



Family and Children's
Services Niagara

Les Services à la famille
et à l'enfance de Niagara

FAMILY AND CHILDREN'S SERVICES of NIAGARA

2012-2017 Multi-Year AODA Accessibility Plan (Integrated Standards)

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Section 1: EXECUTIVE SUMMARY

Family and Children's Services of Niagara Commitment to Accessibility

Statement of Commitment

FACS Niagara mission is to protect, support and strengthen the lives of children, youth, adults and families.

In fulfilling our mission, FACS Niagara strives to provide our services in a manner that is accessible to all of our clients and respects the dignity and independence of people with disabilities. We are committed to offering equal opportunity to access our services and to providing the benefit of the same services, in the same place and in a similar way to all clients.

FACS Niagara is committed to meeting the needs of those individuals with disabilities who require our service 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 (AODA)*

Introduction

In 2005 the Ontario legislature passed the Accessibility for Ontarians with Disabilities Act (AODA). This piece of legislation was designed to improve the participation of persons with disabilities in all facets of life in Ontario through the identification, removal and prevention of barriers to access. The Act consisted of five standards (Customer Service, Information & Communication, Transportation, Employment, and Built Environment).

In 2009, the Customer Service Standard came into law. The Ontario legislature has since amalgamated three of the remaining standards (Information & Communication, Transportation and Employment) into one standard, the *Integrated Standard*, which became law as of January 2012. The last standard, Built Environment, is still under review.

FACS Niagara is committed to an environment which provides accessible service for all. In keeping with our mission we will break down the barriers which prevent the full inclusion of all of our community members and clients.

In an attempt to fulfill this commitment, we have reviewed our policies, practices, facilities and services and have completed an AODA 2012-2017 Multi-Year Accessibility Plan. It is a requirement of the *Integrated Standard*. This five-year plan will serve as a template for FACS Niagara to review and redress barriers which may currently appear in our daily operations and will ensure that new policies, procedures, facilities and services will take into account the needs and rights of persons with disabilities in accordance to the requirements of the AODA.



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Section 2: MULTI-YEAR ACCESSIBILITY PLAN

Family and Children's Services of Niagara Commitment to Accessibility con't

Barrier Identification Methodology

FACS Niagara 2012-2017 AODA Multi-year Accessibility Plan was developed to represent each area and service sector. The plan reflects the scope and principles of our Harassment and Discrimination, Disability Accommodation, Workplace Violence Prevention, Early and Safe Return to Work policies and our Code of Ethics.

Reviewing and Monitoring Progress

FACS Niagara will meet to review the progress and obtain feedback on the implementation of the plan. The Agency will create working committee as needed to promote accessibility within the Agency. MYAP annual reports will be completed starting 2014.

Communication of the Plan

FACS Niagara Multi- year Accessibility Plan will be posted on our external website. Copies of this plan will be available in hard copy, disc or audio file upon request. The MYAP will also be placed on our intra-net for available to all departments and staff.



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Human Resources Policies AODA Customer Service

Family and Children's Services Niagara

Our Mission

Protect, support and strengthen the lives of children, youth, adults and families.

Our Vision

FACS Niagara is a community where the children, youth, adults and families achieve their full potential in safe, supportive environment.

Our Values

We are Caring
We are Respectful
We are Collaborative
We act with Integrity
We are Accountable

Introduction

In accordance with the regulations outlined in the Accessibility for Ontarians with Disabilities Act (AODA), FACS Niagara has a responsibility and legal obligation to provide information and services in an equitable and accessible manner.

Our Commitment:

FACS Niagara strives to provide our services in a manner that is accessible to all of our clients, and respects the dignity and independence of people with disabilities. We are committed to offering equal opportunity to access our services and to providing the benefit of the same services, in the same place and in a similar way to all clients. FACS Niagara is committed to providing an environment that is free of discrimination and harassment. The agency seeks to create a climate of mutual respect that reinforces opportunity and allows for each person to contribute fully to the development and wellbeing of the community.

