



**Document # 012
Original Release
August 26, 2022**

CAREBRIDGE COMMUNITY SUPPORT

Multi-Year Accessibility Plan

DOCUMENT APPROVAL RECORD

| |
|---|
| Prepared by: Christina Graham, Property Management Officer and Mark Teskey, Senior HR Specialist |
| Reviewed by: Robert Eves, Chief Executive Officer |
| Approved by: Robert Eves, Chief Executive Officer |

REVISION HISTORY:

| Number | Reason for Revision | Completed By | Date |
|--------|-----------------------------|--------------|-----------------|
| 1 | Initial Release of Document | Mark Teskey | August 26, 2022 |



Table of Contents

- 1.0 Purpose 1
- 1.1 Policies & Procedures 2
- 1.2 Multi Year Accessibility Plan 3
- 1.3 Training 4
- 1.4 Information & Communications 4
- 1.5 Employment..... 6
- 1.6 Design of Public Spaces..... 7
- 1.7 Compliance Reporting..... 8

1.0 Purpose

Carebridge Community Support (CCS) is committed to providing consistent customer service to persons with disabilities by putting into practice the following four key principles:

1. Dignity
2. Independence
3. Integration
4. Equal Opportunity

This Multi-Year Accessibility Plan outlines strategies for preventing and removing barriers as they relate to requirements set out under Ontario Regulation 191/11.

CCS will post the plan on its website and will provide it in an accessible format upon request. The plan will be reviewed and updated at least once every five years.

The chart below sets out the standards that CCS has met and will continue to maintain:

| Activity | AODA Due Date | Department Responsible/ Action Plan | Status |
|---|------------------------|--|------------------|
| 1.1 Policies & Procedures | | | |
| <p>Create an AODA policy with a statement of organizational commitment in written form, include training and feedback processes and post on website</p> | <p>January 1, 2012</p> | <p>Human Resources</p> <ul style="list-style-type: none"> - Policy has been updated to reflect current AODA regulations. - Policy uploaded to website. | <p>Completed</p> |

| Activity | AODA Due Date | Department Responsible/ Action Plan | Status |
|---|-----------------|--|-----------|
| 1.2 Multi Year Accessibility Plan | | | |
| Develop Accessibility Plan and make it publicly available | January 1, 2014 | Human Resources - Plan has been developed and has been uploaded to website, under Accessibility heading in the footer, beside Privacy Policy. | Completed |
| Review every 5 years | Ongoing | Human Resources | Ongoing |

| Activity | AODA Due Date | Department Responsible/ Action Plan | Status |
|--|---|--|-------------------------------|
| 1.3 Training | | | |
| <p>All employees, board members, volunteers, policy developers, and those providing goods or services on behalf of CCS will be trained as soon as practicable on the AODA Integrated Accessibility Standards Regulation and the Human Rights Code as it pertains to people with disabilities. All CCS personal with direct contact to the public will receive separate training as it relates to CCS's facilities.</p> | <p>January 1, 2012/ January 1, 2015</p> | <p>Human Resources</p> <ul style="list-style-type: none"> - Continue to train required personnel on AODA Integrated Accessibility Standards Regulation using HRIS system, HR Downloads. - Introduce training inclusive of Human Rights Code to existing and new personnel. - Create training schedule for CSS-specific training. - Retain record of attendance at training on each date. | <p>Completed/ Ongoing</p> |
| 1.4 Information & Communications | | | |
| <p>If CCS prepares emergency procedures, plans or public safety information and makes the information available to the public, CCS will provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.</p> | <p>January 1, 2012</p> | <p>HR Department</p> | <p>Completed/ Ongoing</p> |

