

Objective of the Multi Year Accessibility Workplan (Reviewed/updated March 2017)

Brantwood Community Services will identify, remove and prevent barriers to people with disabilities, who work, receive services from the organization, including people supported, families, caregivers, staff and volunteers.

MANDATORY AODA REQUIREMENTS

Customer Service Standards:

Legislation Effective Date	Steps to Compliance	Lead	Status
January 2012	Brantwood to develop <u>Accessibility Policy for Customer Service</u> . – (Policy # G5)	Executive Director	Achieved June 2013.
“	Brantwood to train existing employees and volunteers on purposes of the AODA, requirements of the Customer Service Standard and Brantwood Policy G-5.	All Managers/Supervisors	Achieved Summer 2013
“	Brantwood to <u>train</u> new employees and volunteers on purposes of the AODA, requirements of the Customer Service Standard and Brantwood Policy G-5.	All Managers/Supervisor/	On going
“	Brantwood to review orientation process to ensure satisfactory process to train and orient staff to Policy G-5	QAM	Ongoing. Incorporated into Agency Orientation for new Employees (January 2014)
“	<u>Feedback and Complaint related to Accessibility</u> – To review current process to	Executive Director Public Relations	Ongoing.

	ensure Brantwood has established an accessible process for receiving and responding to feedback about the manner in which Brantwood provides services to persons with disabilities. The information about the process will be readily available to the public.		Incorporated into Website (June 2013) and annual consent practice (September 2013) and ELP process.
“	<u>Signage</u> – review, design and update interior and exterior signage.	Executive Director Public Relations	On going. New signage installed September 2013. Next steps – investigate Braille format.
“	<u>Notice of temporary disruptions</u> – provide notice when facilities or services that people with disabilities rely on to access services/goods are temporarily disrupted.	All Management	Achieved.
“	Brantwood to complete the <u>AODA Self Certified Accessibility Report</u> stating that Brantwood Community Services had completed all requirements of the legislations and therefore was in compliance with Ontario Regulation 429/07.	Executive Director	Achieved June 2013. Achieved December 22, 2014 (Reference # P1416)

	<u>Multi Year Accessibility Plan</u> - Establish, implement, maintain and document a multi year accessibility plan to be reviewed and updated at least once every five years.	Executive Director Sr. Management Team	Achieved. Approved by the Board of Directors February 22, 2014 Reviewed 2015 Reviewed 2016 Reviewed 2017
	Annual Status Reports- Prepare an annual status report on the progress of the plan and post the report.	Executive Director Sr. Management Team	Completed September 2015 Ongoing
	<u>File report with the appropriate ministry demonstrating compliance as requested.</u>	Executive Director Sr. Management Team	Ongoing/Achieved

Integrated Accessibility Standard – Ontario Regulation 191/11 (Transportation, Employment, Information & Communication and Built Environment)

Legislation Effective Date	Steps to Compliance	Lead	Status
	EMPLOYMENT		
January 2014	Achieve compliance with requirements as set out in Employment section of the legislation as follows:	Human Resources Manager	Ongoing
	<u>Recruitment and selection for individuals with disabilities –</u>	“	Achieved.

	<p>All Brantwood job postings to include statement indicating Brantwood is committed to providing accommodations for persons with disabilities.</p> <p>A statement about the availability of accommodation for applicants will be posted on the Brantwood web site – careers tab.</p> <p>If a selected applicant requests an accommodation, Brantwood will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicants accessibility needs.</p>		<p>Achieved.</p> <p>Achieved.</p>
	<p><u>Notice to successful employees</u> – All written offers of employment will notify the successful applicant of Brantwood's policies and procedures for accommodating employees with disabilities "Brantwood has an accommodation process in place and provides accommodations for employees with disabilities. If</p>	“	Achieved

	you require a specific accomodation because of a disability, please contact the HR Manager so that arrangements can be made for the appropriate accommodations to be in place before you begin your employment.”		
	<u>Informing employees of support</u> – as noted above.	“	Achieved
	<u>Return to Work process</u> – Current policy and procedure to be reviewed to ensure that return to work process for employees who have been absent due to a disability and require disability-related accommodations in order to return to work is documented. The documentation process will outline the steps the employer will take to facilitate the return to work and used documented individual accomodation plans as part of the process.	“	Achieved
	<u>Accomodation process</u> – Current policy and procedure to be reviewed.	“	Achieved
	<u>Performance Management</u> – Current policy and procedure to be reviewed to ensure that	“	