The agency recognizes its responsibility to ensure that every person in its community is protected from unlawful discrimination and harassment in accordance with the Ontario Human Rights Code". (*FACS Niagara Harassment and Discrimination Policy, January 2005*).

To this end, the agency affirms the rights of all persons, including those with disabilities, to have equal access in employment, education, accommodation or business dealings with the agency. In keeping with the Accessibility Standards for Customer Service, Ontario Regulation 429/07 made under the Accessibility for Ontarians with Disabilities Act, 2005, the agency further affirms its commitment to promoting the following principles in all of its policies and interactions with persons with disabilities:

Dignity: Goods and services are provided in a manner that is respectful to persons with a disability and does not diminish the person's importance.



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**Human Resources Policies
AODA Customer Service (continued)**

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Independence: Accommodating a person's disability means respecting their right to do for themselves and to choose the way they wish to receive goods and services.

Integration: Persons with disabilities can access all goods and services. This may require alternative formats and flexible approaches. It means inclusiveness and full participation. This is a fundamental human right.

Equal Opportunity: Service is provided to persons with disabilities in a way that their opportunity to access goods and services is equal to that given to others.

Scope:

This policy and procedure applies to all employees, Board of Directors,, members of committees, societies or associations established or recognized by the agency , contractors, providers of service or research, volunteers, visitors or the general public, and applicants for admission or employment.

Definitions:

Accessible means obtainable, usable, readable, audible, visible, understandable, clear, able to be entered and exited, flexible, etc. To be accessible to all people, a variety of accessibility plans are necessary. Ensuring inclusive practices will ensure that all goods and services can be accessed by a larger audience.

Alternative Formats refers to alternate ways to provide goods and services. Some alternate formats can be used by everyone, while others are designed to address the needs of a specific user. This may be through forms of communication such as speech or writing, or methods such as in person or over the phone. Other examples are large print, electronic text (Word or html), Braille, sign language interpretation, communication devices, media caption, etc.

Assistive Devices are equipment that people with disabilities utilize to assist in their daily lives at home, work, school, etc. Such devices could be a walker, scooter, cane, magnification or specialized learning software, communication board, etc.

Assistive Technology is equipment or software such as screen reading, audio recording and voice recognition which people with disabilities use to obtain information and communicate with others. Professors may be asked to supply file formats that are compatible with particular types of assistive technology.



**Human Resources Policies
AODA Customer Service (continued)**

Family and Children's Services Niagara

Disability: Under the AODA, the definition of "disability" is the same as the definition in the Ontario Human Rights code:

- (a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal, or on a wheelchair or other remedial appliance or device;
- (b) A condition of mental impairment or a developmental disability;
- (c) A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- (d) A mental disorder; or
- (e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Providing Services to People with Disabilities

FACS Niagara is committed to excellence in serving all clients including people with disabilities and we will carry out our functions and responsibilities in the following areas:

Communication

In order for the agency to communicate with persons with disabilities in ways that take into account their disability; all employees shall be trained in how to interact with people with various types of disabilities. Alternative methods of communication are provided as quickly as possible when requested.

Telephone:

We are committed to providing accessible telephone service to our clients and the community. We train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. Staff will be trained in TTY (TextNet online TTY) systems. We offer to communicate with customers by email or TTY, if telephone communication is not suitable to their communication needs or is not available. We have delegated a lead contact for TTY.

Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our services.



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**Human Resources Policies
AODA Customer Service (continued)**

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Billing

We are committed to providing accessible invoices to all of our clients. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, or e-mail. We will answer any questions clients may have about the content of the invoice in person, by telephone or email.

Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal. In the area circumstance that a health and safety concern presents itself in the form of a severe allergy to the service animal, all reasonable efforts will be made to meet the needs of all individuals.

Support Persons

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter FACS Niagara's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises, unless a health and safety concern arises regarding the behavior of the support person.

Notice of Temporary Disruption

FACS Niagara will provide clients with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. This notice will be placed at all public entrances and service counters on our premises. If possible, we will make all reasonable efforts to contact those with appointments who are affected by the disruption.

