



DURHAM
Children's Aid Society



ACCESSIBILITY PLAN

DURHAM CAS MULTI-YEAR ACCESSIBILITY PLAN

Introduction

Durham CAS is a mandated service under the Child and Family Services Act of Ontario and is funded by the Ministry of Child and Youth Services. Durham CAS's Vision is: "Building hope and opportunities with children, youth and families." Our Mission is "Working with families and the community to keep children and youth safe from harm and create stability and permanence in their lives." Our service area includes the geographical region of Durham, which includes a broad range of diverse communities.

According to the Regional Municipality of Durham, it is estimated that 70,000 individuals are living in our community with some form of disability. The Government of Ontario indicates that there are about 1.85 million people living with a disability in the province, which is 15.5% of the population. In the group of people over 65, this percentage increases to 47.2% with disabilities. With an aging population, the number of people with disabilities will continue to increase. This contributes to the broad diversity of children, youth and families that we serve as well as the diversity of our workforce.

AODA Implementation

This provincial legislation is focused on ensuring the accessibility rights for people living with disabilities in Ontario through standards/regulations that outline accessibility requirements for public and private organizations that provide goods and services to the public.

The Customer Service Standard was the first to be implemented and was followed by what is termed the Integrated Standard (Information and Communication, Employment, Transportation and Built Environment standards).

This organization is defined in the AODA as a large public organization and the requirements for the integrated standard have varying compliance deadlines ranging from January 2012 to January 2025. This plan outlines the applicable deadlines and requirements of the Society.

The development of the plan and work to achieve compliance was through an AODA work group comprising of a cross representation of departments within the organization and reporting progress to the Leadership Team.

Anti-Oppressive Practice Implementation

Implementation of AODA is one element of a larger initiative being undertaken by the Society on Anti-Oppressive Practice.

Durham CAS is committed to anti-oppressive practice in which we challenge the impacts of power and privilege, eliminate barriers, and are inclusive of the broad range of diversity in our community. It is imperative that our organization challenge ableism, and is fully inclusive, both as a workplace and service provider, for peoples with disabilities. This means addressing both the visible and invisible barriers through which ableism can surface and prevent equitable access for all individuals. This can include everything from the physical environment, such as no ramp options for stairs, to one's attitudes, such as making assumptions about a person due to their disability. It is critical that an organization eliminate the full range of barriers that have been identified by peoples living with a broad diversity of abilities.

If you have any questions or comments regarding this Plan, please feel free to contact Tahmena Bokhari, Anti-Oppressive Practice Integration Leader, by phone at 905-433-1551 ext 2699 or tahmena.bokhari@durhamcas.ca .

Standard Area of AODA	Section of AODA	Specific Standard (quoted from AODA)	Durham CAS Specific Actions	Final Deadline	Completed or In-progress
Establishment of accessibility policies	3	<p>(1) Shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation.</p> <p>(2) Shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies.</p> <p>(3) Shall:</p> <ul style="list-style-type: none"> (a) prepare one or more written documents describing its policies; and (b) make documents publicly available, and provide in an accessible format upon request. 	<ul style="list-style-type: none"> • Develop overarching integrated policy • Double check current brochure and formatting • Add integrated requirements to specific documents as needed 	Jan 1, 2014	Completed
Accessibility plans	4	<p>(1) Shall:</p> <ul style="list-style-type: none"> (a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation; (b) post the accessibility plan on their website and provide in accessible format upon request; (c) review and update the accessibility plan at least once every five years. 	<ul style="list-style-type: none"> • Review ministry and other plans • Develop plan • Document what has been completed to date • Develop plan to review and update annually and more thoroughly after 5 years • Post plan on website in accessible format and have ability to provide plan upon request in accessible format 	Jan 1, 2014	Completed

