

## Cochrane District Social Services Administration Board: Multi-Year Accessibility Plan

### Introduction

In accordance with our obligation under the *Accessibility for Ontarians with Disabilities Act (AODA)* and the *Integrated Standards Regulation (O.Reg. 191/11)*, the CDSSAB has prepared a multi-year plan that outlines what we will do to remove and prevent accessibility barriers in our organization over the next several years. The CDSSAB is committed to ensuring accessibility throughout our organization for all employees, clients, and visitors.

YEAR	STANDARD	PLAN	STATUS
2012	<b>Customer Service Standard:</b> 3(1) “Every provider of goods or services shall establish policies, practices, and procedures governing the provision of its goods and services to persons with disabilities.”	<b>HR Policy: Accessibility for Persons with Disabilities.</b> Sets out policies, practices and procedures, and the provision of CDSSAB services to persons with disabilities.	<b>Complete</b>
2012	<b>Emergency and Public Safety Information:</b> 13(1) “... obligated organizations that prepare emergency procedures, plans or public safety information and make the information available to the public shall provide the information in an accessible format or with the appropriate communications supports, as soon as practicable, upon request.”	CDSSAB Emergency procedures are posted in offices for clients, visitors, and employees. CDSSAB housing units have emergency procedures posted for tenants.	<b>Complete</b>
2012	<b>Workplace Emergency Response Information:</b> 27. “Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee’s disability.”	Employees are asked upon hire to advise the employer if they require accommodations in the event of an emergency. An individual safety plan will be developed and adhered to.	<b>Complete</b>
2017	<b>Accessible Websites and Web Content:</b> 14(1) “...all new internet websites and web content must conform with WCAG 2.0 Level A.” Also, all web content posted after 2012,	The new CDSSAB website developed in 2019 adheres to all accessibility requirements.	<b>Complete</b>

	including documents such as Word and PDF's will need to be accessible as per the regulation."		
<b>2015</b>	<b>Accessible Feedback Process:</b> 11(1) "Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communication supports, upon request."	The CDSSAB Accessibility Policy encourages feedback and actively supplies alternate methods of contact including phone, email, and an organization website.	<b>Complete</b>
<b>2014</b>	<b>Training:</b> 7(1) "Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities, to all employees and volunteers, all persons who participate in developing policies, and all other persons who provide goods, services or facilitates on behalf of the organization."	CDSSAB employees are required upon hire to complete both Accessibility in the Workplace – Customer Service Module & OHRC Working Together. Record of training is retained on file.	<b>Complete</b>
<b>2015</b>	<b>Accessible Formats and Communication Supports:</b> 12(1) "... every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities..."	The CDSSAB Accommodation Policy and Individual Accommodation Plans include the need for accessible formats and communication supports.	<b>Complete</b>
<b>2016</b>	<b>Recruitment General:</b> 22. "Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process."	All CDSSAB job ads offer accommodation at any stage in the recruitment process.	<b>Complete</b>
<b>2015</b>	<b>Recruitment, Assessment or Selection Process:</b> 23(1) During a recruitment process, an employer shall notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used. (2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a	All CDSSAB job ads offer accommodation at any stage in the recruitment process.  All accommodation requests will adhere to the CDSSAB Accommodation Policy and are	<b>Complete</b>

	suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.	developed in consultation with the applicant.	
<b>2016</b>	<b>Notice to Successful Applicants:</b> 24. Every employer shall, when making offer of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	All CDSSAB job ads offer accommodation at any stage in the recruitment process.	<b>Complete</b>
<b>2016</b>	<b>Informing Employees of Supports:</b> 25(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including but not limited to, policies on the provisions of job accommodations that take into account an employee's accessibility needs due to disability.	The CDSSAB Accommodation Policy is reviewed and acknowledged by each new employee upon hire.	<b>Complete</b>
<b>2016</b>	<b>Accessible Formats and Communication Supports for Employees:</b> 26(1) "...where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is needed in order to perform the employee's job, and information that is generally available to employees in the workplace."	The CDSSAB Accommodation Policy provides the option for an individual to request accommodation, utilizing relevant forms of communication.	<b>Complete</b>
<b>2016</b>	<b>Documented Individual Accommodation Plans:</b> 28. "Employers... shall develop and have in plan a written process for the development of documented individual accommodation plans for employees with disabilities."	The CDSSAB Accommodation Policy is in place and includes the development of individual accommodation plans as required.	<b>Complete</b>
<b>2016</b>	<b>Return to Work Process:</b> 29(1) "Every employer... shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and (2) shall document the process."	The CDSSAB Modified Return to Work Plan is in place and allows employees to outline a plan that is fit for their individual situation.	<b>Complete</b>
<b>2016</b>	<b>Performance Management:</b> 30(1) "An employer that uses performance management in respect of its employees shall take into account the accessibility shall take into account that accessibility needs of employees with disabilities as well as any individual accommodation plans, when providing career	The CDSSAB does not currently have a formal Performance Management plan in place. Under the Accommodation Policy, individuals who have	<b>N/A</b>

	development and advancement to its employees with disabilities.”	identified the need for an accommodation will be provided with an individualized plan at any point during their employment.	
<b>2016</b>	<b>Career Development and Advancement:</b> 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 any individual accommodation plans, when providing career development and advancement to its employees with disabilities.”	Under the Accommodation Policy, individuals who require the need for an accommodation will be provided with an individualized plan.	<b>Complete</b>
<b>2016</b>	<b>Redeployment:</b> 32(1) “An employer that uses redeployment shall take into account the accessibility needs of its employees, as well as individual accommodation plans, when redeploying employees with disabilities.”	N/A	<b>N/A</b>