In the case of an office closure, closure information will be placed on the FACS website and advertised through various community media outlets.

Training for Staff

FACS Niagara is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.



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Human Resources Policies AODA Customer Service (continued)

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FACS Niagara will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the TTY and other equipment or devices available on FACS premises that may help with the provision of services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing FACS Niagara's Services
- FACS Niagara's policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Feedback Process

The ultimate goal of FACS Niagara is to meet and surpass client expectations while serving clients with disabilities. Comments on our services regarding how well these expectations are being met are welcome and appreciated.

Feedback regarding the way FACS Niagara provides services to people with disabilities can be made verbally (in person or by phone) or in writing (email or mail). All feedback will be directed to the Accessibility Coordinator. Clients can expect to receive a response in 7 business days. Complaints will be addressed according to complaint procedures already established in the agency's Internal Complaint Review Process.

Modifications to this or other Policies

FACS Niagara is committed to developing customer service policies which respect and promote the dignity and independence of people with disabilities. FACS develops and updates policies, procedures and practices in such a manner as to respect and promote the dignity and independence of people with disabilities, as well as integration and equality of opportunity.



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**Human Resources Policies
AODA Customer Service (continued)**

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Questions about this Policy

This policy exists to achieve service excellence to clients and community members with disabilities. The public can access copies of accessibility related documents via the website or in print upon request. If anyone has questions about the policy, or if the purpose of the policy is not understood, an explanation should be provided by or referred to, the AODA Coordinator of the FACS Niagara. This document is available in alternative format upon request.

REFERENCES:

- Ontario Human Rights Code (2009)
- FACS Niagara Harassment and Discrimination Policy and Procedure (2005)
- Accessibility for Ontarians with Disabilities Act (2005)
- Accessibility Standards for Customer Service (2007)
- Guide to the Accessibility Standards for Customer Service (2007)
- Integrated Accessibility Standards (2011)



Family and Children Services Multi-Year Accessibility Plan 2012 - 2017

Part I: General Standards s.3,s.4,

AODA Standards /Regulation Reference 0. Reg.191/11,s.3	Establishment of Accessibility Policies			Deadline: January 2013
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY AND DEADLINE	STATUS
Establish accessibility policies	Umbrellas policy on AODA encompassing Customer Service	1. Develop accessibility policy 2. Agency to read and adherence 3. Post of internal and external website	Nicola Jones- January 2013	X Complete <input type="checkbox"/> Ongoing X Complete <input type="checkbox"/> Ongoing X Complete <input type="checkbox"/> Ongoing
Statement of FACS Niagara commitment to AODA	Statement of commitment	1.Completed – see preamble policy 2.External website posted 3.Posting in each office	Nicola Jones – January 2013	X Complete <input type="checkbox"/> Ongoing X Complete <input type="checkbox"/> Ongoing

AODA Standards /Regulation Reference 0. Reg.191/11,s.4	Multi-Year Accessibility Plans			Deadline: January 2013
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY AND DEADLINE	STATUS
Establish multi- year plan	2012-2017 Multi –year plan Accessibility Plan	1. Develop a five year plan in consultation with key stakeholders	Dawn Harper& Nicola Jones- December 2013	X Complete <input type="checkbox"/> Ongoing
Conduct consultation	Executive Meeting	Executive committee to approve the multi -year plan	Dawn Harper -December 2013	X Complete <input type="checkbox"/> Ongoing
Prepare annual status report	Report for 2012-2013 will be prepared for January 2014	1.Review the plan on an annual basis, complete a status report, and post on web with hard copies in each location	Nicola Jones- January 2014	X Complete <input type="checkbox"/> Ongoing



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General Standards s.5,s.7(1)

