

Reviewed: November 1, 2017

Reviewed: October 26, 2020

Background and AODA legislation

Ontario has enacted the legislation on accessibility – the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The goal is for Ontario to be fully accessible by 2025. In order to accomplish this a number of standards will be implemented, four of which apply to Parents for Community Living.

1. Accessible Customer Service Standards – establish policies, practices and procedures on providing goods and services to people with disabilities.
2. Accessible information and communication standards – addresses the removal of barriers in access to information. The standards include information being provided in person, through print, electronic, website or other form of media.
3. Accessible employment standards – addresses paid employment practices related to employee-employer relationships which include recruitment, retention and selection policies and practices.
4. Accessible built environment – addresses barriers in public spaces and buildings. The standards for public spaces will only apply to new construction and planned redevelopment.

As a result of the legislation, businesses and organizations that provide goods and services to people in Ontario have to meet certain standards as outlined in the legislation. The Customer service standards has already become law as of January 1, 2012 and Parents for Community Living has complied with the minimum requirements of the regulations.

This multi year plan is intended to move PCL towards meeting the mandatory requirements of the Integrated Accessibility Standards Regulation.

PCL will provide the opportunity for all people supported, families, staff and volunteers to identify needs related to disabilities and that those needs are accommodated in a manner that supports the dignity of the person. This will be reflected by:

- People with disabilities being able to enter PCL premises and reach their destination without encountering barriers.
- People with disabilities receiving the services they require without encountering barriers
- People with disabilities working without encountering barriers
- Accessibility being a thread that is woven through all PCL policies and practices
- Accessibility being accepted as everyone's responsibility.

Objective of the Multi Year Accessibility Workplan

Parents for Community Living will identify, remove and prevent barriers to people with disabilities, who work or receive services from the organization, including people supported, families, staff and volunteers.

MANDATORY AODA REQUIRMENTS

Customer Service Standards:

Legislation Effective Date	Steps to compliance	Lead	Status
January 2012	PCL to develop Accessibility policy for customer service HR policy 7.03	Executive Director	Achieved April 27, 2011
	PCL to train existing employees and volunteers on purposes of AODA requirements of the Customer service standards	Managers/Supervisors	Achieved January 2012 – added to annual review for staff Oct. 2012
	PCL to train new employees on purposes of AODA requirements of customer service standards	Managers	Achieved January 2012 and ongoing
	PCL to review orientation process to ensure AODA policy and intent are covered	Managers/QAM	Achieved April 2012 and ongoing
	Feedback and complaint related to accessibility – to review current processes, ensure an accessible process and have the information readily available to the public	Executive Director/Administrative Assistant	Incorporated into admissions and annual consent practice September 2013 and website notice ready for June 2014
	Signage – review , design and update interior and exterior signage as appropriate	Executive Director/ Administrative Assistant	On going
	Notice of temporary disruptions – when facilities or services that people with disabilities rely on are temporarily disrupted	Administrative assistant	Through the website and emails Achieved April 2013 and on going.
	PCL to complete the AODA Self Certified Accessibility Report stating that PCL had completed all requirements of the legislation and was in compliance with Ont. Reg.429/07	Manager of Residential Services/ Executive Director	Achieved November 26, 2012

January 2014	Multi year accessibility plan- establish, implement, maintain and document a multi year plan to be reviewed and updated at least once every five years.	Executive Director/Senior Management	Achieved December 2013, but under redevelopment June 2014
	Annual status reports – prepare an annual status report on the progress of the plan and post the report	Executive Director/Senior Management team	Ongoing – completed for AGM Sept. 2015 Updated for AGM Sept. 2016
	File report with the appropriate ministry demonstrating compliance as requested	Manager of Residential Services/ Executive Director	Completed and Ongoing

Integrated Accessibility Standard – Ontario Regulation 191/11 (Transportation, Employment, Information and Communication and Built Environment)

