



## POLICY

<b>POLICY TITLE</b>	<b>315-1 MULTI YEAR AODA PLAN</b>
<b>Category</b>	0300 Conditions of Employment
<b>Effective Date</b>	January 2016

### **Purpose and Scope**

This accessibility plan outlines the policies and actions that Peel Children's Aid will put in place to improve opportunities for people with disabilities. The plan is publicly available on the Agency's website, and will be reviewed every five years.

### **Policy**

**Peel Children's Aid** 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.

### **Accessible Emergency Information**

**Peel Children's Aid** is committed to providing the customers and clients 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**

**Peel Children's Aid** will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights 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.

**Peel Children's Aid** will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015**:

- by establishing, implementing and maintaining a program for training on how to provide customer service to people with disabilities. Peel CAS will ensure employees, volunteers, and foster parents who deal with the public or other third parties on their behalf, receive training about the provisions of services to people with disabilities.
- Training will include:
  - i. an overview of the AODA and the requirements of the customer service standard.
  - ii. how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person.

- iii. how to use various equipment and/or devices that may help with providing services to people with disabilities.
  - iv. what to do if a person with a disability is having difficulty in accessing Peel CAS' services.
  - v. Peel CAS' policies, procedures and practice governing the provisions of services to person with disabilities.
- Peel CAS will keep detailed records of the training provided for reporting purposes.

Staff will also be trained when changes are made to our accessible customer service plan/policy.

- training will be provided to all employees, volunteers, persons who develop the organization's policies and all independent contractors and other persons who provide goods and services on the organization's behalf. The training will cover the requirements under the Integrated Accessibility Standard and the relevant provisions of the Ontario **Human Rights Code**.

### Information and Communications

**Peel Children's Aid** 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.

**Peel Children's Aid** will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by **January 1, 2014** and WCAG 2.0, Level AA by **January 1, 2021**:

- be in compliance with Web Content Accessibility Guidelines (WCAG) 2.0 AA. These changes will make content accessible to a wider range of people with disabilities, including blindness and low vision, learning disabilities, cognitive limitations, limited movement, speech disabilities, photosensitivity and combinations of these.
  - **Colour Contrast:** the contrast of colours on the web is very important for those who are vision impaired. It's important that they can make a distinction when an area of your site is selected. Currently, on the "News and Events" tab on the home page there is only a slight variant when once tab is selected. It becomes a light shade of grey. There is not enough contrast between these two tabs and this would not conform with WCAG 2.0, Level AA requirements.
  - **Labels on forms:** We will also need to ensure that all "forms and text boxes" have a label. For example, on the home page there is a search box. The search box doesn't currently have a label so that if someone was unable to see the box they would not know that it was there. Adding a title to this box accordingly would ensure that the screen readers are able to identify to the user that the site has a search option.
  - **Adding call-outs:** It's also important to add call-out boxes that screen readers can identify when reading your site. For example, if fields on a form are required before submitting, there needs to be a label that will indicate to the screen reading programs so these can be read aloud to the user. Otherwise, they will struggle with knowing why their form will not submit.

**Peel Children's Aids** will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**:

- by maintaining a feedback process to enable members of the public to comment on the provisions of services to person with disabilities. Feedback from the public is welcomed as it

may identify areas that require change and encourage continuous service improvements

- all feedback will be kept in strict confidence and used to improve customer service. An answer to feedback is not mandatory, however depending on the situation, it may be appropriate to respond to the client. Should an answer be deemed appropriate and should the customer have chosen to supply his/her contact information, the client will be provided with a response.
- we welcome feedback on how we provide services to people with disabilities through email at [mail@peelcas.org](mailto:mail@peelcas.org), attention Accessibility for Ontarians Disabilities Act.

**Peel Children's Aid** will take the following steps to ensure all publicly available information is made accessible upon request by **January 1, 2016**:

- we will communicate with people with disabilities in ways that take into account their disability
- in the event of a planned or unexpected disruption to services or facilities for customers with disabilities Peel Children's Aid will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

#### **Employment, January 1, 2016**

**Peel Children's Aid** is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, **Peel Children's Aid** will accommodate people with disabilities during the recruitment and assessment processes and when people are hired. Peel Children's Aid will ensure all job applicants are aware that we will accommodate disabilities during the selection process by:

- posting this information about accommodation on our website;
- including a statement in all job postings; and when required, contacting applicant directly by phone, in person, mail and email.
- if a job applicant requests accommodation for the recruitment and selection process, Peel Children's Aid will consult with them and make adjustments that best suit their needs.
- Peel Children's Aid will notify successful applicants of our policies for accommodating employees with disabilities within the offer letter.
- it is the applicant's responsibility to needs to make their needs known to the employer.

**Peel Children's Aid** 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:

- by developing individual accommodation plans for employees with disabilities in a clear and consistent way. Accommodation plans are a formal way to record and review the accommodation for an employee with a disability.
- the accommodation plan will be regularly reviewed and updated

We will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account if **Peel Children's Aid** is using performance management, career development and redeployment processes:

Provide employees with informal and formal performance management process and improve an employee’s performance, productivity, effectiveness and overall success through:

- Annual Performance Development Process
- Performance Plan
- Coaching Mentoring Program
- PCAS supervision model

To assist employees with disabilities with career development and redeployment we will provide employees with learning and development opportunities whenever possible.

**Peel Children’s Aid** will take the following steps to prevent and remove other accessibility barriers identified:

- any policy of Peel CAS that does not respect and promote dignity and independence of people with disabilities will be modified or removed

**Peel Children’s Aid** will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

- in the event of a planned or unexpected disruption to services or facilities that are relied upon by persons with disabilities to access Peel CAS’ services, notice of the disruption shall be provided in advance. Notification will be posted, when required, and include information about the reasons for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.
- in the event of an unexpected disruption, notice will be provided as soon as possible.

**For more information**

For more information on this accessibility plan, please contact the People and Culture team.

Accessible formats of this document are available free upon request from the Communications Department.

Next Revision: 2019

**Related Procedures**

[315 AODA Procedure](#)

**Revision History and Approvals**

The following is a history of revision to and approvals of this policy.

Original approval date	1/1/2016	Approved by	HROD Director & CEO
Revision date:	3/31/2020	Approved by:	People and Culture Director & CEO
Revision date:	<a href="#">Click here to</a>	Approved by:	

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