AODA Standards /Regulation Reference 0. Reg.191/11,s.5	Procuring or Acquiring Goods, Services or Facilities. Deadline: January 2013			STATUS
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY AND DEADLINE	
Incorporate accessibility criteria and features	Purchasing will use accessibility criteria	1.Review purchases for equipment and office with accessibility in mind for staff and public	Thom Freisen , Director of Corporate Services	X Complete <input type="checkbox"/> Ongoing

AODA Standards /Regulation Reference 0. Reg.191/11,s.7 (1)	1. Training Deadline: January 2013			STATUS
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY AND DEADLINE	
Provide training on accessibility standards and Human Rights Code	All current and new employees will be trained in AODA and the Human Rights Code	1.Nicola will attend AODA implementation training 2. Nicola to develop AODA training module 3.Consult with IT to have the AODA module available on the intranet for employees 4. Provide alternate training packages for foster parents, board members and volunteers 5. develop tracking system to ensure training compliance	Nicola Jones, IT and HR team-January 2012	X Complete <input type="checkbox"/> Ongoing
				X Complete <input type="checkbox"/> Ongoing
				X Complete <input type="checkbox"/> Ongoing
				X Complete <input type="checkbox"/> Ongoing
				X Complete <input type="checkbox"/> Ongoing



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Part II: Information and Communication Standards, s.11,s.12

AODA Standards /Regulation Reference 0. Reg.191/11,s.11	Feedback processes			Deadline: January 2014
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY AND DEADLINE	STATUS
Ensure feedback processes are in place	Feedback form and alternative mechanisms for feedback available on external website to the public and allows FACS Niagara to offer timely feedback to the accessibility issues	1.Revise external Accessibility feedback mechanism on FACS Niagara website	Nicola Jones and Dawn Harper, IT - January 2014	X Complete <input type="checkbox"/> Ongoing

AODA Standards /Regulation Reference 0. Reg.191/11,s.12	Accessible Formats and Communications Supports			Deadline: January 2015
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY AND DEADLINE	STATUS
Provide accessible formats and communication supports	All areas of FACS Niagara will provide accessible formats and communication supports in a timely manner	1.Idenify possible formats and supports required 2.Ensure all FACS Niagara communications can be provided in accessible formats 3.TTY boxes provided in all our offices – review communication plan and information to access	1. Nicola Jones and Service team –January 2014 2. Nicola Jones, Dawn Harper and PR –January 2014 3. Nicola Jones , IT Norm Cutler and Sarah VanDerLee - November 2013	X Complete <input type="checkbox"/> Ongoing X Complete <input type="checkbox"/> Ongoing X Complete <input type="checkbox"/> Ongoing



Family and Children Services Multi-Year Accessibility Plan 2012 - 2017

Information and Communication Standards: s.13, s.14, s.15.

AODA Standards /Regulation Reference 0. Reg.191/11,s.13	Emergency Procedure Plans and Public Safety Information			Deadline: January 2012
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY AND DEADLINE	STATUS
Make emergency procedure and public safety information upon request	FACS Niagara procedure to be reviewed and are posted on website	Review of emergency procedures	Nicola Jones & Dawn Harper – January 2012	X Complete <input type="checkbox"/> Ongoing

AODA Standards /Regulation Reference 0. Reg.191/11,s.14	Accessible Websites and Web Content			Deadline: January 2014
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY AND DEADLINE	STATUS
Ensure website and web content conform to guidelines	External website conforms to compliance requirements	1.Review website and accessibility information	1. Nicola Jones, Dawn Harper, PR and IT – January 2014	X Complete <input type="checkbox"/> Ongoing
		2. Develop policies of website including how various departments contribute information	2. Nicola Jones, Dawn Harper and Service-January 2014	X Complete <input type="checkbox"/> Ongoing

AODA Standards /Regulation Reference 0. Reg.191/11,s.15	Educational and Training Resources and Materials			Deadline: January 2013
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY AND DEADLINE	STATUS
Provide accessible or conversion – ready electronic format of educational or training resources /material as needed	FACS Niagara will provide when asked educational and training resources and materials in a format that takes into account the accessibility needs of the person with a disability	1.Develop alternative methods to present educational and training materials	Nicola Jones - ongoing	X Complete <input type="checkbox"/> Ongoing



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Information and Communication Standards: s.16, s.17.

