The Children's Aid Society
La Société d'aide à l'enfance
Sudbury & Manitoulin

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MULTI-YEAR ACCESSIBILITY PLAN

2023-2028

December 2023

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Introduction

The Integrated Accessibility Standards Regulations (IASR) of the Accessibility for Ontarians with Disabilities Act (AODA) requires organizations to produce multi-year accessibility plans that include targets and timelines for compliance with the multiple requirements of the IASR, in addition to their activities relating to both the Customer Service Standard of AODA and locally identified barriers in by-laws, policies, programs, practices and services. This Multi-year Accessibility Plan captures our priorities around accessibility over the next five years. The Children's Aid Society of the Districts of Sudbury and Manitoulin (CASDSM) is committed to providing an accessible environment to all staff, volunteers, clients, and visitors and to ensure equal treatment to people with disabilities (both visible and non-visible) with respect to the use and benefit of services, programs, good and facilities.

This plan is available in alternate format, or with communication support, upon request.

Integrated Accessibility Standards Regulation ("IASR") Requirements

Part 1 – General Requirements

CASDSM recognizes that to create an operation that is accessible and barrier free, the core principles of accessibility legislation (dignity, independence, integration and equal opportunity) must be incorporated into its policies, procedures, training and best practices. CASDSM has created an accessibility policy and training, all of which undergo regular review. In addition, we ask potential suppliers to tell us about the accessible options they offer and include accessibility considerations in our evaluation criteria.

Accessibility Policies and Plans

Item	Activity	Status
1.	Establish and maintain a policy that governs how the organization will meet the accessibility requirements in IASR and make it publicly available. (S.3 IASR)	Complete/Ongoing. The policy is available on CASDSM website.
2.	Create a multi-year plan outlining the organization's strategy to prevent and remove barriers and meet requirements under IASR and post plan on the website. Update the plan at least every 5 years (S.4 IASR)	Complete/Ongoing. The plan is available on CASDSM website.
3.	Prepare an annual status report on the progress of measures taken to comply with IASR and post on website. (S.4 IASR)	Ongoing. First report to be completed by December 2024.

Accessibility Training

Item	Activity	Status
1.	Delivery training on AODA and the Ontario Human Rights Code to all employees, volunteers, and persons who provide goods, services, or facilities on behalf of the organization as required (S.7 IASR)	Complete/Ongoing. Training is provided to all new employees and volunteers of CASDSM. Ongoing training is provided in respect of changes to policies.
2.	Maintain records of training, including dates and number of people trained (S. 7 IASR)	Complete/Ongoing

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Part 2 – Information and Communication Standards

Feedback

CASDSM is committed to make our information and communication accessible to people of all abilities. CASDSM will follow best practices when developing, implementing, and maintaining information and communication strategies and products to ensure that information and communications are available and accessible to people with disabilities. This includes websites, communication materials, telephone communications and face-to-face interactions. The goal is to achieve the most effective and efficient access to information for all users.

Item	Activity	Status
1.	Establish processes for receiving and responding to feedback that are accessible to persons with disabilities by accommodating requests for accessible formats and communications supports. Notify the public about feedback processes and accessibility. (S.11 IASR)	Complete/Ongoing. CASDSM has feedback processes accessible to persons with disabilities. CASDSM includes details about its feedback process on its website.

Accessible Formats and Communication Supports

Item	Activity	Status
1.	Upon request, provide or arrange for information in accessible formats and/or communication supports for persons with disabilities, in a timely manner and at no extra cost, and in consultation with the person making the request. Notify the public about the availability of accessible formats and communication supports (S 12 IARS)	Complete/Ongoing. CASDSM accommodates requests for accessible formats and communication supports and notifies the public on its website.

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Accessible Website and Web Content

Item	Activity	Status
1.	All new websites and web content confirm with WCAG 2.0 Level A. (S 14 IASR)	Complete/Ongoing. All website and content conform with WSAG 2.0 Level A.

Part 3 – Employment Standards

Recruitment

Item	Activity	Status
1.	Notify employees and the public that accommodations are available upon request for applicants during the recruitment process. (S 22 and 23 IASR)	Complete/Ongoing. Job postings and new hire orientation includes information about accessibility policies
2.	All successful applicants are notified about the organization's policies for accommodating employees with disabilities. (S. 24 IASR)	Complete/Ongoing. Offer letters and new hire orientation includes information about accessibility policies.

