

D.L.C. RESIDENTIAL SERVICES
MULTI-YEAR AODA ACCESSIBILITY PLAN 2012-2021

SECTION: **Administrative**

SUBJECT: **Accessibility Plan**

DATE EFFECTIVE: January 1, 2012

DATE REVISED: October 2015
January 2019
June 2021

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STANDARD

D.L.C. Residential Services is committed to providing equitable participation and access to our services in a timely manner. We strive at all times to respect the dignity and independence of individuals with disabilities and provide access to supports to encourage independence.

PROCEDURE

DLCRS is committed to regularly reviewing and modifying our practises where possible, to prevent and remove barriers, promote inclusivity, and meet AODA (Accessibility for Ontarians with Disabilities Act, 2005) laws and standards. This accessibility plan outlines the steps D.L.C.R.S is taking to meet these requirements and improve opportunities for people with disabilities.

POLICY

In 2005 the AODA was created to encourage the identification, removal and prevention of barriers. In an effort to have a fully accessible Ontario by 2025, a series of successive standards was established, three (3) of which apply to DLCRS as follows:

- Accessible Information and Communication Standards,
- Accessible Employment Standards, and
- Accessible Customer Service Standards,

DLCRS has developed and implemented accessibility policies and a Multiyear Plan to address barriers and create a more inclusive, accessible and barrier free experience to all stakeholders and service users.

REQUIREMENTS	ACTIONS TAKEN	COMPLIANCE DUE DATE	STATUS
<p>ACCESSIBILITY POLICIES Develop, implement and maintain policies governing how the organization achieves accessibility through meeting the requirement referred to in the Integrated Accessibility Standards Regulation (IASR).</p> <p>Develop a statement of commitment to meeting the needs of persons with disabilities in a timely manner</p> <p>Ensure accessibility policies are available, on request, in an accessible format</p>	<ul style="list-style-type: none"> ✓ Accessibility for Ontarians with Disabilities Act (AODA) Policy was developed and implemented ✓ The policy was circulated to all staff ✓ The policy is reviewed with new employees, placement students, and anyone who may represent D.L.C.R.S. as soon as practicable. ✓ The policy includes a statement of commitment. ✓ Our commitment is also documented in other relevant policies ✓ Policies are available in an accessible format upon request 	<p>January 1, 2014</p>	<p>Complete</p> <p>These policies will continue to be reviewed on an ongoing basis</p>
<p>ACCESSIBILITY PLAN Establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet IASR requirements.</p> <p>Post the accessibility plan on the website and provide the plan in an accessible format upon request</p>	<ul style="list-style-type: none"> ✓ A multi-year plan was developed, implemented and maintained. ✓ The accessibility plan is posted on www.dlcrs.com. ✓ This plan will be provided, upon request, in an accessible format. ✓ It is reviewed and updated at least once every 5 years, but also when changes occur or whenever deemed necessary. 	<p>January 1, 2014</p>	<p>Complete</p> <p>These policies will continue to be reviewed on an ongoing basis</p>

Review and update the accessibility plan at least once every five (5) years			
<p>TRAINING AND EDUCATION Provide training on the requirements of accessibility standards referred to in the IASR and on the Human Rights Code as it pertains to persons with disabilities to: all persons who are an employee or volunteer with the organization; all persons who participate in developing the organization's policies; and all other persons who provide goods, services on behalf of the organization</p> <p>A record of training will be maintained including the dates on which the training is provided and the number of individuals to whom it is provided.</p>	<ul style="list-style-type: none"> ✓ Appropriate training is provided to new staff, volunteers or other individuals who deliver goods or services on behalf of DLCRS covering topics relevant to the duties of the individual. ✓ Training is provided as soon as practicable but within 4 months and is reviewed annually, when changes to the policy occur or whenever deemed necessary. ✓ A record of training is maintained 	January 1, 2015	<p>Complete</p> <p>These policies will continue to be reviewed on an ongoing basis</p>
<p>COMPLIANCE REPORTING Complete and file government accessibility compliance report and ensure</p>	<ul style="list-style-type: none"> ✓ Compliance reports submitted on December 2014, December 2017 and June 2021 	<ul style="list-style-type: none"> ✓ December 31, 2012 ✓ December 31, 2014 ✓ December 31, 2017 ✓ December 31, 2020 (extended to June 30, 2021 as a result of the COVID-19 pandemic) 	Completed

INFORMATION AND COMMUNICATION STANDARDS

Commitment

DLCRS is committed to making our information and communication accessible, where possible to people with disabilities.