AODA Standards /Regulation Reference 0. Reg.191/11,s.16	Training to Educators			Deadline: January 2013	STATUS
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY AND DEADLINE		
Provide accessibility awareness training to management team	All current management team and new members will be trained in accessible awareness	1.AODA information and training module on intranet 2 Develop tracking system to ensure compliance	Nicola Jones and HR team- January 2012	X Complete <input type="checkbox"/> Ongoing X Complete <input type="checkbox"/> Ongoing	

AODA Standards /Regulation Reference 0. Reg.191/11,s.17	Producers of Educational or Training Materials			Deadline: See Below	STATUS
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY AND DEADLINE		
Provide accessible format or conversion ready print based educational or training by January 1 st , 2020	FACS Niagara educational and training modules have accessible or conversion ready version ready for upon request	1.discusiin with OACAS at Advisory and provincial meeting	Nicola Jones – January 1 st ,2020	X Complete <input type="checkbox"/> Ongoing	



Family and Children Services Multi-Year Accessibility Plan 2012 - 2017

Part III: Employment Standards, s.22, s.23, s.24

AODA Standards /Regulation Reference 0. Reg.191/11,s.22	Recruitment, General			Deadline: January 2014	STATUS
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY AND DEADLINE		
Notify about accommodation in recruitment process	Prospects applicants for specific jobs are advised of availability of accommodations	1.Develop Accommodation Policy 2.Revise external website regarding job postings	Human Resources- January 2014	X Complete <input type="checkbox"/> Ongoing	
AODA Standards /Regulation Reference 0. Reg.191/11,s.23	Recruitment, Assessment or selection process.			Deadline: January 2014	STATUS
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY AND DEADLINE		
Notify applicants that accommodations are available on request for specified jobs	Selected applicants are advised of the viability of accommodations for specified jobs	Develop email correspondence with selected applicants and provide policy references	Human Resources- January 2014	X Complete <input type="checkbox"/> Ongoing	
Provide suitable accommodations upon request	Applicants with disabilities receive appropriate accommodations	Develop interview and testing procedures for accessibility barriers in specific jobs	Human Resources- January 2014	X Complete <input type="checkbox"/> Ongoing	
AODA Standards /Regulation Reference 0. Reg.191/11,s.24	Notice to Successful Applicants.			Deadline: January 2014	STATUS
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY AND DEADLINE		
Notify successful applicant of accommodation policies	New employees are advised of the accommodation policy	Update the hiring package to include information on the accommodations policy in specific jobs	Human Resources – January 2014	X Complete <input type="checkbox"/> Ongoing	



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Employment Standards, s.25,

AODA Standards /Regulation Reference 0. Reg.191/11,s.25	Informing Employees of supports			Deadline: January 2014	STATUS
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY AND DEADLINE		
Inform employees of the policies supporting employees with disabilities	All employees are advised of the policies for employees with disabilities	1.develop an accommodation for employees with disabilities policy 2.circulate the accommodation for employees with disabilities policy 3. communicate with all new employees about their right to support	Human Resources- January 2014	X Complete <input type="checkbox"/> Ongoing X Complete <input type="checkbox"/> Ongoing X Complete <input type="checkbox"/> Ongoing	
Provide Information to new employees	All new employees receive information about the policy during orientation	Policy to be presented in new staff orientation	Human Resources- January 2014	X Complete <input type="checkbox"/> Ongoing	
Provide updated information on accommodation policy	All employees receive information about the policy	Circulate the updated policy	Human Resources- 2014	X Complete <input type="checkbox"/> Ongoing	



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Employment Standards, s.26, s.27