Legislation Effective Date	Steps to Compliance	Lead	Status
January 2014	EMPLOYMENT		
	Recruitment and selection for individuals with disabilities All job postings will include a statement indicating PCL is committed to providing accommodations to persons with disabilities.	Manager of Residential Services	Achieved July 7, 2014
	A statement about the availability of accommodation will be posted on the PCL website – careers tab	Administrative Assistant	Achieved July 2014
	If a selected candidate requests an accommodation, PCL will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicants accessibility needs.	Manager of Residential Services	Achieved July 7, 2014 and on-going
	Notice to successful employees – all letters of	Manager of Residential Services	Achieved July 20, 2015

	employment will notify the successful applicant of PCL's policies and procedures for accommodating employees with disabilities		
	Return to work process – current policy will be reviewed to ensure that return to work process for employees who have been absent due to a disability and require disability related accommodations in order to work is documented	Manager of Residential Services	Achieved July 10, 2015
	Performance management – HR policy 6.03 current policy will be reviewed to ensure that it takes into account the accessibility needs of employees with disabilities, as well as individuals accommodation plans	Manager of Residential Services	Achieved Jan 30/16
	Career development – HR policy 1.05 will be reviewed to ensure that it takes into account the accessibility needs of employees with disabilities, as well as individual accommodation plans	Manager of Residential Services	Achieved Jan 30/16
	Transfers – HR policy 1.07 will be reviewed to ensure it takes into account the accessibility needs of employees with disabilities, as well as individual accommodation plans	Manager of Residential Services	Achieved Jan 1/19
	Documented Individual accommodation plans – review HR policy 6.08 to ensure a written process in place to document accommodation and that this process includes	Manager of Residential Services	Created emergency ones July 2014 and have RTW ones in health and safety policies that include accommodation

	accommodation for employees with disabilities		
January 2014	EMERGENCY PROCEDURES, PLANS AND PUBLIC SAFETY INFORMATON		
	<p>Emergency preparedness and disaster response plan – PCL to provide the information in an accessible format or with communication supports, upon request</p> <p>To review each workplace location to see if any employees have a disability that would require accommodation in the case of an emergency and obtain consent from the employee to share the accommodation information to other employees in the location in order for the accommodation to occur.</p>	Senior Management Team	Achieved July 22, 2014
January 2014	ACCESSIBLE WEBSITE		
	Ensure compliance with internet of WWW consortium web content accessibility guidelines (WCAG) 2.0	Marketing and Communications Manager/Executive Director	August 2013 and ongoing; progress continues Oct/20 Achieved January 2021
January 2015	ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS		
	PCL to review current policies and procedures to ensure that PCL shall upon request arrange for the provision of accessible formats and communication supports for persons with disabilities, in a timely manner that takes into account the person’s accessibility needs and	Senior Management	This is already a part of our services and supports, as part of our QAM and life goal planning process

	plans are reviewed when the agency reviews its general emergency response policies.		
	PCL will notify the public about the availability of accessible formats and communication supports	Administrative Assistant/Executive Director	Achieved -On the website and posted at main office. July 7, 2014
January 2016	ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS		
	Provide or arrange for provision of accessible formats and communication supports for persons with a disability in a timely manner that takes into account the person's accessibility needs due to a disability Policies and procedures Forms Website TTY line Assistive devices Wheelchair accessible		This is already a part of our services and supports, as part of our QAM and life goal planning process.
October 2017	ACCESSIBLE SPACE		
	PCL created a computer training lab open to students from the school board we included wheelchair accessible doors and washroom	Senior Management	Achieved October 2017 Program suspended March 2020 to current 2021 due to COVID-19 pandemic
	Provide communication if accessible options are out of order or not available	Admin Assistant/Senior Management	We be done via direct communication with students as appropriate on an as needed basis. They will be informed of secondary accessible washroom in another area if necessary
October 2020	Multi-year plan review		Achieved October 26/20

	Review of employee training and anyone missing or overdue was assigned the training online for completion	Human Resources Director	Achieved Oct. 26/20
December 2020	Submission of 2020 compliance report – <i>extension provided due to COVID-19</i>	Human Resources Director	February 24, 2021