

Policies and Procedures

MULTI-YEAR ACCESSIBILITY PLAN

PURPOSE AND STATEMENT OF COMMITMENT:

This accessibility plan outlines the policies and actions that Superior Greenstone Association for Community Living (“SGACL” or the “Agency”) has put in place to improve opportunities for people with a disability. SGACL is committed to treating all people in a way that maintains their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people 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).

As per the AODA and the Integrated Accessibility Standards Regulation (IASR), the following accessibility standards set the requirements that are applicable to SGACL:

- Customer Service;
- Information and Communications;
- Employment; and
- Design of Public Spaces.

GENERAL REQUIREMENTS

SGACL is committed to continuing to comply with all general requirements set out by the AODA and the IASR. This includes the requirement to develop, implement, and maintain written policies and procedures; and the requirement to train all employees, volunteers, and other members of the Agency on the requirements of the accessibility standards set out in the IASR and in the Ontario *Human Rights Code* as it relates to people with a disability.

Actions:

- SGACL has developed, implemented, and maintained an Accessibility Policy (HR-III-14 Accessibility Standards for Customer Service). The Policy is reviewed and updated annually. The Policy is posted on our website and is available in an accessible format, upon request.

- SGACL has developed, implemented, and maintained a Multi-Year Accessibility Plan (HR-III-20). The Plan is reviewed and updated at least every five (5) years. The Plan is posted on our website and is available in an accessible format, upon request.
- SGACL has trained and will continue to train all employees on Ontario's accessibility laws, the Ontario *Human Rights Code* as it relates to people with a disability, and the accessibility requirements that apply to SGACL. Training is provided in a way that best suits the duties of employees. Training records are maintained by SGACL. The training is facilitated as follows:
 - New Hire Orientation Program.
 - Refresher Training is completed every two (2) years.

CUSTOMER SERVICE STANDARD

SGACL strives at all times to provide our services in a way that respects the dignity and independence of people with a disability. We are committed to providing people with the same opportunity to access the Agency's services and to benefit from the same services, in the same place and in a similar way as other people.

Actions:

- SGACL has met and continues to meet all requirements of the Customer Service Standard, including the establishment of policies related to the use of service animals and support persons; notice of temporary service disruptions; training employees; providing documents in an accessible format or with communication supports upon request; and establishing a feedback process.
- The detailed Customer Service Standard policy and procedure (HR-III-14 Accessibility Standards for Customer Service) is posted on our website and is available in an accessible format, upon request.

INFORMATION AND COMMUNICATIONS STANDARD

SGACL is committed to meeting the communication needs of people with a disability. We will consult to determine specific information and communication needs.

Website

SGACL has met the website requirements of WCAG 2.0, Level AA. All new content will continue to be reviewed regarding the requirements of WCAG 2.0, Level AA.

Accessible Formats and Communication Supports

SGACL has taken and will continue to take steps to make sure all publicly available information is made accessible upon request. Where a request for an accessible format or communication support is received, we will:

- Consult with the person making the request to determine their accessibility needs and what would be a suitable format or support.
- Provide the requested information in a timely manner.

Accessible Emergency Information

SGACL will continue to provide 3rd parties or any members of the public with publicly available emergency information in an accessible format, upon request.

Feedback Processes

SGACL is committed to ensuring our feedback processes are accessible to people with a disability by offering various methods of providing feedback, i.e., email, phone, through our website, etc., and will provide our feedback process in an accessible format, upon request. Please refer to HR-III-14 Accessibility Standards for Customer Service Policy which details the feedback process and the designated person responsible for receiving the feedback.

EMPLOYMENT STANDARD

SGACL is committed to fair and accessible employment practices that attract and retain employees with a disability. This includes providing accessibility across all stages of the employment cycle.

- Accessible recruitment and selection processes:
 - SGACL notifies candidates that accommodations are available upon request by including accommodation statements in all job ads posted; when contacting candidates to schedule interviews; and in offers of employment sent to prospective employees.
- Accessible formats and communication supports:
 - SGACL's Employee Handbook contains a Communication Systems Policy that notifies employees that we will provide accessible formats and communication supports, upon request.
- Workplace emergency response information:
 - SGACL is committed to providing employees with emergency information in an accessible format, upon request.
 - SGACL's Employee Handbook includes a Workplace Accommodation Policy that states that we will provide individualized workplace emergency response information to employees, in an accessible format, upon request.
 - Upon hire, all employees are required to complete the individualized emergency response form and when necessary, SGACL will develop an individualized emergency response plan, if requested.
- Documented individual accommodation plans:
 - SGACL's Employee Handbook includes a Workplace Accommodation Policy that notifies employees of our individual accommodation plan process.
- Performance management, career development, and advancement:
 - SGACL's Employee Handbook includes a Performance Management Policy that notifies employees that accommodations are available when required per our individual accommodation plan process.
- Return to work process:

- SGACL's Employee Handbook includes a Workplace Accommodation Policy that notifies of our individual accommodation plan process for employees returning to work and requiring accommodations.

Actions:

- All policies have been documented in the Employee Handbook and are in the process of being implemented.

DESIGN OF PUBLIC SPACES STANDARD

SGACL will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. The Agency has not built or made major modifications to our locations, however, will meet these standards in the future, if required.

ADDITIONAL INFORMATION

This policy will be reviewed at least every five (5) years, and the Agency will continue to file the Accessibility Compliance Reports.

For more information on this accessibility plan, please contact **Sheila Zappitelli**, Executive Director at: sheila.zappitelli@sgacl.ca.

Accessible formats of this document are available upon request from: **Sheila Zappitelli**, Executive Director.

APPENDICES:

N/A

RECOMMENDED BY: Administration

APPENDICES: 0

ORIGINAL POLICY DATE: November 28, 2023

AUTHORIZED BY: Executive Director

SIGNATURE: 

DATE: January 9/24