

#### **Statement of Commitment**

The Integrated Accessibility Standards Regulation (IASR) under the Accessibility for Ontarians with Disabilities Act (AODA) requires Extend-A-Family Waterloo Region (EAFWR) to develop a multi-year plan every five years to prevent and remove barriers for persons with disabilities. EAFWR through its multi-year accessibility plans, aims to become barrier free by 2025.

EAFWR will prepare plans complying with the following accessibility standards:

- Customer Service
- Information and Communications
- Employment
- The Build Environment

The 2013 to 2018 multi-year accessibility plan will help track planning requirements under IASR.

In accordance with the requirements EAFWR will:

- Provide information relating to the plan in alternative formats upon request;
- Review and update the plan at least once every five years.

#### **Measures Already Implemented to Identify, Remove and Prevent Barriers**

- a) Established a policy, procedure, guideline and plan to providing goods and services to persons with disabilities and posted our plan in the Reception Area;
- b) Provided accessibility awareness, AODA and customer service standard training to employees who interact, or may interact, with persons with disabilities or are involved in the creation and implementation of policies, practices and procedures for our Organization;
- c) Provided a mechanism for feedback on our plan for customer service;
- d) Worked with Office/Building Coordinator to develop a notification of service disruption and communicated the customer service plan to staff so that support persons and service animals are permitted onto EAFWR premises;
- e) Reported compliance to the customer service standard to Service Ontario's website;
- f) Communicated through various media about the best ways to provide service to persons with disabilities;
- g) EAFWR incorporated accessibility considerations into its emergency response and evacuation plans and procedures;
- h) Created an individualized emergency response information package available to employees who have disclosed a disability and such employees will be accommodated according to their disability during an emergency. Such individualized plans will be communicated to their supervisor and recorded in their personnel file. These plans include a "Buddy System" in which designated individuals provide assistance to persons with a disability. The designated assistants have been trained on the emergency response plans and procedures on how to interact with persons with disabilities during an emergency situation.

## **Planned Measures to Identify, Remove and Prevent Barriers 2013 - 2018**

### **Standards for Customer Service**

- a) EAFWR will seek and implement assistive enhancements to our information communications and website for the purpose of improving interaction and communication with persons who have sight or hearing loss;
- b) Review EAFWR's existing feedback process and incorporate tracking and response mechanism;
- c) Remind Office Coordinator of the service disruption notification protocols;
- d) Assess premises, policies, procedures and practices to prevent barriers to good customer service;
- e) Assess training requirements and better track and report on training compliance on an annual basis;

### **Implementation Timeframe: Ongoing**

### **Standards for Integrated Accessibility General Requirements**

- a) EAFWR will implement the statement of commitment that EAFWR will achieve accessibility through meeting the IASR requirements;
- b) Establish, implement and maintain a multi-year accessibility plan, which outlines EAFWR's strategy to prevent and remove barriers and meet its IASR requirements;
- c) Extend-A-Family Waterloo Region's statement of commitment and multi-year plan will be available to the public on the premises and upon request and will be available in an accessible format. Our statement of commitment and multi-year IASR plan will also be available on our website and can be made available in accessible format upon request.

### **Implementation Status: Completed**

### **Training**

- a) EAFWR will implement a process for ensuring that all employees, volunteers and persons participating in the development and approval of EAFWR's policies, procedures and practices receive the appropriate training to meet the requirements under IASR and the Human Rights Code as it pertains to persons with disabilities;
- b) Provide training in respect to any changes to policies, procedures and practices on an ongoing basis and keep and maintain a record of training dates and the number of individuals who attended;
- c) Ensure meetings and training sessions are accessible for persons with learning or other disabilities.

### **Implementation Status: Completed**

### **Standards for Information and Communications**

- a) EAFWR will assess communication methods and website to identify and remove barriers to information and communications with people with disabilities;
- b) Browsealoud installed for sight restrictions
- c) Ensure new internet website and web content on the site conforms to CAAG 2.0 Level A.

### **Implementation Status: Completed**

- d) Ensure any new internet website and web content conform with WCAG 2.0 Level AA other than live captions and audio pre-recorded descriptions.

### **Implementation Status: Completed**

- e) Ensure all internet websites and web content on those sites conform with WCAG 2.0 Level AA other than live captions and pre-recorded descriptions.
- f) All new videos will include closed captioning

### **Implementation Timeframe: January 1, 2021\***

- g) Ensure processes for receiving and responding to feedback are accessible to persons with disabilities by providing accessible formats and communication supports, upon request in consultation with the person making the request.
- h) Notify the public and employees about the availability of accessible formats and communication supports.

### **Implementation Status: Completed**

#### **Standards for Employment**

The employment Standard under IASR requires employers to provide for accessibility across all stages of the employment cycle including recruitment, assessment, selection, orientation, employment, work communications, return to work processes, performance management, career development, advancement and redeployment. The ISAR Standards do not replace or affect legal obligations under the Ontario Human Rights Code and other laws relating to accommodation of people with disabilities.

- a) EAFWR will assess and update recruitment, hiring and employee policies, procedures and methods to identify and remove unwarranted barriers to the employment of people with disabilities;
- b) Notify applicants for positions that EAFWR is committed to ensuring that people with disabilities have the same opportunity of access to employment as all prospective and current employees and that during the recruitment process, accommodations can be provided upon request and in consultation with the applicant;
- c) Notify successful applicants of EAFWR's policies and procedures for accommodating employees with disabilities;
- d) Inform employees of EAFWR of its policies, plans and procedures and the processes used to support employees with disabilities, including requested job accommodations that take into account the individual employee's accessibility needs due to a disability. Such accommodations will depend on the needs of the employee and the capacity of EAFWR to provide the support. EAFWR will have the flexibility to decide on the most appropriate accessible formats or communications support for the employee. Accommodations will include information required to do his/her job and other information generally available to employees in the workplace;
- e) Upon request for accessibility accommodations, EAFWR will consult with the employee in order to prepare a written individual support plan for the employee. The process for preparing the individual support plan will include how to request accommodations, employee consultation, assessment and evaluation of the requested accommodation including outside medical or other experts if required, the frequency of and the manner of reviewing the plan, the reasons for any

denial of the plan by EAFWR and steps taken to protect the privacy of the employee's personal information. The individual accommodation plan will be prepared in an accessible format for the employee. If required, the plan will include emergency response information;

- f) Prepare a return to work process for employees who have been absent from work due to disability and require disability- related accommodations to return to work. Such process will include the steps EAFWR will take to facilitate the return to work, and will be documented in an individual accommodation plan as in e) above;
- g) Incorporate the accessibility employment standard requirements, the accessibility needs of employees with disabilities and their individualized accommodation plans into account when:
  - Assessing their performance;
  - Managing their career development and advancement;
  - If redeploying them.

#### **Implementation Status: Completed**

#### **Alignment of Reg 429/07 & Reg 191/11 – July 1, 2016**

Effective July 1, 2016, two regulations will be consolidated into a single Integrated Accessibility Standard regulation through amendments, contained in O. Reg 165/16.

Changes such as service animals, training, support persons, feedback and documentation as well as the definition of "small organization", application of customer service related requirements to include facilities and providing documents in an accessible format will be consistent across all standards.

#### **Standards for Transportation**

This standard does not apply to Extend-A-Family Waterloo Region (EAFWR).

#### **Standards for the Build Environment**

EAFWR is committed to accessibility in, out of, and around the buildings we use. EAFWR will ensure the facilities incorporate barrier- free design as existing spaces are renovated and/or new spaces are obtained.

November 2013  
July 2016  
March 2017