REQUIREMENTS	ACTIONS TAKEN	COMPLIANCE DUE DATE	STATUS
<p>FEEDBACK Ensure the process to receive and respond to feedback is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication support, upon request.</p> <p>Notify the public about availability of accessible formats and communication supports with respect to the feedback process.</p>	<ul style="list-style-type: none"> ✓ DLC identified and reviewed existing feedback processes and identified methods for increasing accessibility. ✓ DLC made note of the availability of accessible formats & communication available upon request on the DLCRS website under the Contact Us' tab 	<p>January 1, 2015</p>	<p>Complete</p> <p>These policies will continue to be reviewed on an ongoing basis</p>
<p>ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS Upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and at a cost that is no more than the regular cost charged to other persons</p> <p>Consult with the person making the request in</p>	<ul style="list-style-type: none"> ✓ If a person with a disability asks for accessible information or requires communication supports, DLC will work with them to determine how to meet their needs. ✓ DLC employees or others representing DLCRS are trained that accessible formats & communication support must be provided when a request is made. ✓ If accessible formats are not readily available, they 	<p>January 1, 2016</p>	<p>Complete</p> <p>These policies will continue to be reviewed on an ongoing basis</p>

determining the suitability of an accessible format or communication support Notify the public of accessible formats and communication supports	will be provided in a timely manner and at a cost that is no more than the regular cost charged to other persons. ✓ DLC has noted internally and publicly that accessible formats and communication supports will be provide upon request		
ACCESSIBLE WEBSITES AND WEB CONTENT Make the organization's internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to level AA, and shall do so in accordance with the schedule set out.	✓ www.dlcrs.com is compliant with WCAG 2.0 Level AA	January 1, 2014 new internet websites and web contact on those sites must conform with WCAG 2.0 Level A January 1, 2021, all internet websites and web content must confirm with WCAG 2.0 Level AA (excluding live captions and pre-recorded audio descriptions).	Complete

ACCESSIBLE EMPLOYMENT STANDARDS

Commitment

D.L.C. Residential Services strives for equal opportunities, inclusivity and diversity in the workplace. We are committed to provide fair and accessible employment practices to our employees and make our recruitment process more accessible to applicants and prospective employees.

REQUIREMENTS	ACTIONS TAKEN	COMPLIANCE DUE DATE	STATUS
RECRUITMENT, ASSESSMENT OR SELECTION PROCESS	✓ DLC advises potential applicants on job posting and the DLC website of our commitment to	January 1, 2016	Complete

<p>Notify employees and the public about the availability of accommodation for applicants with disabilities during the recruitment process.</p> <p>Notify job applicants that are selected to participate in an assessment or selection process that accommodations are provided upon request.</p> <p>Upon request, consult with the applicant and provide or arrange for suitable accommodation, if possible, taking into account individual needs.</p>	<p>providing accessible employment practises in compliance with the AODA.</p> <ul style="list-style-type: none"> ✓ If selected for an interview or provided with an offer, successful applicants are asked whether any accommodations are required. ✓ If an accommodation is requested, DLC will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account their accessibility needs. 		<p>These policies will continue to be reviewed on an ongoing basis</p>
<p>INFORMATION FOR EMPLOYEES</p> <p>Notify employees of accommodation policies for supporting people with disabilities.</p> <p>Provide information to new employees regarding accommodation policies for supporting people with disabilities</p> <p>Provide updated information on accommodation policies to employees whenever there is a change to existing policies.</p>	<ul style="list-style-type: none"> ✓ DLC reviews and trains employees and others representing DLC on accommodation and accessibility policies upon commencement of employment, annually, as necessary, or when there is a change to existing accessibility policies. ✓ In consultation with a requesting employee, accessible formats and communication supports will be made available which takes into account 	<p>January 1, 2016</p>	<p>Complete</p> <p>These policies will continue to be reviewed on an ongoing basis</p>

