

# **St. Leonard's Place Peel - Accessibility for Ontarians with Disabilities Act 2005 (AODA) Multi-Year Accessibility Plan**

## **Statement of Commitment**

St. Leonard's Place Peel (SLPP) is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

## **Introduction**

In accordance with our obligations under the AODA, Integrated Accessibility Standards Regulation (O. Reg. 191/11, s.4 (1) (2)), SLPP has prepared this multi-year plan which contains the deliverables and activities that were worked on since 2012.

St. Leonard's Place Peel recognizes that the standards scope affects the entire organization, which is why we have taken a strategic approach to the implementation in a number of departments and individuals from all levels of the organization.

This document can be made available in an alternate format upon request.

Please contact Leslie Barnes, CEO, [leslieb@slpp.ca](mailto:leslieb@slpp.ca), 905-457-3611 ext.235

Year	AODA Implementation Item	Deliverables	Responsibility	Status		
				Complete	In Progress	Ongoing
2012	Customer Service Standard	<p><b>Create a Policy and Procedure that identifies the following:</b></p> <ul style="list-style-type: none"> <li>• The Provision of Goods and Services to a Persons with Disabilities</li> <li>• The Use of Assistive Devices</li> <li>• The Use of Guide Dogs, Service Animals and Service Dogs</li> <li>• The Use of Support Persons</li> <li>• Notice of Service Disruptions</li> <li>• Customer Feedback</li> <li>• Training</li> <li>• Notice of Availability and Format of Required Documents</li> </ul> <p><b>Training:</b></p> <ul style="list-style-type: none"> <li>• Train existing employees of the Standard</li> <li>• Imbed training as part of the Employee Orientation Process</li> <li>• Train New Employees</li> </ul>	Human Resources	X		
				X		X
						X

Year	AODA Implementation Item	Deliverables	Responsibility	Status		
				Complete	In Progress	Ongoing
2012	Emergency and Public Safety Information  • Make information available to public in an accessible format or with appropriate communication supports upon request.	• Ensure all exits are clearly marked • Clearly post nearest exits in the event of an emergency	Joint Occupational Health and Safety Committee  Facilities Supervisor	X  X X		
	Helping Employees with Disabilities stay safe  • Provide individualized workplace emergency response information to employees who have a disability if disability is such that it is necessary.	• Develop a process for SLPP • Communicate the process to employees • Create plans and accommodate employees as required	Human Resources	X X		X
2014	Developing an Accessibility Plan  • Create a multiyear plan outlining the strategic direction to prevent and remove barriers.	• Develop Plan • Communicate Plan to Employees • Post Plan on SLPP Company Drive and SLPP Website	Human Resources Management Team	X X X		
	Develop Accessibility Policies for SLPP.  • Develop, implement and maintain polices about what SLPP will do to meet the Integrated Accessibility Standard Regulation (IASR) requirements and become more accessible.	• Include Commitment Statement in Accessibility Plan • Communicate Plan • During the review of Policies and Procedures incorporate and assure IASR standards are considered and incorporated.	Human Resources Management Team	X X X		

Year	AODA Implementation Item	Deliverables	Responsibility	Status		
				Complete	In Progress	Ongoing
2014	Making Website Accessible - Level A <ul style="list-style-type: none"> <li>• Confirm to WCAG 2.0 initially Level A.</li> </ul> o (Applies to websites, web content and web-based applications that SLPP controls directly or through contractual relation)	<ul style="list-style-type: none"> <li>• Website to be upgraded to Level A</li> <li>• Content to ensure it is accessible (Level A compliant)</li> </ul>	Communications	X		
				X		
2015	Making Feedback Accessible <ul style="list-style-type: none"> <li>• Ensure feedback processes are accessible by providing accessible formats or arranging for communication supports, upon request.</li> <li>• Notify public about availability of accessible formats and communication supports.</li> </ul>	<ul style="list-style-type: none"> <li>• Formalize the feedback process</li> <li>• Develop a communication strategy to ensure all employees and clients of SLPP are aware of the process</li> </ul>	Human Resources Management Team	X		
	X					
2015	Training your employees and volunteers <ul style="list-style-type: none"> <li>• Train all employees, volunteers, persons developing policies and all others providing services on the requirements of the IASR standards and on OHRC as it pertains to disabilities.</li> </ul>	<ul style="list-style-type: none"> <li>• Outsource or develop training to be delivered</li> <li>• Ensure training on standards and OHRC is appropriate to duties of employees, volunteers and others</li> <li>• Provide ongoing training in respect to changes</li> <li>• Keep record of training</li> </ul>	Human Resources	X		X
				X		X
				X		X
				X		X

