

District of Parry Sound Social Services Administration Board: Multi Year Accessibility Plan

Statement of Commitment:

In accordance with our obligations under the *Accessibility for Ontarians with Disabilities Act (AODA)* and the *Integrated Standards Regulation (O.Reg. 191/11)*, the DSSAB has prepared this multi-year plan that outlines what we will do to remove and prevent accessibility barriers in our organization. The DSSAB is committed to ensuring accessibility throughout our organization for all employees, clients and visitors.

YEAR	STANDARD	PLAN	STATUS
2012	Customer Service Standard: 3(1) Every provider of goods or services shall establish policies, practices and procedures governing the provision of its goods and services to persons with disabilities.	HR Policy 7.01: Accessibility Standards for Customer Service sets out the policies, practices and procedures for the provision of DSSAB services to persons with disabilities.	COMPLETE
2012	Emergency and public safety information: 13(1) “. . . obligated organizations that prepare emergency procedures, plans or public safety information and make the information available to the public shall provide the information in an accessible format or with the appropriate communication supports, as soon as practicable, upon request”	DSSAB emergency procedures and plans are not made publically available; however the housing department does make this information available to tenants. The housing department will need to ensure that the information is available in accessible formats and advise tenants that they may request communication supports and accessible formats. Also any emergency information from Children’s Services, distributed to parents.	COMPLETE
2012	Workplace Emergency Response Information: 27. “Every employer shall 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.”	Included in HR Policy 7.02 Individual Accommodation Plans which is reviewed annually by all employees.	COMPLETE
2012 UPDATED IN 2023	Accessible Websites and Web Content: 14(1) “all new internet websites and web content must conform with WCAG 2.0 Level A.” Also, all	Update of DSSAB websites has been completed, with accessibility standards having been meet.	COMPLIANT

	web content posted after 2012, including documents such as Word and PDF's will need to be accessible as per the regulation.		
2015	Accessible Feedback Process: 11(1) "Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communication supports, upon request.	Feedback brochure created that states on the front of the document "If you would like to receive this publication in a different format, please let us know. You can also access this form on our website: www.psdssab.org " Feedback is currently received via telephone and email, as well as the brochures provided. HR Policy 7.01 sets out the feedback process.	COMPLETE
2015	Training: 7(1) "Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities, to all employees and volunteers, all persons who participate in developing the organizations policies, and all other persons who provide goods, services or facilities on behalf of the organization."	All existing and new DSSAB employees receive mandatory Accessible Customer Service training that covers all training requirements under the AODA	COMPLETE
2016	Accessible Formats and Communication Supports: 12(1) "... every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities . . . "	Covered by DSSAB policy 7.01	COMPLETE
2016	Recruitment General : 22. "Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.	HR Policy 5.18 Recruitment All job postings contain the following statement "The DSSAB is committed to providing accommodation or people with disabilities. If you require an accommodation, please advise the HR Department accordingly"	COMPLETE
2016	Recruitment, Assessment or Selection Process:	HR Policy 5.18 Recruitment	COMPLETE

	<p>23(1) During a recruitment process, an employer shall notify job applicants when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.</p> <p>(2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.</p>	<p>All interview invitations include the following statement "We are committed to providing accommodations for people with disabilities. If you require an accommodation, please advise the HR department accordingly."</p>	
2016	<p>Notice to Successful Applicants: 24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.</p>	<p>HR Policy 5.18 Recruitment All offers of employment include the following wording "We are committed to providing accommodations for people with disabilities. If you require an accommodation, please advise the Human Resources department accordingly."</p>	COMPLETE
2016	<p>Informing Employees of Supports: 25(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including but not limited to, policies on the provisions of job accommodations that take into account an employee's accessibility needs due to disability.</p>	<p>Policy sign-off sheets will be used to verify that employees have read and are aware of the DSSAB's policy on Accessibility Standards for Customer Service</p>	COMPLETE
2016	<p>Accessible Formats and Communication Supports for Employees: 26(1) . . "where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is needed in order to perform the employee's job, and information that is generally available to employees in the workplace".</p>	<p>HR Policy 7.02 Individual Accommodation Plans includes the need for accessible formats and communication supports. Employees review the policy annually.</p>	COMPLETE

2016	Documented Individual Accommodation Plans: 28. "Employers...shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities. "	HR Policy 7.02 Individual Accommodation Plans	COMPLETE
2016	Return to Work Process: 29(1) " Every employer. . . shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and (2) shall document the process."	HR/Health & Safety Policy 8.09	COMPLETE
2016	Performance Management: 30(1) " An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities."	All DSSAB Performance Evaluations include a statement on taking into account the accessibility needs of employees with disabilities, and require a sign-off by the supervisor/manager completing the report.	COMPLETE
2016	Career Development and Advancement: 31(1) "An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities".	All DSSAB Performance Evaluations include a statement on taking into account the accessibility needs of employees with disabilities, and require a sign-off by the supervisor/manager completing the report.	COMPLETE
2016	Redeployment: 32(1) "An employer that uses redeployment shall take into account the accessibility needs of its employees, as well as individual accommodation plans, when redeploying employees with disabilities."	HR Policy 7.02 Individual Accommodation Plans	COMPLETE