

Western Ottawa Community Resource Centre
MULTI-YEAR ACCESSIBILITY PLAN 2012 – 2023 (updated January 2024)

| AODA Standard/Regulation Section References | AODA Standard Name/Action | Description/Details of Standard | WOCRC Completion Status | AODA Compliance Date |
|--|--|---|---|----------------------|
| Accessibility for Ontarians with Disabilities Act (AODA), 2005 Customer Service Accessibility Standards (CSAS), Ontario Regulation 429/07 | | | | |
| O. Reg. 429/07, s. 3. (1), (2). | Customer Service Standard | <p>Development and implementation of policies, practices and procedures, demonstrating our commitment to accommodating clients with disabilities.</p> <p>Policies and practices must be compatible with the following principles: dignity, independence, integration and equality.</p> <p>Policies and procedures will be developed on communication and the use of service animal, support persons, assistive devices and notice of temporary disruption.</p> | Policy and procedure completed. | January 1, 2012 |
| O. Reg. 429/07, s. 6. (1), (2) | Training for staff, students and volunteers | <p>Provide training to employees, students, volunteers and other persons providing services on Ontario's customer service accessibility laws and on the Human Rights Code as it relates to people with disabilities.</p> <p>Training to include:</p> <ul style="list-style-type: none"> • Purpose of AODA • Policy and Procedures General Requirements - Emergency and Public safety information <p>Keep a written record of training.</p> <p>Employment - Workplace individual emergency plans and information</p> | <p>Policy and procedure developed.</p> <p>Training Program Developed.</p> <p>Training is provided during orientation and as changes are made.</p> <p>Completed and ongoing.</p> | January 1, 2012 |

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| O. Reg. 191/11, s. 7 January 1, 2012 | Create Accessible ways for people to provide Feedback | Establish a feedback process for receiving and responding to feedback about the manner in which WOCRC provides goods or services to person with disabilities. The information about the process will be part of the client information package and be posted on our website. | Feedback process is posted on our website. Feedback process is provided to clients as part of the client information package. Completed. | January 1, 2012 |
| Accessibility for Ontarians with Disabilities Act (AODA) Integrated Accessibility Standards Regulation (IAS-R) 191/11 | | | | January 1, 2014 |
| GENERAL | | | | |
| Accessibility Report AODA,2005, c. 11, s.14 (1), (2), (3), (4) Amendment to Act O. Reg. 413/12. S. 7. | Accessibility Report Filed | File Accessibility report demonstrating compliance and commitment to AODA 2005. File Integrated Accessibility Standards Regulation (IASR) compliance reports by December 31, 2012, 2014,2017, 2020 and 2023 | All Reports have been submitted by the required deadlines so far. | December 31, 2012 by December 31, 2014 by December 31, 2017 by December 31 2020 by December 31 2023 |

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| O. Reg. 191/11, s. 3. (1). | Integrated Accessibility Standards Policies | Develop, implement and maintain policies governing how the organization achieves or will achieve accessibility. | Policies developed. | January 1, 2014 |
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| | | Include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner. | Completed. | |
| Multi Year Accessibility Plan O. Reg. 191/11, s. 4. (1) January 1, 2014 | Create and Post Multi-Year plan on our website | Create Multi-Year Accessibility Plan and policies and post plan on website. Review and update plan every year. Post updates annually. Review the plan every 5 years with input from persons with disabilities. Documents to be available in an accessible format upon request. | Ongoing. To be completed in October 2021. As requested | January 1, 2014 |
| O. Reg. 191/11, s. 7 (1), (2) & (5). January 1, 2015 | Provide training for staff, students and volunteers | Ensure that training is provided on the requirements of the accessibility standards in regards to the AODA and the Human Rights Code as it pertains to people with disabilities. Training shall be appropriate to the duties of employees, volunteers and other persons who provide goods, services or facilities on behalf of the organization. A record must be maintained of the training provided, including the training dates and the number of people who attended. | Completed and ongoing. Training programs have been developed with OCSC and is provided during orientation and as regulations or practices change. Training certificates printed to verify training is completed. | January 1, 2015 |

