

AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

Intent

This 2019 to 2024 accessibility plan outlines the policies and actions that Services and Housing In the Province (SHIP) will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

Statement of Commitment

Services and Housing In the Province (SHIP) believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)* and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

Plan

General Requirements			
Accessibility Requirement:	Establishment of accessibility policies	Compliance Deadline:	October 1, 2023
Current Barriers:	None		
Plan to Meet Requirements:	<ul style="list-style-type: none"> - Updated current policies based on recommendations from Abilities to Work and with support from SHIPs Abilities Employee Resource Group (ERG). - Relevant Policies Signed and Posted to Website 		
Potential Future Barriers:	None		
Responsible Authority:	Director, P&C	Results:	Completed
Accessibility Requirement:	Training on IASR and the <i>Human Rights Code</i>	Compliance Deadline:	November 1, 2023
Current Barriers:	None		
Plan to Meet Requirements:	<ul style="list-style-type: none"> - Developed applicable training requirements - Set up in ADP Learning Management Module - Assigned training to all staff and future staff - Audit of Training 		
Potential Future Barriers:	None		
Responsible Authority:	Director, P&C and Manager, EDI	Results:	Completed

Information and Communications Standard			
Accessibility Requirement:	Feedback Process	Compliance Deadline:	November 1, 2023
Current Barriers:	None		
Plan to Meet Requirements:	<ul style="list-style-type: none"> - Develop / Revise IASR Policy - Revise procedure to ensure - Develop feedback form on Accessibility Page - Sign and post most recent policy #119 		
Potential Future Barriers:	None		
Responsible Authority:	Director, P&C	Results:	Completed
Accessibility Requirement:	Accessible formats and communication supports	Compliance Deadline:	November 1, 2023
Current Barriers:	None		
Plan to Meet Requirements:	<ul style="list-style-type: none"> - Developed and revise Accessibility Standard for Customer Service Policy - Revised policy to ensured a section for documentation to be made available - Sign and post most recent policy #118 		
Potential Future Barriers:	None		
Responsible Authority:	Director, P&C	Results:	Completed
Accessibility Requirement:	Emergency procedures, plans or public safety information	Compliance Deadline:	November 1, 2023
Current Barriers:	None		
Plan to Meet Requirements:	<ul style="list-style-type: none"> - Develop / Revise IASR Policy - Revise procedure to ensure Procedures, Plans or Public Safety Information is documented/accurate - Develop feedback form on Accessibility Page - Sign and post most recent policy #119 		
Potential Future Barriers:	None		
Responsible Authority:	Director, P&C	Results:	Completed
Accessibility Requirement:	Accessible websites and web content	Compliance Deadline:	December, 2023
Current Barriers:	Budget		
Plan to Meet Requirements:	<ul style="list-style-type: none"> - Applied for funding to update website 		

	<ul style="list-style-type: none"> - Funding Approval - Make changes according to the standard with our 3rd part Web Developer 		
Potential Future Barriers:	Budget		
Responsible Authority:	Director, P&C	Results:	In Progress
Accessibility Requirement:	Educational and training resources or materials	Compliance Deadline:	February 2024
Current Barriers:	None		
Plan to Meet Requirements:	<ul style="list-style-type: none"> - AODA Customer Service Training - Policy reviews of 118, 119 and 120. - Auditing Training 		
Potential Future Barriers:	None		
Responsible Authority:	Director, P&C	Results:	Completed
Accessibility Requirement:	Training to educators	Compliance Deadline:	July, 2023
Current Barriers:	None		
Plan to Meet Requirements:	<ul style="list-style-type: none"> - Develop/Deploy training to staff in Organization LMS. - Training on Human Rights Foundations - Audit Training/Completion 		
Potential Future Barriers:	None		
Responsible Authority:	Director, P&C	Results:	Completed

Employment Standard			
Accessibility Requirement:	Recruitment, assessment and selection processes	Compliance Deadline:	December, 2023
Current Barriers:	None.		
Plan to Meet Requirements:	1. Update Website (ADP) 2. Revise Job Posting to add language on accommodation supports		
Potential Future Barriers:	None		
Responsible Authority:	Director, P&C	Results:	Complete
Accessibility Requirement:	Informing employees of supports	Compliance Deadline:	Feb 1, 2024
Current Barriers:	None. Policy in the Recruitment & Selection section.		
Plan to Meet Requirements:	Review recommended final policy draft Update policy to new standard and post on SharePoint site		
Potential Future Barriers:	None		
Responsible Authority:	Director, P&C	Results:	In progress
Accessibility Requirement:	Accessible formats and communication supports for employees	Compliance Deadline:	December 2023
Current Barriers:	None		
Plan to Meet Requirements:	Update job postings and ensure communication supports are available when requested by potential job seekers		
Potential Future Barriers:	None		
Responsible Authority:	Director, P&C	Results:	Completed
Accessibility Requirement:	Workplace emergency response information	Compliance Deadline:	December 2023
Current Barriers:	None		
Plan to Meet Requirements:	Ensure language in the Emergency Response Plan and Site Plans Site plans have information/section for individual accommodation requests		
Potential Future Barriers:	None		
Responsible Authority:	Director, P&C	Results:	Completed