| Activity | AODA Due Date | Department Responsible/ Action Plan | Status |
|---|-----------------|--|---------------------------------|
| <p>CCS will ensure that its processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and with communication supports upon request.</p> <p>CCS will notify the public about the availability of accessible formats and communication supports by erecting posters in and posting resources on website.</p> | January 1, 2012 | <p>HR Department</p> <p>- Feedback Policy has been included in the AODA Policy and a new Feedback Form has been revised to identify AODA specific obligations.</p> | Completed |
| <p>CSS will provide accessible formats and communication supports upon request in respect of information that is publicly available, in a timely manner at a cost that is no more than the regular cost charged to other persons.</p> | January 1, 2016 | HR Department | Completed/ Ongoing as Needed |
| <p>Website and web content will comply with WCAG 2.0 Level AA by 2021</p> | January 1, 2021 | <p>IT Department</p> <p>- Website is WCAG 2.0 Level AA compliant.</p> <p>- Adjustments have been made to the design and coding aspects for readable fonts, sizing, spacing, colour contrasts, cursors, emphases etc.</p> | Completed |

| Activity | AODA Due Date | Department Responsible/ Action Plan | Status |
|--|-----------------|---|-----------|
| 1.5 Employment | | | |
| Provide individualized workplace emergency response information to employees with disabilities when necessary | January 1, 2012 | Human Resources - Employees with disabilities are provided an individualized workplace emergency response plan. - CCS has developed policies and procedures addressing employment-related duties and processes. | Completed |
| Recruitment - notify employees and public regarding availability of accommodation | January 1, 2016 | Human Resources - Availability of accommodation excerpt included on internal and external postings. | Completed |
| Notify selected applicants of availability of accommodations upon request for assessments or selection processes | January 1, 2016 | Human Resources | Completed |
| Notify successful applicants of policies for accommodating employees with disabilities | January 1, 2016 | Human Resources - CCS has developed policies and procedures addressing employment-related duties and processes. | Completed |
| Inform employees with disabilities of policies regarding job accommodations | January 1, 2016 | Human Resources - CCS has developed policies and procedures addressing employment-related duties and processes. | Completed |
| Providing accessible formats and communication supports to employees for information needed to perform their job or that is generally available at work. | January 1, 2016 | Human Resources - CCS has developed policies and procedures addressing employment-related duties and processes. | Completed |

| Activity | AODA Due Date | Department Responsible/ Action Plan | Status |
|---|-----------------|---|-----------|
| Have documented Individual Accommodation Plan processes in place | January 1, 2016 | Human Resources - CCS has developed policies and procedures addressing employment-related duties and processes. | Completed |
| Create a return-to-work process containing all elements required by the regulation | January 1, 2016 | Human Resources - CSS has developed separate policies and procedures addressing employment-related duties and processes. | Completed |
| Performance management, career development the advancement process, and the redeployment processes (if any), will take into account an employee's accessibility needs | January 1, 2016 | Human Resources - CSS has developed separate policies and procedures addressing employment-related duties and processes. | Completed |
| 1.6 Design of Public Spaces | | | |
| Meet the standards for the design of public spaces when building or redeveloping public spaces | January 1, 2018 | Property Department - Should CCS become responsible or involved in the design of public spaces in the future, it will determine the most appropriate maintenance and preventative procedures, as well as the most appropriate procedures for addressing temporary disruptions for accessibility requirements. | Completed |
| Procedures for preventative and emergency maintenance of accessible elements and procedures for dealing with temporary disruptions of accessible elements | January 1, 2018 | - CCS does not have accessible elements. Should CCS have accessible elements, as defined in the Regulation in the future, it will determine the most appropriate maintenance and preventative procedures, as well as the most appropriate procedures for addressing temporary disruptions for accessibility requirements. | Completed |

| Activity | AODA Due Date | Department Responsible/ Action Plan | Status |
|---|-------------------|---|------------------------------|
| 1.7 Compliance Reporting | | | |
| File Accessibility Compliance Reports every three years | Every three years | Human Resources - Accessibility reports will be certified and submitted. | Ongoing as per AODA due date |