Informing Employees of Supports

Item	Activity	Status
1.	Inform employees about the organization's policies for supporting employees with disabilities. (s.25 IASR)	Complete/Ongoing. Policy and procedures are in place. Information on job accommodations is provided during new hire orientation.
2.	All employees will be given updated information whenever there is a change to existing policies on the provision of job accommodations. (S.25 IASR)	Complete/Ongoing. Employees are informed when policies are updated.

Accessible Formats and Communication Supports

Item	Activity	Status
1.	Consult with employees who have disabilities to provide them with the accessible formats and communication supports they require to do their jobs effectively. (s.26 IASR)	Complete/Ongoing. Accommodation is provided as required.

Workplace Emergency Response Information

Item	Activity	Status
1.	Provide individualized workplace emergency response information to staff with disabilities where necessary. (s. 27 IASR)	Complete/Ongoing. Individual accommodation plans for employees with disabilities include individual emergency response requirements.

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Individual Accommodation Plans

Item	Activity	Status
1.	Process to develop written individual accommodation plans for employees with disabilities. Each plan will include information on accessible formats and communication supports required, individual emergency response requirements and any other accommodation needs. (S.28 IASR)	Complete/Ongoing. Process exists to provide individual accommodation plans for employees, where required.

Return to Work

Item	Activity	Status
1.	Process to outline the steps that will be taken to help employees return to work when they have been absent because of a disability or need some form of accommodation to return to work. (S.29 IASR)	Complete/Ongoing. Process exists to accommodate return to work for employees with a disability.

Performance Management and Career Development

Item	Activity	Status
1.	Performance management process considers the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using performance management in respect of employees with disabilities (S.30 IASR)	Complete/Ongoing. Performance management process considers needs of employees with disabilities.
2.	Consider the accessibility needs of employees with disabilities, as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities. (s.31 IASR)	Complete/Ongoing. Career development and advancement process considers needs of employees with disabilities.

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Part 4 – Design of Public Spaces

CASDSM is committed to maintaining our public spaces accessible in accordance with the Accessibility Standard for Design of Public Spaces.

Item	Activity	Status
1.	Any new or redeveloped reception or public waiting areas are to be made accessible in accordance with the Accessibility Standard for Design of Public Spaces. (S.80.41 and S. 80.43 IASR)	Complete/Ongoing.

Part 5 – Customer Service

CASDSM is committed to providing accessible customer service. This means that we will provide service to everyone with the same high quality and timeliness.

Item	Activity	Status
1.	Establish and maintain a policy governing the provision of goods, services, and facilities to persons with disabilities, including use of assistive devices, service animals and support persons, notice of temporary disruptions etc. (S. 80.46-80.48 IASR)	Complete/Ongoing. Customer service policy forms parts of CASDSM AODA Policies.
2.	Deliver training about the provision of goods, services, or facilities to persons with disabilities to all employees, volunteers and persons who provide goods, services, or facilities on behalf of the organization as required (S. 80.49 IASR)	Complete/Ongoing. Training provided to all new employees and volunteers of CASDSM. Ongoing training is provided in respect of changes to policies.
3.	Maintain records of training, including dates and number of people trained. (S.80.49 IASR)	Complete/Ongoing.

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Item	Activity	Status
4.	Develop a process to receive and respond to feedback about customer service that is accessible to persons with disabilities, including specifying actions that will be taken to address complaints. Notify the public about the feedback process. (S. 80.50 IASR)	Complete/Ongoing. CASDSM has feedback processes for customer service that are accessible to persons with disabilities. CASDSM includes details about its feedback process on its website.
5.	Upon request, provide or arrange for information in accessible formats and/or communication supports for persons with disabilities, in a timely manner and at no extra cost, and in consultation with the person making the request. Notify the public about the availability of accessible formats and communication supports. (S. 80.51 IASR)	Complete/Ongoing. CASDSM accommodates requests for accessible formats and communication supports and notifies the public on its website.
6.	Provide customers with notice in the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities including information about the reason for disruption, how long the disruption is expected to last, and a description of any alternative facilities or services available (if any). Post notice in conspicuous place or on website. (S. 80.48 IASR)	Complete/Ongoing.
7.	Preventative and emergency maintenance procedures will be established for the accessible parts of our public spaces, such as posting when regular maintenance occurs and letting people know about alternatives. (s. 80.44 IASR)	Complete/Ongoing.

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For More Information

For more information on this accessibility plan, please contact

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Our accessibility plan is publicly available at www.casdsm.on.ca

Standard and accessible formats of this document are free on request.

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