	The Agency will provide training on the Integrated Accessibility Standards Regulation and the Human Rights Code as it relates to people with disabilities. The Agency will maintain training records to ensure compliance with AODA requirements	Jan. 1, 2015	completed/ongoing

Regulation

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

Section 11: Feedback	Organizations must ensure that existing feedback processes, developed to identify barriers to people with disabilities, are accessible.	<p>The Agency will review its existing feedback processes and provide or arrange for accessible formats and communication support, upon request.</p> <p>The Agency will ensure employees are aware of the requirement to provide alternate formats of the feedback processes upon request.</p>	Jan.1 , 2016	completed
Section 12: Accessible formats and communication supports	Organizations must provide or arrange for accessible formats and communication supports when a request is made. The alternate formats must be provided in a timely manner and in consultation with the individual making the request. The Agency must also notify the public about the availability of accessible formats and communication supports.	<p>The Agency will ensure employees are aware of the requirement to provide alternate formats of the feedback processes upon request.</p> <p>The Agency will provide accessible format and communication supports upon request.</p> <p>The Agency's Integrated Accessibility Plan addresses availability of alternate formats and communication supports.</p>	Jan. 1, 2016	completed
Section 13: Emergency plans, procedures and public safety information.	All the emergency plans, procedures and public safety information which organizations make available to the public must be available in alternate formats upon request.	The Agency does not post its emergency plans and procedures.		completed
Section 14: Accessible websites and web content.	Organizations must ensure that all new websites and web content conform to the Web Content Accessibility Guidelines 2.0 Level AA .	<p>The Agency will review its current website for compliance with AODA requirements.</p> <p>The Agency will ensure that as of January 1, 2014 any new intranet and web content will conform with WCAG 2.0 Level A standards.</p>	Jan. 1, 2021	

Regulation

Integrated Accessibility Standards Ontario Regulation 191/11 – Part III: Employment Standards

Section 22: Recruitment	Organizations must notify potential applicants that accommodations will be provided during the recruitment process.	The Agency will review and revise its employment web page, job postings, and correspondence to job applicants , to identify that accommodations will be provided upon request.	Jan. 1, 2016	completed
Section 23: Recruitment, assessment or selection process	Organizations must notify applicants that are selected for interviews that accommodations are provided upon request.	The Agency will ensure that correspondence to selected candidates indicates that accommodations will be provided upon request.	Jan. 1, 2016	completed
Section 24: Notice to successful applicant	New employees must be advised of the organization's accommodation policies.	The Agency will ensure that new employees are advised of the accommodation policy as part of the documentation process.	Jan. 1, 2016	Completed
Section 25: Informing employees of supports	Organizations must inform employees of the policies for supporting employees with disabilities	<p>The Agency will develop a Workplace Accommodation Policy to advise employees of the supports available to those who require accommodation to perform their job.</p> <p>The Agency will ensure that this information is made available to all employees and that any revisions to the policy are communicated to all employees.</p>	Jan. 1, 2016	completed
Section 26: Accessible format and communication supports for employees	Organizations must provide accessible formats and communication supports for job or workplace information, upon request and in consultation with the employee.	The Agency will inform employees that accessible formats and communication supports will be provided upon request.	Jan.1, 2016	completed

<p>Section 27: Workplace emergency response information</p>	<p>Organizations must provide workplace emergency response information to all 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.</p> <p>The individualized workplace emergency response information must be reviewed; when the employee moves to a different location in the organization; when the employee's overall accommodation plan is reviewed; when the employer reviews its general emergency response policies.</p>	<p>The Agency's Integrated Accessibility Plan addresses workplace emergency response information and assistance.</p> <p>The Agency's Emergency Response Procedures will be reviewed</p> <p>Human Resources will review the individual emergency response plans as required.</p>	<p>Jan. 1, 2012</p>	<p>Completed</p>
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Section 28:	Organizations must develop a written process for individual accommodation plans that include the following – -how the employee will participate -how the employee will be assessed -how the employer can request accommodation can be achieved -how the employee can request participation of union representative -how the employee’s personal information will remain confidential -how and how frequently the plan will be reviewed -how reasons for a denied accommodation will be communicated -how the plan will be provided to the employee	The Agency will develop a Workplace Accommodation Policy to inform employees of the supports available for those who require accommodations to perform their jobs.	Jan.1, 2016	completed
Section 29: Return to Work processes	Organizations are required to develop a documented return to work process.	The Agency will revise its existing Workplace Accommodation Policy to incorporate the requirements of the AODA. The Agency will inform employees of the supports available for those who require accommodations to perform their jobs.		completed
Section 30, 31,32: Performance management Career development Redeployment	Organizations must include accessibility considerations in their performance management, career development and redeployment processes.	The Agency will review its existing performance management, career development (succession planning)and redeployment processes to ensure compliance with AODA.		completed
Section 33	Organizations multi-year accessibility plan must	Staff to manually operate the door for the person in need of assistance.		completed

	include procedures for preventative and emergency maintenance of the accessible elements in public spaces, and for dealing with temporary disruptions when accessible elements are not in working order.			
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Ongoing Review

Description	Compliance Date	Status
Reporting	December 31, 2017	Completed
Reporting	December 31, 2020	Completed
Reporting	December 31, 2023	Completed
Review and refresh of all policies and procedures	December 31, 2019	Completed