<p>Training</p>	<p>7</p>	<p>(1) 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:</p> <ul style="list-style-type: none"> (a) all employees & volunteers; (b) all persons who participate in developing the policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization. <p>(2) Training shall be appropriate to duties of employees, volunteers and other persons.</p> <p>(3) Every person shall be trained as soon as practicable.</p> <p>(4) Shall provide training of any changes to the policies on an ongoing basis.</p> <p>(5) Every designated public sector organization and every large organization shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.</p>	<p>Review specific training for Integrated Standard:</p> <ul style="list-style-type: none"> • Determine which training falls under DCAS • Under DCAS training determine department responsible • Determine what training is required, who is going to get trained and who/how it will be delivered • Develop plan and obtain content for training managers on performance management, career development, redeployment and hiring • Review current policy on training to ensure these requirements are incorporated for both customer service and integrated standards 	<p>Jan 1 2015</p>	<p>Completed</p>
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Standard Area of AODA	Section of AODA	Specific Standard (quoted from AODA)	Durham CAS Specific Actions	Final Deadline	Completed or In-progress
<p>PART II: Information and Communication</p> <p>The information and communications standards do not apply to the following:</p> <ol style="list-style-type: none"> 1. Products and product labels, except as specifically provided by this Part. 2. Unconvertible information or communications if it is not technically feasible to convert the information or communications; or the technology to convert is not readily available. 3. Information that the obligated organization does not control directly or indirectly through a contractual relationship, except as required under sections 15 and 18. 					
Exception	9	<p>9.3) If determined unconvertible, agency shall provide the person requesting with:</p> <ul style="list-style-type: none"> (a) an explanation as to why the information or communications are unconvertible; and (b) a summary of the unconvertible information or communications. <p>9.4) For the purposes of this part, information or communications are unconvertible if:</p> <ul style="list-style-type: none"> a) it is technically not feasible to convert the information or communications; or b) the technology to convert the information or communications is not readily available 	<ul style="list-style-type: none"> • Create Exception Policy outlining unconvertible information or communications 	Jan 1, 2015	Completed
Feedback	11	<p>(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 the provision of accessible formats and communications supports, upon request.</p> <p>(2) Nothing in this section detracts from the</p>	<ul style="list-style-type: none"> • Confirm online availability, website and brochures 	Jan 1, 2015	Completed

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		<p>obligations imposed under section 7 of Ontario Regulation 429/07 (Accessibility Standards for Customer Service) made under the Act.</p> <p>(3) Every organization shall notify the public about the availability of accessible formats and communication supports.</p>			
Accessible formats and comm. supports	12	<p>12.1) Shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities:</p> <p style="padding-left: 40px;">(a) in a timely manner that takes into account the person’s accessibility needs and;</p> <p style="padding-left: 40px;">(b) at a cost that is no more than the regular cost charged to other persons.</p> <p>12.2) Shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p> <p>12.3) Shall notify the public about the availability of accessible formats/communication supports.</p>	<ul style="list-style-type: none"> • Create a policy that includes procedures for provision of accessible formats and communications supports 	Jan 1, 2016	In-progress
Emergency procedure, plans or public safety information	13	<p>13.1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.</p>	<ul style="list-style-type: none"> • Check procedures • Determine how to make available to public in accessible format • Consider adding policies/procedures to accommodate for visitors 	Jan 1, 2012	Completed

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<p>Accessible websites and web content</p>	<p>14</p>	<p>14.22) Shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section:</p> <p>14.4) Schedule for internet websites:</p> <p>i) Jan 1, 2014, new internet websites/ web content must conform with WCAG 2.0 Level A.</p> <p>ii) Jan 1, 2021, all internet websites/web content must conform with WCAG 2.0 Level AA, other than, success criteria 1.2.4 Captions (Live), and success criteria 1.2.5 Audio Descriptions</p> <p>14.5) Except where meeting the requirement is not practicable, this section applies:</p> <p>(a) to websites and web content, including web-based applications, that an organization controls directly or through a contractual relationship that allows for modification of the product; and;</p> <p>(b) to web content published on a website after January 1, 2012.</p> <p>14.6) In determining ‘not practicable’, the agency may consider, among other things:</p> <p>(a) the availability of commercial software or tools and</p> <p>(b) significant impact on an implementation timeline that is planned or initiated before Jan ‘12</p>	<ul style="list-style-type: none"> • Determine what is directly controlled • Determine tools and costs 	<p>Jan 1, 2014 level A</p> <p>Jan 1, 2021 level AA</p>	<p>Completed</p> <p>In-progress</p>

“communications” means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received;

“conversion ready” means an electronic or digital format that facilitates conversion into an accessible format;

“information” includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

“extranet website” means a controlled extension of the intranet, or internal network of an organization to outside users over the Internet; (“site Web extranet”)

“internet website” :collection of related web pages, images, videos, igital assets that are addressed relative to a common Uniform Resource Identifier (URI) and is accessible to the public; (“site Web Internet”)

“intranet website” organization’s internal website used to privately and securely share any part of the organization’s info or operational systems within the organization / includes extranet websites; intranet”)

“new internet website” means either a website with a new domain name or a website with an existing domain name undergoing a significant refresh;

“new intranet website” means either an intranet website with a new domain name or an intranet website with an existing domain name undergoing a significant refresh; (“nouveau site Web intranet”)

“Web Content Accessibility Guidelines” means the World Wide Web Consortium Recommendation, dated December 2008, entitled “Web Content Accessibility Guidelines (WCAG) 2.0”;

“web page” :non-embedded resource obtained from single Uniform Resource Identifier (URI) using Hypertext Transfer Protocol (HTTP)& any resources used in the (intended)rendering together by a user agent.

