**Multi-Year Plan**

**Regulation**

**Customer Service Standard Ontario Regulation 429/07**

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| **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 provides service to persons with disabilities. | The Agency’s Accessibility Standards for Customer Service policy addresses the manner in which feedback may be provided. | Jan. 1, 2012 | completed |

**Regulation**

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

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| 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 |  |
| 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 |

**Regulation**

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

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| Section 11:Feedback | Organizations must ensure that existing feedback processes, developed to identify barriers to people with disabilities, are accessible. | The Agency will review its existing feedback processes and provide or arrange for accessible formats and communication support, upon request.The Agency will ensure employees are aware of the requirement to provide alternate formats of the feedback processes upon request. | Jan.1 , 2016 |  |
| 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. | The Agency will ensure employees are aware of the requirement to provide alternate formats of the feedback processes upon request.The Agency will provide accessible format and communication supports upon request.The Agency’s Integrated Accessibility Plan addresses availability of alternate formats and communication supports. | Jan. 1, 2016 |  |
| 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 . | 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.  | Jan. 1, 2021 |  |

**Regulation**

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

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| 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 |  |
| 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 |  |
| 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 |  |
| Section 25:Informing employees of supports | Organizations must inform employees of the policies for supporting employees with disabilities | The Agency will develop a Workplace Accommodation Policy to advise employees of the supports available to those who require accommodation to perform their job.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. | Jan. 1, 2016 |  |
| 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 |  |

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| Section 27:Workplace emergency response information | Organizations must provide workplace emergency response information to all employees with disabilities.The information shall be provided to the person designated to provide assistance to the person with a disability upon consent.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. | The Agency’s Integrated Accessibility Plan addresses workplace emergency response information and assistance.The Agency’s Emergency Response Procedures will be reviewedHuman Resources will review the individual emergency response plans as required. | Jan. 1, 2012 | Completed |

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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 |  |
| Section 29:Return to Work processes | Organizations are required to develop a documented return to work process. | The Agency will revise its existing Workplace AccommodationPolicy 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. |  |  |
| Section 30, 31,32:Performance managementCareer developmentRedeployment | 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. |  |  |