



FAMILY AND CHILDREN'S SERVICES OF FRONTENAC, LENNOX AND ADDINGTON

MULTI-YEAR ACCESSIBILITY PLAN

Multi-Year Accessibility Plan Objective

This Multi-Year Accessibility Plan outlines Family and Children's Services of Frontenac, Lennox and Addington's strategy to prevent and remove barriers and meet the requirements under the Accessibility for Ontarians with Disabilities Act, 2005, Integrated Accessibility Standards (Ontario Regulation 191/11). The plan includes actions that will be put in place to improve opportunities for people with disabilities from 2014 - 2021.

Statement of Commitment

Family and Children's Services of Frontenac, Lennox and Addington 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 persons 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.

Obligations

The Multi-Year Accessibility Plan is based upon the requirements under the Accessibility for Ontarians with Disabilities Act (AODA). The goal of the AODA is to have a fully accessible Ontario by 2025. The AODA contains accessibility standards in the following areas:

- Customer Service
- Information and Communication
- Employment
- Transportation – Not applicable to our Agency
- Built Environment

The Accessibility Standards for Customer Services (Ontario Regulation 429/07) became law on January 1, 2008. Family and Children's Services has been required to comply with this standard since January 1, 2012. All staff, volunteers and foster parents have been trained on this standard to help ensure our Agency provides accessible customer service. This commitment is reinforced in our Accessibility for Persons with Disabilities: Client Services policy.




The other two standards – Information and Communication and employment apply to our Agency and are part of the Integrated Accessibility Standards (Ontario Regulation 191/11). The Integrated Accessibility Standard is now law and the requirements will be phased in over time to 2021.

The standard for the Built Environment only applies to new construction and major changes to existing features. Further information regarding this standard will be explored on the impact to our Agency.






ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005

INTEGRATED ACCESSIBILITY STANDARDS – Multi Year Plan









Part I – GENERAL REQUIREMENTS





Compliance Date	Initiative	Status	Completed
January 1, 2014	Establishment of Accessibility Policies	The Agency has created an Integrated Accessibility Standards policy to meet the requirements of the Integrated Accessibility Standards Regulation.	
January 1, 2014	Development of a Multi-Year Accessibility Plan	<p>The Agency has created a Multi-Year Accessibility Plan which will be reviewed and updated every five years. Next review date is scheduled for January 1, 2019</p> <p>Our Multi-Year Accessibility Plan can be provided in an accessible format upon request.</p>	
January 1, 2015	Training	<p>The Agency will provide training to employees, volunteers, foster parents, board members on the Ontario's accessibility laws and on the Human Rights code as it relates to people with disabilities.</p> <p>The Agency will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessibility laws by:</p> <ul style="list-style-type: none">• Provide on line-training for staff and management (and request that they review and sign off on the Integrated Accessibility Standards policy).• Request Volunteers, foster parents, board members review a booklet and sign a consent form to confirm that they have read and understood the booklet which constitutes completion of the training.• Record completion of training to ensure Agency wide compliance.	

PART II – Information and Communications Standards

Compliance Date	Initiative	Status	Completed
January 1, 2012	Emergency Procedures, Plans or Public Safety Info	<p>The Agency has exit signs that have been identified throughout the building as per the building code.</p> <p>Information can be provided in an accessible format or with appropriate communication supports upon request.</p>	
January 1, 2014	Accessible Websites & Web Content New internet websites and web content on those sites must conform with WCAG 2.0 Level A.	<p>The Agency has taken the following steps to ensure its external website conforms with WCAG 2.0:</p> <ul style="list-style-type: none"> • Contacted an external consultant to further understand the requirements • Reviewed website to determine compliance status 	
January 1, 2015	Feedback – Process for receiving and responding to feedback to ensure all processes are accessible to persons with disabilities by providing or arranging accessible formats upon request.	<p>The Agency has taken the following steps to ensure existing feedback processes are accessible to people with disabilities upon request.</p> <ul style="list-style-type: none"> • Updated the Accessible Customer Service Feedback to include staff members. 	
January 1, 2016	Accessible Formats & Communication Supports	<p>The Agency will determine what accessible formats and communication supports it will provide to persons with disabilities upon request. The Agency will consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	
January 1, 2016	Notify the public about the availability of accessible formats and communication supports.	<p>The Agency will take the following steps to ensure all publicly available information is made accessible upon request:</p> <ul style="list-style-type: none"> • Sign will be posted in the reception areas at Advance/Division which indicates publicly available information is made accessible upon request. • Message/logo will be posted on the Agency's external website and on all print materials that accessibility formats are available upon request. 	
January 1, 2021	Accessible Websites & Web Content All internet websites and web content must conform with WCAG 2.0 Level AA, other than, -success criteria 1.2.4 Captions (Live) -success criteria 1.2.5 Audio Descriptions (Pre-recorded).	<p>The following steps will be taken to ensure the Agency's external website conforms with: WCAG 2.0 Level AA</p>	Ongoing

PART III – Employment Standard

Compliance Date	Initiative	Action	Completed
January 1, 2012	Individualized emergency planning process	In compliance with the 2012 deadline, a procedure was developed for providing individualized emergency plans for employees with disabilities. As part the orientation process, new staff are asked if they have a disability and require accommodation in a workplace emergency situation.	
January 1, 2016	Recruitment – General	Effective January 1, 2014 on all job postings the Agency will have a disclaimer at the bottom indicating “We are committed to providing accommodations for persons with disabilities. If you require accommodation, we will work with you to meet your needs”.	
January 1, 2016	Recruitment, Assessment or Selection Process	The Agency will take the following steps to notify the public and staff that, when requested, the Agency will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:	
		An interview script guideline has been drafted. The Agency will revise its current Hiring of Employees policy to reflect a barrier free recruitment process and when requested, will accommodate people with disabilities during the recruitment and assessment process.	
January 1, 2016	Notice to Successful Applicants	Effective January 1, 2014 offer letter templates will ensure accessibility is included.	
January 1, 2016	Informing Employees of Supports	The Agency will develop an accommodation policy and notify staff of the policy. Once the Accommodation Policy is finalized, new and existing staff members will be advised of the new policy. If there is a change to the Accommodation Policy, staff will be advised of the change.	
January 1, 2016	Accessible Formats & Communication Supports for Employees	The Agency will encourage its managers to consult with their employees who have a disability and provide them with the accessible formats/support they require to do their jobs effectively. Managers and staff will be informed of the Accommodation policy.	
January 1, 2016	Documented Individual Accommodation Plans	The Agency has developed an Accommodation Process and Individual Accommodation plan. The Agency will continue to review its accommodation progress.	

Compliance Date	Initiative	Action	Completed
January 1, 2016	Return to Work Process	<p>The Agency has taken the following steps to develop and establish a process for developing a return to work program for employees that have been absent due to a disability:</p> <ul style="list-style-type: none"> • Partnered with a qualified disability management provider (this is outlined in the Collective Agreement) • Return to work process has been developed and shared with management. • Functional Abilities questionnaire has been developed. 	
January 1, 2016	Performance Management	The Agency will review its existing performance management processes and revise if required to include AODA requirements.	
January 1, 2016	Career Development & Advancement	The Agency will review its career development and advancement processes for possible barriers and revise as necessary to incorporate regulation requirements.	
January 1, 2016	Redeployment	The Agency will review its redeployment processes for possible barriers; revise as necessary to incorporate regulation requirements.	

This document is available in an alternate format upon request.