Accessibility Requirement:	Documented individual accommodation plans	Compliance Deadline:	December 2023
Current Barriers:	None		
Plan to Meet Requirements:	P&C and/or EDI meets with staff that require an individual accommodation request and document in ADP		
Potential Future Barriers:	None		
Responsible Authority:	Director, P&C	Results:	Completed
Accessibility Requirement:	Return to work process	Compliance Deadline:	
Current Barriers:	None		
Plan to Meet Requirements:	Develop/Post policy (120) - Workplace Accommodation Have a procedure for accommodation process for both Physical and Psychological Training P&C team on the process		
Potential Future Barriers:	None		
Responsible Authority:	Director, P&C	Results:	Completed
Accessibility Requirement:	Performance management process	Compliance Deadline:	July 2023
Current Barriers:	None		
Plan to Meet Requirements:	Ensure Performance Management considers for Accessibility Develop policy to identify accessibility will not be a determinate to deny performance management		
Potential Future Barriers:	None		
Responsible Authority:	Director, P&C	Results:	Completed
Accessibility Requirement:	Career development and advancement	Compliance Deadline:	July 2023
Current Barriers:	None		
Plan to Meet Requirements:	Recruitment process has section on accommodation and supports. ADP personal profile setup for accommodation/disability identification Collective Agreement language		
Potential Future Barriers:	None		

Responsible Authority:	Director, P&C	Results:	Completed	
Accessibility Requirement:	Redeployment	Compliance Deadline:		February, 2024
Current Barriers:	None			
Plan to Meet Requirements:	Update policy 120 to include language on redeployment and that the employer will take into consideration accessibility needs			
Potential Future Barriers:	None			
Responsible Authority:	Director, P&C	Results:	Completed	

Design of Public Spaces (Accessibility Standards for the Built Environment)			
Accessibility Requirement:	Make outdoor public eating areas accessible	Compliance Deadline:	N/A
Current Barriers:	N/A		
Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:		Results:	
Accessibility Requirement:	Make outdoor play spaces accessible	Compliance Deadline:	N/A
Current Barriers:	N/A		
Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:		Results:	
Accessibility Requirement:	Make exterior paths of travel accessible	Compliance Deadline:	N/A
Current Barriers:	N/A		
Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:		Results:	
Accessibility Requirement:	Make parking accessible (off-street)	Compliance Deadline:	N/A
Current Barriers:	N/A		
Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:		Results:	
Accessibility Requirement:	Make service counters, queuing guides and waiting areas accessible	Compliance Deadline:	December 2024

Current Barriers:	Counters at our program sites (leased space) Need to discuss with EDI about options/requirement		
Plan to Meet Requirements:	Discuss with EDI team Accessibility review/audit of our locations applicable Budget allocations for support Procure and Install		
Potential Future Barriers:	Unsure		
Responsible Authority:	Director, P&C	Results:	In-Progress
Accessibility Requirement:	Maintain the accessible parts of your public spaces	Compliance Deadline:	February, 2024
Current Barriers:	None		
Plan to Meet Requirements:	Install handlebars for public washroom spaces Install Washroom automatic systems for entry/exit Install Entry door automatic systems for entry Install ramps where there are lip barriers		
Potential Future Barriers:	Unsure, budget for other sites		
Responsible Authority:	Director, P&C	Results:	In-Progress

This standard applies to public spaces that are newly constructed or redeveloped on and after the timelines established in legislation. Unplanned changes to existing public spaces to meet the standard are not required (includes emergency repairs or forced changes that were not anticipated or planned for in advance).

Customer Service Standards			
Accessibility Requirement:	Develop, implement, and maintain policies regarding the provisions of goods, services, or facilities to persons with disabilities	Compliance Deadline:	December 2023
Current Barriers:	None		
Plan to Meet Requirements:	Review AODA standards Create applicable policies Post policies on Organization website, internal sites		
Potential Future Barriers:	None		
Responsible Authority:	Director, P&C	Results:	Completed
Accessibility Requirement:	Prepare one or more documents describing the accessible customer service policies, provide on request, and notify that the documents are available on request	Compliance Deadline:	December, 2023
Current Barriers:	None		
Plan to Meet Requirements:	Ensure language in applicable policies Train Office Services on Policy/standard to apply when required		
Potential Future Barriers:	None		
Responsible Authority:	Director, P&C	Results:	Completed
Accessibility Requirement:	Ensure that a person with a disability is permitted to enter the premises with their service animal and to keep the animal with them, unless the animal is otherwise excluded by law from the premises	Compliance Deadline:	December, 2023
Current Barriers:	Policy not updated		
Plan to Meet Requirements:	Review current policy Add applicable language into policy Train staff on policy Implement Policy		
Potential Future Barriers:	None		
Responsible Authority:	Director, P&C	Results:	Completed