<p>Provide accessible format and communication support for job or workplace information upon request and through consultation with the employee</p>	<p>their unique disability needs.</p>		
<p>WORKPLACE EMERGENCY RESPONSE If made aware and a disability necessitates it, provide individualized emergency response information to employees who have a disability as soon as practicable.</p> <p>Review this plan upon employee transfer, when accommodations need change or when general emergency response policies are reviewed.</p>	<ul style="list-style-type: none"> ✓ DLC implemented a written procedure for the creation of an individualized emergency response and has communicated requirements to employees ✓ Plans are revised or created as needed, i.e., when accommodations are identified, employees move to a new location or their accommodation needs change. 	<p>January 1, 2012</p>	<p>Complete</p> <p>These policies will continue to be reviewed on an ongoing basis</p>
<p>EMPLOYEE ACCOMMODATION Organizations must develop a written process for the development of documented individual accommodation plans, including specific details as outlined in the IASR.</p> <p>The steps taken to protect the privacy of the employee's personal information The frequency with which the plan will be reviewed and updated</p>	<ul style="list-style-type: none"> ✓ DLC has reviewed the existing accommodation process and made revisions as necessary to include the AODA requirements. ✓ The written process has been developed and made available in the accessibility policy. 	<p>January 1, 2016</p>	<p>Complete</p> <p>These policies will continue to be reviewed on an ongoing basis</p>

<p>Provision of an individual accommodation plan in a format that takes into account the employee's accessibility needs.</p>			
<p>EMPLOYEES RETURNING TO WORK Develop and implement a documented return to work process for employees who have been absent from work due to a disability and require disability related accommodations in order to return to work. The process shall outline the steps to facilitate the return to work and will use individual documented accommodation plans.</p>	<ul style="list-style-type: none"> ✓ D.L.C. Residential Services is committed to facilitating employees successful return to work following a work absence, as is feasible. ✓ DLC has revised its return-to-work procedures and processes to incorporate AODA requirements. 	<p>January 1, 2016</p>	<p>Complete</p> <p>These policies will continue to be reviewed on an ongoing basis</p>
<p>PERFORMANCE MANAGEMENT, CAREER DEVELOPMENT AND REDEPLOYMENT Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when: using performance management, providing career development and advancement; and redeploying employees with disabilities.</p>	<ul style="list-style-type: none"> ✓ D.L.C. Residential Services will consider the needs of employees with disabilities during any performance management, career development and transfer processes. 	<p>January 1, 2016</p>	<p>Completed</p>

ACCESSIBLE CUSTOMER SERVICE STANDARDS

Commitment

DLC is committed to providing accessible customer service to people with disabilities in accordance with Integrated Accessibility Standards Regulations (IASR). This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as provided to others.

GENERAL REQUIREMENTS	ACTIONS TAKEN	COMPLIANCE DUE DATE	STATUS
<p>Develop, implement and maintain policies governing the provision of the organization's goods or services to persons with disabilities including the use of assistive devices, service animals, support persons, notice of temporary disruptions and feedback.</p>	<ul style="list-style-type: none"> ✓ DLC has implemented an Accessibility Policy that outlines how customer Service Good and services will be provided. ✓ This policy will be made available upon request in accessible formats 	<p>January 1, 2012</p>	<p>Complete</p> <p>These policies will continue to be reviewed on an ongoing basis</p>
<p>Provide training on the Customer Service policy to: all employees and volunteers; every person who develops policies; and all others who provide goods, services or facilities on behalf of the organization as soon as practicable.</p> <p>Training will be provided on an ongoing basis in respect of any changes to the policies.</p>	<ul style="list-style-type: none"> ✓ Training is provided as soon as practicable but within 4 months and is reviewed annually, when changes to the policy occur or whenever deemed necessary. ✓ A record of training is maintained ✓ A written record is maintained 	<p>January 1, 2012</p>	<p>Complete</p> <p>These policies will continue to be reviewed on an ongoing basis</p>