



## AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

This 2014 to 2019 accessibility plan outlines the policies and actions that Associated Youth Services of Peel will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

Associated Youth Services of Peel believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)* and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

### Plan

GENERAL REQUIREMENTS			
Accessibility Requirement:	<b>Establishment of accessibility policies</b>	Compliance Deadline:	2014
Plan to Meet Requirements:	<i>IASR is under development</i>		
Results:	<i>Customer Service Standard Policy complete. Statement of Organizational Commitment complete.</i>		
Review:	<i>New &amp; updated HR P&amp;P #209 – Accessibility and #406 – Workplace Accommodation; Website – About Us – Service Standards –Statement of Commitment to Accessibility</i>		
Accessibility Requirement:	<b>Training on IASR and the <i>Human Rights Code</i></b>		
Plan to Meet Requirements:	<i>Revised training plan for IASR and OHRC is under development</i>	Compliance Deadline:	2015
Results:	<i>Currently, AODA Customer Service Standard training is required of all new hires</i>		
Review:	<i>NWT on HRDownloads include: AODA Customer Service Training (Comprehensive); Understanding Human Rights (AODA Edition); Creating a Respectful Workplace; Integrated Accessibility Standards – Info/Communication &amp; Employment Standards; AODA NWT slide deck</i>		

## INFORMATION AND COMMUNICATIONS STANDARD

<b>Accessibility Requirement:</b>	<b>Feedback Process</b>		<b>Compliance Deadline:</b>	2016
<b>Plan to Meet Requirements:</b>	<i>Receiving and responding to feedback shall ensure that processes are accessible to persons with disabilities, by providing accessible formats and communication supports, upon request.</i>			
<b>Results:</b>				
<b>Review:</b>	New HR P&P # 209 to be implemented; request basis; website			
<b>Accessibility Requirement:</b>	<b>Accessible formats and communication supports</b>			
<b>Plan to Meet Requirements:</b>	<i>Upon request, AYSP will provide accessible formats and communication supports for persons with disabilities</i>	<b>Compliance Deadline:</b>	2016	
<b>Results:</b>				
<b>Review:</b>	New HR P&P # 209 to be implemented; make accommodations on a request basis ex. Moved workplace; communication devices purchased/installed			
<b>Accessibility Requirement:</b>	<b>Emergency procedures, plans or public safety information</b>			
<b>Plan to Meet Requirements:</b>	<i>Upon request, emergency procedures or public safety information shall be made available in an accessible format or with appropriate communication supports</i>	<b>Compliance Deadline:</b>	2016	
<b>Results:</b>				
<b>Review:</b>	New HR P&P # 209 to be implemented; request basis			
<b>Accessibility Requirement:</b>	<b>Accessible websites and web content</b>			
<b>Plan to Meet Requirements:</b>	<i>Applies to new internet sites</i>	<b>Compliance Deadline:</b>	2014	
<b>Results:</b>	<i>AYSP conforms with the International Standards for Website Accessibility guidelines (WCAG) 2.0, Level A. WCAG 2.0, Level AA by January 2021</i>			
<b>Review:</b>	<i>Current work on website, to be completed by Dec 31 2019</i>			