Accessibility Requirement:	Ensure that other measures are available to enable a person with a disability to obtain, use, or benefit from Services and Housing In the Province's goods, services, or facilities if the person's service animal is excluded from the premises	Compliance Deadline:	December, 2023
Current Barriers:	Policy not updated		
Plan to Meet Requirements:	Review current policy Add applicable language into policy Train staff on policy Implement Policy		
Potential Future Barriers:	None		
Responsible Authority:	Director, P&C	Results:	Completed
Accessibility Requirement:	Ensure that a person with a disability and their support person are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises	Compliance Deadline:	December, 2023
Current Barriers:	Policy not updated		
Plan to Meet Requirements:	Review current policy Add applicable language into policy Train staff on policy Implement Policy		
Potential Future Barriers:	None		
Responsible Authority:	Director, P&C	Results:	Completed
Accessibility Requirement:	Require a person with a disability to be accompanied by their support person only for a valid health and safety reason and after consulting with the person with a disability	Compliance Deadline:	December, 2023
Current Barriers:	Policy not updated		
Plan to Meet Requirements:	Review current policy Add applicable language into policy Train staff on policy Implement Policy		
Potential Future Barriers:	None		
Responsible Authority:	Director, P&C	Results:	Completed

Accessibility Requirement:	Provide advance notice if there is an admission charge for a support person	Compliance Deadline:	December, 2023
Current Barriers:	Policy not updated		
Plan to Meet Requirements:	Review current policy Add applicable language into policy Train staff on policy Implement Policy		
Potential Future Barriers:	None		
Responsible Authority:	Director, P&C	Results:	Completed
Accessibility Requirement:	Provide notice of any temporary disruption to services that may affect persons with disabilities	Compliance Deadline:	December, 2023
Current Barriers:	Policy not updated		
Plan to Meet Requirements:	Review current policy Add applicable language into policy Train staff on policy Implement Policy		
Potential Future Barriers:	None		
Responsible Authority:	Director, P&C	Results:	Completed
Accessibility Requirement:	Prepare a document on temporary disruption of services, provide document on request, notify that the document is available on request	Compliance Deadline:	December, 2023
Current Barriers:	Policy/document not updated		
Plan to Meet Requirements:	Review current policy Add applicable language into policy Train staff on policy Implement Policy		
Potential Future Barriers:	None		
Responsible Authority:	Director, P&C	Results:	Completed
Accessibility Requirement:	Provide accessible customer service training to all staff	Compliance Deadline:	December 2023
Current Barriers:	Update Training to new HR System		
Plan to Meet Requirements:	Develop training program and implement in new HR system		
Potential Future Barriers:	None		

Responsible Authority:	Director, P&C	Results:	Completed	
Accessibility Requirement:	Provide training on changes to policies to staff on an ongoing basis and keep records of training	Compliance Deadline:		December, 2023
Current Barriers:	Training records not updated			
Plan to Meet Requirements:	Transition all policies to HR system Track/audit/report on policies Update training program when changes/updates applicable			
Potential Future Barriers:	None			
Responsible Authority:	Director, P&C	Results:	Completed	
Accessibility Requirement:	Prepare a document on the training policy, provide a copy of the document on request, notify that the document is available on request	Compliance Deadline:		December, 2023
Current Barriers:	Audit Report not easily accessible			
Plan to Meet Requirements:	Transition training programs and policies into HRIS system			
Potential Future Barriers:	None			
Responsible Authority:	Director, P&C	Results:	Completed	
Accessibility Requirement:	Establish a feedback process for providing goods, services, or facilities to persons with disabilities	Compliance Deadline:		December, 2023
Current Barriers:	Policy not updated/old information			
Plan to Meet Requirements:	Review current policy Add applicable language into policy Train staff on policy Implement Policy			
Potential Future Barriers:	None			
Responsible Authority:	Director, P&C	Results:	Completed	
Accessibility Requirement:	Prepare a document on the feedback process, provide a copy of the document on request, notify that the document is available on request	Compliance Deadline:		December, 2023
Current Barriers:	Policy not updated/old information			
Plan to Meet Requirements:	Review current policy Add applicable language into policy			

	Train staff on policy Implement Policy		
Potential Future Barriers:	None		
Responsible Authority:	Director, P&C	Results:	Completed
Accessibility Requirement:	Ensure that documents or information given to a person with a disability are offered in an accessible format or with communication support	Compliance Deadline:	December, 2023
Current Barriers:	None		
Plan to Meet Requirements:	Review current policy Add applicable language into policy Train staff on policy Implement Policy		
Potential Future Barriers:	None		
Responsible Authority:	Director, P&C	Results:	Completed

Review and Update

This document was created on December 2, 2020 and must be reviewed and updated by December 31, 2024.

This document was updated December 28, 2023