

## **AODA- Integrated Accessibility Plan**

### **Policy**

Family and Children's Services of the Waterloo Region is committed to providing service to people with disabilities in a way that preserves their dignity and independence, and also supports integration and equal opportunity.

This plan outlines the policies and actions that Family and Children's Services of the Waterloo Region will implement to comply with the AODA.

### **PROCEDURES**

#### Emergency Response Information and Assistance

The Agency will ensure that employees with disabilities will have individualized emergency response plans as required.

### **TRAINING**

The Agency will provide training to Agency employees and volunteers on the Integrated Accessibility Standards Regulations and the Human Rights Code by January 1, 2015.

The Agency will maintain training records to ensure compliance with AODA requirements.

### **INFORMATION AND COMMUNICATIONS**

The Agency is committed to meeting the communications needs of people with disabilities.

The Agency will take the following steps to ensure that existing feedback processes are accessible to people with disabilities upon request by January 1, 2015.

- The Agency will review its existing feedback processes and provide or arrange for accessible formats and communication support, upon request.
- The Agency will ensure its employees are aware of the requirements to provide alternate formats of the feedback processes upon request.
- The Agency will take the following steps to ensure that all publicly available information is made accessible upon request by January 1, 2016.
- The Agency will advise employees that accessible formats and communication supports must be provided when a request is received.

- The Agency will provide accessible formats and communication supports upon request.
- The Agency will notify the public regarding the availability of accessible formats and communication supports.

The Agency will take the following steps to make all new websites and content on those websites conform with WCAG 2.0 level AA by January 2, 2021.

- The Agency will review its current website for compliance with AODA requirements.
- 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.

## **EMPLOYMENT**

The Agency is committed to fair and equitable employment practices. To ensure that compliance is achieved by January 1, 2016, the Agency will undertake the following;

- The Agency will ensure that the employment section of the website, all job postings and correspondence to applicants identify that accommodations will be provided upon request.
- When a request for accommodation is received, the Agency will consult with the individual to find a suitable accommodation for their specific needs.
- The Agency will ensure that new employees will be advised of the Agency's accommodation policies.

The Agency will take the following steps to develop and put in place a process for developing individual accommodation plans and return to work policies for employees who have been absent due to a disability.

- The Agency will develop a Workplace Accommodation Policy to advise employees of those supports available to those who require accommodations to perform their job.
- The Agency will ensure that all employees are advised of any revisions to the Workplace Accommodation Policy.
- The Agency will review existing Return to Work and Accommodation policies and practices to ensure compliance with AODA requirements.

The Agency will take the following steps to ensure the accessibility needs of employees with disabilities are considered if the Agency utilizes performance management, career development and redeployment processes.

- The Agency will review its existing performance management, career development and redeployment processes to ensure compliance with AODA requirements.

## **DESIGN OF PUBLIC SPACES**

The Agency will ensure compliance with the Accessibility Standards for the Design of Public Spaces by January 1, 2017 for public spaces that are newly constructed or redeveloped. Included are;

- outdoor public eating areas
- outdoor play spaces
- outdoor paths of travel such as sidewalks, ramps, stairs and rest areas
- accessible parking
- service counters and waiting areas

For more information on this accessibility plan, please contact Kelly Bernier, Senior Manager of Human Resources at

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Accessible formats of this document will be made available upon request.