	performance management takes into account the accessibility needs of employees with disabilities, as well as individual accomodation plans.		
	<u>Career development and advancement</u> - Current policy and procedure to be reviewed to ensure that career development takes into account the accessibility needs of employees with disabilities, as well as individual accomodation plans.	“	Achieved
	<u>Redeployment</u> – To review current Transfer Policy and Procedure to ensure Brantwood takes into account the accessibility needs of its employees with disabilities, as well as individual accomodation plans, when redeployment employees with disabilities.	“	Achieved
	<u>Documented individual accomodation plans.</u> – Brantwood to review policy and procedures to ensure a written process is in place to document individual accommodations plans for	HR Manager	Achieved

	<p>employees with disabilities. The documentation will include: 1. The manner in which the employee requesting accommodation can participate in the development of an individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 3. The manner in which the employer can request an accommodation can be achieved. 4. The manner in which the employee can request representation from the union or other representative from the workplace in the development of an accommodation plan. 5. The steps taken to protect the privacy of the employee's personal information. 6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done. 7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the</p>		
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	employee. 8. The means of providing the individual accomodation plan in a format that takes into account the employee's accessibility needs due to disability.		
January 2014	EMERGENCY PROCEDURES, PLANS AND PUBLIC SAFETY INFORMATION		
	<u>Emergency Preparedness plan, business continuity and client safety plans.</u> Brantwood to provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	Director of Finance Support Services Directors HR Manager Facilities Supervisor	Under review/development.
	<u>Workplace Emergency Response Information</u> - To review current practice to ensure Brantwood provides individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and Brantwood is aware of the need for accomodation due to the employee's disability.	HR Manager Facilities Supervisor	Achieved.

	<p>If the employee who receives individualized workplace emergency response information (WERI) requires assistance and with the employee's consent, the employer shall provide the WERI to the person designated by the employer to provide assistance to the employee as soon as practicable after the person becomes aware of the need for accomodation.</p> <p>Brantwood will review the WERI when the employee moves to different location in the organization, when the employees overall accomodation needs or plans are reviewed and when the agency reviews its general emergency response policies</p>		
January 2014	ACCESSIBLE WEBSITE	Public Relations	In progress.
	<u>Ensure compliance with internet and intranet of WWW consortium web content accessibility guidelines (WCAP) 2.0, initially at Level A and increasing to Level AA.</u>	Public Relations	Ongoing. New Website (April 1, 2017)

January 2016	<p>ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS. – To review current policies, procedures and practices to ensure that Brantwood shall upon request or arrange for the provision of accessible formats and communication supports for persons with disabilities, in a timely manner that takes into account the person's accessibility needs due to disability, and at a cost that is no more than the regular cost charged to other persons.</p> <p>Brantwood will consult with the person making the request in determining the suitability of an accessible format or communication support.</p> <p>Brantwood will notify the public about the availability of accessible formats and communication supports.</p>	Sr. Management	Under review/development.
January 2016	<p>ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS – Provide or arrange for a provision of accessible formats and</p>		Achieved. Mission, Vision, Values, Complaints, Service Rights and Complaints in writing and picture formats.

	<p>communication supports for persons with a disabilities in a timely manner that takes into account the person's accessibility needs due to a disability,</p> <ul style="list-style-type: none"> • Policies/Procedures • Forms • Website • TTY Line • Wheel chair Accessible • Assistive Devices 		<p>Wheelchair accessible for all sites Accessible washrooms for all sites Assistive Devices available.</p>
January 2016	<p>LIBRARY Provide and acquire an accessible or conversion ready format of print, digital or multimedia resources for a person with disability upon request.</p>	TDB	
January 2017	<p>PROCUREMENT OF GOODS OR SERVICES Review current policy and procedures to incorporate "Accessibility criteria and features" when procuring or acquiring goods or services (unless not practicable to do but must be able to explain why not if requested).</p>	Director of Finance	Under development- target date for completion July 2017