

Supportive Housing in Peel - Accessibility for Ontarians with Disabilities Act 2005 (AODA) Multi-Year Accessibility Plan

Statement of Commitment

Supportive Housing in Peel (SHIP) is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities 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.

Introduction

In accordance with our obligations under the AODA, Integrated Accessibility Standards Regulation (O. Reg. 191/11, s.4 (1) (2)), SHIP has prepared this multi-year plan which contains the deliverables and activities that will be worked on over the next 5 years.

SHIP recognizes that the standards scope affects the entire organization, which is why we have taken a strategic approach to the implementation involving a number of Departments and individuals from all levels of the organization.

The AODA program is currently managed within the Human Resources Department with oversight provided by the Executive Team.

This document can be made available in an alternate format upon request.

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Year	AODA Implementation Item	Deliverables	Responsibility	Status		
				Complete	In Progress	Ongoing
2012	Customer Service Standard	<p>Create a Policy and Procedure that identifies the following:</p> <ul style="list-style-type: none"> • The Provision of Goods and Services to a Persons with Disabilities • The Use of Assistive Devices • The Use of Guide Dogs, Service Animals and Service Dogs • The Use of Support Persons • Notice of Service Disruptions • Customer Feedback • Training • Notice of Availability and Format of Required Documents <p>Training:</p> <ul style="list-style-type: none"> • Train existing employees of the Standard • Imbed training as part of the Employee Orientation Process • Train New Employees 	Human Resources	X		
						X
						X

Year	AODA Implementation Item	Deliverables	Responsibility	Status		
				Complete	In Progress	Ongoing
2012	Emergency and Public Safety Information • Make information available to public in an accessible format or with appropriate communication supports upon request.	• Ensure all exits are clearly marked • Clearly post nearest exits in the event of an emergency	Joint Occupational Health and Safety Committee Emergency Response Team	X X X		
	Helping Employees with Disabilities stay safe • Provide individualized workplace emergency response information to employees who have a disability if disability is such that it is necessary.	• Develop a process for SHIP • Communicate the process to employees • Create plans and accommodate employees as required	Human Resources	X X		X
2014	Developing an Accessibility Plan • Create a multiyear plan outlining the strategic direction to prevent and remove barriers	• Develop Plan • Communicate Plan to Employees • Post Plan on S: Drive and SHIP Website	Human Resources Executive Team	X X X		
	Develop Accessibility Policies for SHIP • Develop, implement and maintain policies about what SHIP will do to meet the IASR requirements and become more accessible	• Include Commitment Statement in Accessibility Plan • Communicate Plan • During the review of Policies and Procedures incorporate and assure IASR standards are considered and incorporated.	Human Resources Executive Team	X X X		

Year	AODA Implementation Item	Deliverables	Responsibility	Status		
				Complete	In Progress	Ongoing
2014	Making Website Accessible - Level A <ul style="list-style-type: none"> • Confirm to WCAG 2.0 initially Level A. o (Applies to websites, web content and web-based applications that SHIP controls directly or through contractual relationship)	<ul style="list-style-type: none"> • Website to be upgraded to Level A • Content to ensure it is accessible (Level A compliant) 	Information Services	X		
				X		
2015	Making Feedback Accessible <ul style="list-style-type: none"> • Ensure feedback processes are accessible by providing accessible formats or arranging for communication supports, upon request. • Notify public about availability of accessible formats and communication supports. 	<ul style="list-style-type: none"> • Formalize the feedback process • Develop a communication strategy to ensure all employees and clients of SHIP are aware of the process 	Human Resources Management Team Office Services	X X		
	Training your employees and volunteers <ul style="list-style-type: none"> • Train all employees, volunteers, persons developing policies and all others providing services on the requirements of the IASR standards and on OHRC as it pertains to disabilities. 	<ul style="list-style-type: none"> • Outsource or develop training to be Delivered • Ensure training on standards and OHRC is appropriate to duties of employees, volunteers and others • Provide ongoing training in respect to changes • Keep record of training 	Human Resources	X X X X		X X X X

Year	AODA Implementation Item	Deliverables	Responsibility	Status		
				Complete	In Progress	Ongoing
2016	Making Hiring Accessible • Notify applicants about the availability of accommodation	<ul style="list-style-type: none"> • Review the recruitment process to include the notification of applicants of accommodations. • Communicate the reviewed recruitment process to Managers • Accommodate applicants during the hiring process, upon request. 	Human Resources	X X X		
	Making Information accessible to the Public • Advise the public that we will make information accessible upon request	<ul style="list-style-type: none"> • Develop a plan to obtain accessible information • Inventory documents made available to the public • Make documents available (upon request) 	Human Resources Management Team		X	
	Tell staff about polices for supporting employees with disabilities • Advice employees about the organizations polices for supporting employees with disabilities.	<ul style="list-style-type: none"> • Develop a communication for employees • Incorporate updates into the Human Resources newsletter • Create a folder of the S Drive 	Human Resources		X	
	Making information accessible to employees • Advise employees that we will make information accessible upon request	<ul style="list-style-type: none"> • Develop a plan to obtain accessible information • Inventory documents available to employees • Make documents available (upon request) 	Human Resources		X	

Year	AODA Implementation Item	Deliverables	Responsibility	Status		
				Complete	In Progress	Ongoing
	Develop Accomodation Plan for Employees with disabilities • Inform employees of polices used to support employees with disabilities, including policies on providing job accommodation.	• Develop a written process for developing documented individual accommodation plans. • Develop a template for the accommodation plans.	Human Resources		X	
2016	Helping Employees with Disabilities Return to Work • Outline the steps we will take to help employees return to work because of a disability and need some form of accommodation.	• Develop a Return to Work Policy and Procedure • Communicate the Policy and Procedure	Human Resources		X	
	Make performance management, career development and job changes accessible to employees • Take into account disability and accommodation plan when using performance management when redeploying employees.	• Incorporate this process into our review of Performance Management • Prepare a document outlining the process to ensure individual accommodation plan is used during performance management and redeployment	Human Resources Performance Management Working Group		X	
2021	All internet websites and web content • Must comply with WCAG 2.0 Level AA (excludes live captioning, audio description)	• All Websites and web content to comply with Level AA	Information Services			