



AODA MULTI-YEAR ACCESSIBILITY PLAN

Introduction

Community Living York South is committed to working towards full compliance with all standards under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) as they are introduced. In doing so, we affirm our commitment to providing quality services and supports in a manner that respects the dignity and independence of persons with disabilities.

Statement of Commitment

Community Living York South is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Customer Service Accessibility Standard

The Customer Service Standard was the first standard under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and was passed by the Ontario legislature with the goal of creating standards to improve accessibility across the province.

Community Living York South uses reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- Goods or services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods or services to persons with disabilities, and others, is integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
- Persons with disabilities are given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- Persons with disabilities may use assistive devices and/or support persons in the access of goods and services.

- Persons with disabilities and their service animals are accommodated in all aspects of service provision unless the animal is otherwise excluded by law.
- Community Living York South employees, when communicating with a person with a disability, will do so in a manner that takes into account the person's disability.
- Community Living York South has been in compliance with the Accessible Customer Service Regulation under the AODA since 2011.

The following measures have been implemented by Community Living York South:

- The Accessible Customer Service Policy was published on our website.
- Policy review will take place within the organization annually.
- Notice will be provided on the website, over the phone, or in writing where applicable, when a Service Disruption occurs and will be done as quickly as possible if the disruption is unexpected.
- Training on AODA Customer Service has been provided and will be given to every person who participates in developing the policy, practices and procedures of Community Living York South. New employees will complete training in a timely manner.
- Comments relating to our programs and services with regard to customer service are welcomed and appreciated. A process has been established to encourage feedback regarding the way Community Living York South provides goods and services to people with disabilities. This feedback can be made verbally, by e-mail or in writing.
- A process is in place to ensure that all feedback collected from people supported, staff or the general public is reviewed and analyzed to identify potential gaps in customer services, and to ensure appropriate actions are taken.
- Report compliance with the customer service standard on the Accessibility Compliance Reporting tool at Service Ontario's One-Source for Business website annually.

Accessible Emergency Information

Community Living York South is committed to providing customers and people supported with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

Community Living York South will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Right Code as it relates to people

with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Community Living York South took the following steps to ensure employees were provided with the training needed to meet Ontario's accessibility laws by January 1, 2015.

- Provided educational or training resources or materials in an accessible format that takes into account the accessibility needs of a person with a disability.
- Ensure new employees and volunteers complete training in a timely manner.
- Keep and maintain a record of the training participant's names and dates of completion.

Information and Communication

Community Living York South is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Community Living York South has undertaken the following plans to ensure compliance with this standard:

- Management ensures that essential company information is accessible to persons with disabilities.
- A feedback process has been established that is accessible, alternate formats are also available such as telephone, mail and in-person. These processes have been communicated to the public and are available on our website.
- Our website has been designed to be user friendly for people with a range of needs.
- Our website also provides a feature that allows users to change the size of text online to suit their preference.
- Training on the AODA Information and Communication Standards has been provided to staff that are involved in developing or disseminating information internally or externally on behalf of the organization

Community Living York South will take the following steps to ensure compliance with this standard:

- Continue to assess accessibility of existing website organization and content.
- Consult with persons requesting alternative formats.
- Ensure that internet websites and web content conforms to WCAG 2.0 Level AA.
- Post a notice on the website and on premises that information is available in a variety of accessible formats.

Employment

Community Living York South is committed to inclusive and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, Community Living York South will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- Specify that accommodation is available for applicants with disabilities in recruitment material, and with regards to interviews and assessments.
- When making offers of employment, notify successful applicant of policies for accommodating employees with disabilities.
- Inform employees of policies supporting employees with disabilities. Provide this information to new employees as soon as practicable after hiring.
- Provide updated information on accommodations policies to employees when changes occur.
- Consult with employee to determine suitability of format or support.

Community Living York South 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 that have been absent due to a disability.

- Participation of the employee requiring the individual accommodation plan.
- Requesting outside medical evaluation to determine if accommodation can be achieved and how.
- Ensuring a high level of privacy.
- Providing regular review and updates.
- Providing reason for denial if applicable.
- Providing Individual Accommodation Plans in a format that takes into account the needs of the employee.
- And if required, including individualized workplace emergency response information.

Return to Work

Community Living York South is committed to developing and putting in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

Community Living York South has developed and maintains a return to work process for our employees who have been absent from work due to a disability and require disability related accommodations in order to return to work. The process includes steps Community Living York South takes to facilitate the return to work process and uses the documented individual accommodation plans. For further details on the return to work process, employees can refer to Human Resources.

Design of Public Spaces

Community Living York South will establish plans to meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

Community Living York South will take appropriate measures to prevent service disruptions to its accessible parts of its public spaces. In the event of a service disruption, we will notify the public of the service disruptions and alternatives available.

For More Information

For more information on this accessibility plan, please contact:

Human Resources Department
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Email:

Standard and accessible formats of this document are available free upon request.