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| INFORMATION and COMMUNICATION STANDARDS | | | | |
| O. Reg. 191/11, s. 13 (1), (2) | Emergency Procedure, Plans or Public Safety Information | <p>Provide information on emergency procedures, plans, and public safety information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.</p> <p>Education and training is conducted annually on emergency procedures and plans.</p> <p>Emergency procedures and plans are also posted for public safety.</p> | <p>Provided on request.</p> <p>Ongoing Annual training provided.</p> | January 1, 2012 |
| O. Reg. 191/11, s. 13 (1), (2) | Workplace Emergency Response Information | <p>Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.</p> <p>Including but not limited to: what is needed to assist the employee, who will assist the employee, who will report on what is being done.</p> <p>Emergency plan developed and practiced for AODA with volunteers in place.</p> | <p>Developed on as needed basis.</p> <p>All managers have been provided education and training.</p> | January 1, 2012 |
| O. Reg. 191/11, s. 14 | Accessible Websites and Web Content | <p>Make new and refreshed internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A.</p> <p>Make new internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, other than criteria noted in the legislation.</p> | <p>Our website conforms to the standards.</p> <p>Completed.</p> | <p>January 1, 2014 WCAG 2.0 Level A</p> <p>January 1, 2021- WCAG 2.0 Level AA</p> |

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| O. Reg. 191/11, s. 14 | Feedback | <p>Ensure that any process for receiving and responding to feedback is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports upon request.</p> <p>Accessible formats and supports are to be provided at no cost to the client.</p> | Policy developed and posted on website, and provided in client information package. Completed. | January 1, 2015 |
| O. Reg. 191/11, s. 12 | Accessible Formats and Communication Supports | <p>Provision of accessible formats and communication supports for persons with disabilities must be provided or arranged upon request in a timely manner that takes into account the person's accessibility needs due to disability.</p> <p>At a cost that is no more than the regular cost charged to other persons.</p> <p>WOCRC shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p> <p>Notify the public about the availability of accessible formats and communication supports.</p> | Alternate formats and communication supports are available upon request whenever possible. Completed. | January 1, 2016 |
| EMPLOYMENT STANDARDS | | | | |
| O. Reg. 191/11, s. (22), (23), (24) | Recruitment | Notify internal and external job applicants that accommodation for disabilities will be provided to support their participation in the recruitment process. | Policies are developed and staff are aware. Completed. | January 1, 2016 |

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| | | <p>Work with the applicant to provide/arrange for the provision of suitable accommodation in a manner that takes into account the applicant's accessibility needs dues to disability.</p> <p>When making offers of employment, HR will notify successful applicants of our policies for accommodating employees with disabilities.</p> | | |
| O. Reg. 191/11, s. (25) | Informing Employees | Inform new and existing employees of the policies for supporting employees with disabilities, including employment-related accommodation for disabilities and when changes are made. | Completed. | September 2017 |
| O. Reg. 191/11, s. (26) | Accessible Formats | Consult with employees with disabilities in order to provide them with the accessible formats and communications supports they require to do their jobs effectively and to be informed of information that is generally available to all employees in the workplace. | Completed. | September 2017 |
| O. Reg. 191/11, s. (28) | Individual Accommodation Plans | <p>Develop written individual accommodation plans for employees with disabilities that include the following components:</p> <ul style="list-style-type: none"> • How an employee requesting accommodation can participate in the development of their plan. • How the employee is assessed on an individual basis. • Conditions under which we can request an evaluation by an outside expert to assist in determining if accommodation can be achieved and if so how. • The way in which an employee can request the participation of a representative from the workplace in the development of the plan. • The steps taken to protect the privacy of the employees'personal information. | Completed. | September 2017 |

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| | | <ul style="list-style-type: none"> The frequency the plan is reviewed and updated and the manner in how completed. If the plan is denied the way in which the reasons for the denial will be communicated to the employee. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability. | | |
| O. Reg. 191/11, s. (29) | Return to Work Process | <p>Developed by People Services prior to the employees return to work, outlining the steps we will take to facilitate the employees' return to work.</p> <p>These individual accommodation plans will be used to document the return-to-work process.</p> <p>Have in place a documented process for supporting employees who return to work after being away for reasons related to their disability.</p> | <p>Policies are developed.</p> <p>Need to document the process.</p> | September 2017 |
| O. Reg. 191/11, s. (30) | Performance Management | Use performance management processes that take into account the accessibility needs of employees with disabilities. | Policies are developed. Completed. | September 2017 |
| O. Reg. 191/11, s. (31) | Career Development | <p>Take into account the accessibility needs of employees who have disabilities.</p> <p>Provide employees with disabilities with the same opportunities to advance within the organization.</p> | Policies are developed. Completed. | September 2017 |
| O. Reg. 191/11, s. (32) | Redeployment | Consider the accessibility needs of employees with disabilities before moving them to other positions, so that employees can continue to have their accommodation needs met. | Policies are developed. Completed. | September 2017 |

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| Design of Public Spaces | | | | |
| | <p>Make accessible new or redeveloped spaces accessible: Off street parking lots, accessible and public outdoor paths of travel, service counters, fixed waiting lines and waiting areas with fixed seating accessible, and outdoor play spaces.</p> | | <p>No new or redeveloped Spaces have been created since 2011</p> | <p>January 1 2016</p> |