AODA Standards /Regulation Reference 0. Reg.191/11,s.26	Accessible Formats and Communications Supports for employees. Deadline: January 2014			STATUS
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY AND DEADLINE	
Provide accessible formats and communications supports for job or workplace information Consult with employee to determine suitability of format or support	Alternative formats and supports are provided upon request in consultation with the employee : conversion ready documents and electronic communications to be established	1.Establish a point of contact with HR (with conversion support) and inform all employees of how to access support 2.Encourage all areas of the agency to create communications as part of their general professional practice to eliminate barriers caused by paper documents and communications	Human Resources, PR and IT- January 2014	X Complete <input type="checkbox"/> Ongoing X Complete <input type="checkbox"/> Ongoing
AODA Standards /Regulation Reference 0. Reg.191/11,s.27	Workplace Emergency Response Information Deadline: January 2012			STATUS
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY AND DEADLINE	
Provide individualized workplace emergency response information	Employees with disabilities receive individualized emergency plan	1. Individual Emergency Plan has been developed 2.Email to all employee to come forward to complete the plan	Human Resources- January 2012	X Complete <input type="checkbox"/> Ongoing X Complete <input type="checkbox"/> Ongoing
Provide information to person designed to provide written consent	Persons providing assistance are informed of plans and their role and are advised of any changes	1.Consent form developed 2.Employee and manager, HR to discuss plan	Human Resources- January 2012	X Complete <input type="checkbox"/> Ongoing X Complete <input type="checkbox"/> Ongoing
Review individual workplace emergency response information	Employees and supervisors are notified annually or as needed to update their individual plan with HR	Communicate with all employees on a annual or as needed basis to update plans on a ongoing basis	Human Resources - Ongoing	X Complete <input type="checkbox"/> Ongoing



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Employment Standards, s.28

AODA Standards /Regulation Reference 0. Reg.191/11,s.28	Documented Individual Accommodation Plans Deadline: January 2012			STATUS
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY AND DEADLINE	
Develop written process for documented individual accommodation plans <hr/> <ul style="list-style-type: none"> • Include prescribe elements in process • How the employee participate • How employee will be assessed • How employer can request accommodation be achieved • How employee can request participation of the union representative • How employee's personal information will remain private • What process to review and update the plan and how often • How reasons for denied request will be communicated • How plan will be provided to employee 	Any employee requiring accommodation has a written plan in their personnel file	Developed a written individualized plan	Human Resources – January 2012	X Complete <input type="checkbox"/> Ongoing X Complete <input type="checkbox"/> Ongoing X Complete <input type="checkbox"/> Ongoing X Complete <input type="checkbox"/> Ongoing X Complete <input type="checkbox"/> Ongoing X Complete <input type="checkbox"/> Ongoing X Complete <input type="checkbox"/> Ongoing X Complete <input type="checkbox"/> Ongoing



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Employment Standards, s.29, s.30, s.31

AODA Standards /Regulation Reference 0. Reg.191/11,s.29	Return to Work Process			Deadline: January 2014
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY AND DEADLINE	STATUS
Develop a documented return to work process Include steps employer will take: use documented individual accommodation plans	Any employee returning to work will have a written plan in their personnel file	Develop a Return to Work plan	Human Resources – January 2014	X Complete <input type="checkbox"/> Ongoing

AODA Standards /Regulation Reference 0. Reg.191/11,s.30	Performance Management			Deadline: January 2014
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY AND DEADLINE	STATUS
Include accessibility consideration in performance management processes	A barrier free performance management processes for employees with disabilities	Review FACS performance management processes for possible barriers	Human Resources – January 2014	X Complete <input type="checkbox"/> Ongoing



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Employment Standards, s.31, s.32

AODA Standards /Regulation Reference 0. Reg.191/11,s.31	Career Development			Deadline: January 2014
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY AND DEADLINE	STATUS
Include accessibility considerations in career development and advancement processes	A barrier-free career development and advancement process for all employees with disabilities	Review FACS Niagara development and advancement processes for possible barriers	Human Resources – January 2014	X Complete <input type="checkbox"/> Ongoing

