

ST. LEONARD'S COMMUNITY SERVICES

AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR) – Approved by Board July 21, 2021

Intent

This 2020 to 2025 accessibility plan outlines the policies and actions that the Agency will put in place to improve the opportunities for people with disabilities in accordance with the requirements communicated under the *Integrated Accessibility Standards, Ontario Regulation 191/11*.

Statement of Commitment

St. Leonard's Community Services Inc. 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.

PLANNING

EVALUATION

PLANNED OUTCOMES S.M.A.R.T.	OUTCOME INDICATORS	OUTCOME MEASUREMENT METHODS	PLANNED ACTIVITIES	RESOURCES	ACTUAL OUTCOMES	ACTUAL ACTIVITIES
GENERAL REQUIREMENTS						
Goal – The Agency will remove systemic barriers to employment and client service						
1. By December 2024, the Agency will remove identified systemic barriers in their employment and client service practices.	<ul style="list-style-type: none"> - Supervisors trained in hiring and training persons with disabilities - Increase in the number of staff hired who identify as having disabilities - Increase in the number of clients served who identify as having disabilities 	<ul style="list-style-type: none"> - Reports from various organizations assisting persons with disabilities - Policy revisions 	a) By December 2023, make connections with various support groups for persons with disabilities and ask them to review our website, recruitment practices and other policies to see if we have barriers that can be removed	<ul style="list-style-type: none"> - HR Manager - Lists of organizations here: https://www.worktrends.ca/resources/ontario-resources-persons-disabilities - And here: http://onwin.ca/en/special-interest-groups/persons-with-disabilities/ 	-	-

Goal – Staff will be trained on the benefits of hiring a neurodiverse workforce and how to respond to requests for accommodation							
2. By December 2022, Supervisors will understand the benefits of hiring a neurodiverse workforce and will feel comfortable responding to requests for accommodation.	<ul style="list-style-type: none"> - Supervisors trained on the benefits of hiring neurodiverse persons - Supervisors trained on potential requirements of neurodiverse persons in the work environment 	<ul style="list-style-type: none"> - Training certificates 	<ul style="list-style-type: none"> a) By July 2022 identify suitable training for Supervisors on neurodiverse work practices b) By September 2022 set up training rosters/videos 	<ul style="list-style-type: none"> - HR Manager - Autism Ontario - Centre for ADHD Awareness in Canada - Tourette Syndrome Association of Ontario - HRPA - HRdownloads 			
INFORMATION & COMMUNICATION STANDARD							
Goal – The Agency will continue to follow Web Content Accessibility Guidelines							
1. By March 2022, newly designed website will be accessible to persons with disabilities	<ul style="list-style-type: none"> - New website can be accessed by people with disabilities, including photos captioned for e-readers 	<ul style="list-style-type: none"> - Review by CNIB to ensure content is accessible 	<ul style="list-style-type: none"> a) By February 2022 new website is completed using the WCA Guidelines b) By March 2022 website is confirmed to be accessible 	<ul style="list-style-type: none"> - Marketing Dept - IT Dept - WCA Guidelines - CNIB 			
EMPLOYMENT STANDARD							
Goal – The Agency will ensure persons with disabilities are considered for vacant positions and retained once hired							
1. By July 2022, the Agency will eliminate barriers to the recruitment and training of persons with disabilities.	<ul style="list-style-type: none"> - Persons with disabilities hired and employed past their probationary period 	<ul style="list-style-type: none"> - Forms, policies and training mechanisms are barrier-free - People with disabilities on payroll 	<ul style="list-style-type: none"> a) By May 2022 update job posting language to detail accessibility options b) By May 2022 ensure people who are visually impaired can complete Agency job applications c) By May 2022 create optional interview formats/practices for persons with disabilities d) By July 2022 Orientation/training procedures established for persons with disabilities 	<ul style="list-style-type: none"> - HR Manager - IT Department - Agency job postings - Agency job application (electronic/website version) - Interview questions - Recruitment and Selection policy - In-house mentorship program 			

DESIGN OF PUBLIC SPACES STANDARD							
Goal – Redeveloped areas are accessible							
1. By December 2021, the Agency has a list of possible renovations that could be implemented to improve accessibility and an estimate of construction costs.	- Estimates of various project costs available for reference in the event of extra funding dollars	- List of projects - Estimates from construction companies	a) By September 2021 create a list of accessibility projects by facility b) By December 2021 consult construction companies on estimated costs	- Management Team - Facilities Dept.			
CUSTOMER SERVICE STANDARD							
Goal – Client Service Standards are developed, implemented and maintained							
1. By July 2021, staff are reminded of Agency tools to assist in accommodating people with disabilities	- Staff know which tools to use if they are asked to accommodate a client	- HR Update with reminder included	a) By July 2021, include a “Did You Know” piece on AODA tools	- HR Manager - Regulations Appendix 8 - HR Update			
2. By December 2022, improvements made to client accessibility based on their recommendations	- Clients report better accommodation - More clients with accessibility needs utilizing services	- Client feedback - Client utilization data - Policy revisions	a) By April 2022 utilize client feedback methods to identify areas of improvement for accommodation b) By October 2022 make necessary changes to policy and procedures based on client feedback c) By December 2022 review follow-up feedback from clients to evaluate effectiveness of changes	- Client Service Cross Functional Team - Supervisory Team - Management Team - Client Service Feedback Tools			