Year	AODA Implementation Item	Deliverables	Responsibility	Status		
				Complete	In Progress	Ongoing
2016	Making Hiring Accessible	<ul style="list-style-type: none"> <li>Review the recruitment process to include the notification of applicants of accommodations.</li> <li>Communicate the reviewed recruitment process to Managers</li> <li>Accommodate applicants during the hiring process, upon request.</li> </ul>	Human Resources	X		
	<ul style="list-style-type: none"> <li>Notify applicants about the availability of accommodation</li> </ul>			X		
				X		
	Tell staff about polices for supporting employees with disabilities	<ul style="list-style-type: none"> <li>Develop a communication for employees</li> <li>Incorporate updates into the staff newsletter</li> <li>Create a folder of the Company Drive</li> </ul>	Human Resources		X	
	<ul style="list-style-type: none"> <li>Advise employees about the organization's polices for supporting employees with disabilities.</li> </ul>					
	Making information accessible to employees	<ul style="list-style-type: none"> <li>Develop a plan to obtain accessible information</li> <li>Inventory documents available to employees</li> <li>Make documents available (upon request)</li> </ul>	Human Resources		X	
	<ul style="list-style-type: none"> <li>Advise employees that we will make information accessible upon request</li> </ul>					

Year	AODA Implementation Item	Deliverables	Responsibility	Status		
				Complete	In Progress	Ongoing
	Develop Accommodation Plan for Employees with disabilities  • Inform employees of policies used to support employees with disabilities, including policies on providing job accommodation.	<ul style="list-style-type: none"> <li>• Develop a written process for developing documented individual accommodation plans.</li> <li>• Develop a template for the accommodation plans.</li> </ul>	Human Resources	X	X	
2016	Helping Employees with Disabilities Return to Work  • Outline the steps we will take to help employees return to work because of a disability and need some form of accommodation.	<ul style="list-style-type: none"> <li>• Develop a Return to Work Policy and Procedure</li> <li>• Communicate the Policy and Procedure</li> </ul>	Human Resources	X		
	Make performance management, career development and job changes accessible to employees  • Take into account disability and accommodation plan when using performance management when redeploying employees.	<ul style="list-style-type: none"> <li>• Incorporate this process into our review of Performance Management</li> <li>• Prepare a document outlining the process to ensure individual accommodation plan is used during performance management and redeployment</li> </ul>	Human Resources		X	
2019	Making information accessible to the public  • Advise the public that we will make information accessible upon request	<ul style="list-style-type: none"> <li>• Develop a plan to obtain accessible information</li> <li>• Inventory documents made available to the public</li> <li>• Make documents available (upon request)</li> </ul>	Human Resources Management Team		X	
2019	Tell staff about policies for supporting employees with disabilities	<ul style="list-style-type: none"> <li>• Develop a communication for employee</li> <li>• Incorporate updates into the staff newsletter</li> <li>• Create a folder on the company drive</li> </ul>	Human Resources		X	

2019					x	
2021	<p>All internet websites and web content</p> <ul style="list-style-type: none"> <li>• Must comply with WCAG 2.0 Level AA (excludes live captioning, audio description)</li> </ul>	<ul style="list-style-type: none"> <li>• All Websites and web content to comply with Level AA</li> </ul>	Communications		X	