AODA Standards /Regulation Reference 0. Reg.191/11,s.32	Redeployment			Deadline: January 2014
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY AND DEADLINE	STATUS
Include accessibility considerations in redeployment processes	A barrier –free redeployment process for employees with disabilities	Review FACS Niagara redeployment processes for possible barriers	Human Resources – January 2014	X Complete <input type="checkbox"/> Ongoing



Family and Children Services Multi-Year Accessibility Plan 2012 - 2017

Section 2:

ONGOING AND LOOKING FORWARD

AODA Standards Customer Service	Customer Service Standard			STATUS
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY AND DEADLINE	
	Active and Ongoing since January 2009			
Accessible Customer Service Training <ul style="list-style-type: none"> • Offerings • Record Keeping 	AODA Customer Service Training (booklet, in person or on-line intranet) Record Keeping System	1.Contunie with AODA Customer Service training for all employees and new employees in multi-modalities 2.Develop Record Keeping System	Nicola Jones – Completed 2010	X Complete <input type="checkbox"/> Ongoing X Complete <input type="checkbox"/> Ongoing
Accessibility Customer Service Policy	FACS Niagara Accessibility Customer Policy	1.Devlop policy 2.Communiante to all current and new employees	Nicola Jones – Completed 2010	X Complete <input type="checkbox"/> Ongoing X Complete <input type="checkbox"/> Ongoing
Service Disruption Notice	Service Disruptions Notices are posted on external website and at all offices	Continue to post Service Disruption Notices	Human Resources and PR –completed 2010	X Complete <input type="checkbox"/> Ongoing

LOOKING FORWARD

Physical Environment	Accessibility Audit			STATUS
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY AND DEADLINE	
	Future			
Implementation of an Audit	Accessibility Audit Action Plan	1.Develop Accessibility Audit Action Plan 2.Create working group to meet and prepare annual reports	Human Resources and Executive Team	X Complete <input type="checkbox"/> Ongoing Complete X Ongoing



FACS Niagara - Multi-Year Accessibility Plan. Compliance Timeline

SECTION	January 1 st of										
	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
PART 1											
s.3 Establish accessibility policies			Completed	→							
s.4 Establish multi-year plan, conduct consultation, prepare annual status report			Completion	→							
s.5 Incorporate access criteria in procuring/acquiring goods/services/facilities			Completed	→							
s. 7(1) Provide OHRC training			Completed	→							
s.11 Ensure accessible feedback processes				Completed	→						
s. 12 Provide accessible formats and communication supports, notify public about availability					Completed						
s.13 Make emergency procedure plans and safety information accessible		Completed	→								
s.14 Make new website to conform to guidelines				Completed	→						
s.15 Provide accessible/conversion ready educational training material or resources				Completed	→						
s. 16 Provide accessibility awareness training to management staff , keep records			Completed	→							
s.17 Provide accessible format conversion ready print education and training				Completed	→						



Family and Children's
Services Niagara

Les Services à la famille
et à l'enfance de Niagara

FACS Niagara - Multi-Year Accessibility Plan. Compliance Timeline

SECTION	January 1 st of 2016										
	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
PART II											
s.22 Notify about accommodation in recruitment process					<i>completed</i>						
s.23 Notify applicant that accommodations are available					<i>completed</i>						
s.23 Provide suitable accommodations upon request					<i>completed</i>						
s. 24 Notify successful applicant of accommodation process					<i>completed</i>						
s.25 Inform employees of the policies supporting employees with disabilities					<i>completed</i>						
s. 25 Provide information to new employees					<i>completed</i>						
s.25 Provide updated information on accommodation policy					<i>completed</i>						
s.26 Provide accessible formats and communication supports for job information					<i>completed</i>						
s.26 Consult with employee to determine suitability of format or support					<i>completed</i>						
s. 27 Provide individualized workplace emergency response information				<i>completed</i>	—————>						
s.27 Provide information to person designed to provide written consent				<i>completed</i>	—————>						
s.27 Review individual workplace emerge response information				<i>completed</i>	—————>						
	January 1 st of 2016										