## EMPLOYMENT STANDARD

<b>Accessibility Requirement:</b>	<b>Recruitment, assessment and selection processes</b>	<b>Compliance Deadline:</b>	2016
<b>Plan to Meet Requirements:</b>	<i>Notification about available policies and accommodation for applicants with disabilities to be included on all job postings.</i>		
<b>Results:</b>			
<b>Review:</b>	New HR P&P # 209 to be implemented; statement on job postings is updated to include accessibility as postings go up for first time		
<b>Accessibility Requirement:</b>	<b>Informing employees of supports</b>	<b>Compliance Deadline:</b>	2016
<b>Plan to Meet Requirements:</b>	<i>Inform all employees of policies used to support employees with disabilities, including job accommodations</i>		
<b>Results:</b>			
<b>Review:</b>	NWT/Training & HR P&P made available to all staff members; sign-off when hired/training		
<b>Accessibility Requirement:</b>	<b>Accessible formats and communication supports for employees</b>	<b>Compliance Deadline:</b>	2016
<b>Plan to Meet Requirements:</b>	<i>Information that is needed in order to assist employees in performing their job and is generally available to employees in the workplace.</i>		
<b>Results:</b>			
<b>Review:</b>	New HR P&P # 209 to be implemented; assistive devices available when requested. Electronic and hard copies of job-related materials are available for staff ; other formats will be made available upon request		
<b>Accessibility Requirement:</b>	<b>Workplace emergency response information</b>	<b>Compliance Deadline:</b>	2016
<b>Plan to Meet Requirements:</b>	<i>Provide individualized workplace emergency response information to employees with disabilities and arrange for (with the employee's consent) a designated person to provide assistance to the employee in an emergency situation.</i>		
<b>Results:</b>			

Review:	New HR P&P # 209 to be implemented; H&S Public Drive – Fire Procedures invite those who may need accommodations to advise of needs; conducted annually. If plans are developed they would then be shared with Landlord. None brought forward to date.		
Accessibility Requirement:	<b>Documented individual accommodation plans</b>	Compliance Deadline:	2016
Plan to Meet Requirements:	<i>Develop a written process for the development of documented individual accommodation plans for employees with disabilities and ensure accommodation plans are in a format that takes into account the employee's accessibility needs, due to disability</i>		
Results:			
Review:	New HR P&P # 209 to be implemented – ensure it is present.		
Accessibility Requirement:	<b>Return to work process</b>	Compliance Deadline:	2016
Plan to Meet Requirements:	<i>Develop a Return to Work (RTW) process, outlining steps the employer will take to facilitate the RTW of employees who were absent from work, due to their disability, using documented individual accommodation plans.</i>		
Results:			
Review:	New HR P&P # 209& #406 to be implemented (current 211); Is further development required here?		
Accessibility Requirement:	<b>Performance management process</b>	Compliance Deadline:	2016
Plan to Meet Requirements:	<i>The employer shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities</i>		
Results:			
Review:	New HR P&P # 209 to be implemented;		
Accessibility Requirement:	<b>Career development and advancement</b>	Compliance Deadline:	2016
Plan to Meet Requirements:	<i>The employer shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when providing career development and advancement to employees with disabilities.</i>		
Results:			

Review:	New HR P&P # 209 to be implemented		
Accessibility Requirement:	<b>Redeployment</b>	Compliance Deadline:	2016
Plan to Meet Requirements:	<i>The employer shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying (re-assigning) employees to other positions within the agency.</i>		
Results:			
Review:	New HR P&P # 209 to be implemented; also done with WSIB as applicable		
<b>DESIGN OF PUBLIC SPACES (Accessibility Standards for the Built Environment)</b>			
Accessibility Requirement:	<b>Make exterior paths of travel accessible</b>	Compliance Deadline:	2017
Plan to Meet Requirements:	<i>Determine if Landlord holds responsibility for this requirement.</i>		
Results:			
Review:	Landlord responsibility; alternate route process for wheelchair accessibility		
Accessibility Requirement:	<b>Make service counters, queuing guides and waiting areas accessible</b>	Compliance Deadline:	2017
Plan to Meet Requirements:	<i>Accessible queuing/service counter is required of new construction/replacement counters only. No retrofit necessary.</i>		
Results:	<i>Waiting area does not have fixed seating and is accessible (2013).</i>		
Review:	New HR P&P # 209 to be implemented		
Accessibility Requirement:	<b>Maintain the accessible parts of your public spaces</b>	Compliance Deadline:	2017
Plan to Meet Requirements:	<i>This standard applies to public spaces that are newly constructed or redeveloped on and after the timelines established in legislation. Unplanned changes to existing public spaces to meet the standard are not required (includes emergency repairs or forced changes that were not anticipated or planned for in advance).</i>		
Results:			
Review:	New HR P&P # 209 to be implemented; public reception and meeting space is accessible		