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PART III: Employment Standards					
Recruitment, general	22	Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	<ul style="list-style-type: none"> Determine notification/recruitment process Post this information on our website in the 'careers' section 	Jan 1, 2016	Completed
Recruitment, assessment or selection process	23	<p>(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.</p> <p>(2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.</p>	<ul style="list-style-type: none"> Process to notify clearly outlined (process from notification point to the accommodation provided) Form developed and implemented Consider any privacy issues 	Jan 1, 2016	Completed
To Successful Applicants	24	Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	<ul style="list-style-type: none"> Add to hire letter 	Jan 1, 2016	Completed
Informing employees of supports	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 provision of job accommodations that take into account an employee's accessibility needs due to disability.	<ul style="list-style-type: none"> Review policy Add specifically to orientation 	Jan 1, 2016	Completed

Standard Area of AODA	Section Of AODA	Specific Standard (quoted from AODA)	Durham CAS Specific Actions	Final Deadline	Completed or in-progress
		<p>(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</p> <p>(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability</p>			
Accessible formats and communication supports for employees	26	<p>(1) In addition to its obligations under section 12, 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:</p> <p style="padding-left: 40px;">(a) information that is needed in order to perform the employee’s job; and</p> <p style="padding-left: 40px;">(b) information that is generally available to employees in the workplace.</p> <p>(2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	<ul style="list-style-type: none"> • Document process in current policies • Review budget allocation and amend as needed • Consider any privacy issues 	Jan 1, 2016	Completed
Workplace emergency response information	27	<p>(1) 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.</p> <p>(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee’s consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p>	<ul style="list-style-type: none"> • Consider adding policies/procedures to accommodate for visitors 	Jan 1, 2012	Completed

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		<p>(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.</p> <p>(4) Every employer shall review the individualized workplace emergency response information:</p> <ul style="list-style-type: none"> (a) When the employee moves to a different location in the organization; (b) When the employee's overall accommodations needs or plans are reviewed; and (c) When the employer reviews its general emergency response policies. 			
Documented individual accom. plans	28	<p>(1) Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>(2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved. 4. The manner in which the employee can 	<ul style="list-style-type: none"> • Review current policy • Include 1-8 in procedures • Consider privacy issues 	Jan 1, 2016	Completed

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		<p>request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</p> <p>5. The steps taken to protect the privacy of the employee’s personal information.</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee’s accessibility needs due to disability.</p> <p>(3) Individual accommodation plans shall:</p> <ul style="list-style-type: none"> (a) if requested, include any information regarding accessible formats and communications supports provided, as described in section 26; (b) if required, include individualized workplace emergency response information, as described in section 27; and (c) identify any other accommodation that is to be provided. 			

Standard Area of AODA	Section Of AODA	Specific Standard (quoted from AODA)	Durham CAS Specific Actions	Final Deadline	Completed or in-progress
Return to work process*	29	<p>(1) Develop and have in place a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and</p> <p>(2) Shall document the process.</p> <p>The return to work process shall,</p> <p>(a) outline the steps necessary to facilitate the return to work of employees and</p> <p>(b) use documented individual accommodation plans, as described in section 28, as part of the process.</p> <p>*process does not replace or override any other return to work process created by or under any other statute</p>	<ul style="list-style-type: none"> Review policy and incorporate 	Jan 1, 2016	Completed
Performance Mgmt.	30	<p>Take into account accessibility needs and accommodation plans of employees with disabilities in the performance management process.</p> <p>Note that “performance management” means “activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success”.</p>	<ul style="list-style-type: none"> Add to policy Determine impact for both performance management and performance review 	Jan 1, 2016	Completed
Career development and advancement	31	<p>Take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans, when providing career development and advancement.</p>	<ul style="list-style-type: none"> Add to policy 	Jan 1, 2016	Completed

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Redeployment	32	Take into account accessibility needs when redeploying (reassignment as an alternative to layoff).	<ul style="list-style-type: none"> Add to policy 	Jan 1, 2016	Completed
Transportation	76	Those that provide transportation services, shall provide accessible vehicles or equivalent services upon request	<ul style="list-style-type: none"> Not applicable to our organization We will accommodate on a case needed basis 	N/A	On-going on as-needed basis

Section	Excluded sections
4.2 and 4.3	Accessibility Committee and Annual Reviews of Plan
5	Procuring or Acquiring Goods, Services or Facilities
6	Self-service kiosks
8	Exception from filing accessibility reports
10	Application
15	Education and Training resources and materials
16	Training to Educators
17	Producers of educational material
18	Libraries
19	Public Libraries
20	Scope and Interpretation – Employment Standards
21	Schedule
33+	Transportation

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