FAMILY SERVICES OTTAWA

Multi-year Accessibility Plan
in compliance with the
Accessibility for Ontarians with Disabilities Act, 2005 ("AODA")

Updated September 2023

Family Services Ottawa Multi-Year Accessibility Plan

Customer Service Standard Requirement			
FSO is committed to excellence in serving all customers including people with disabilities.			

Accessibility Requirement	Due Date	Lead	Status
Accessible Customer Service Policy and Procedures: Develop, implement and maintain policies and procedures on providing goods and services to persons with disabilities. Policies will address: • *The Provision of Goods and Services to Persons with Disabilities* • *The Use of Assistive Devices* • *The Use of Guide Dogs, Service Animals, Service Dogs and Support Persons* • *Notice of Service Disruptions* • *Training* • *Feedback Process* This policy will be made publicly available and in accessible format where requested.	January 2012	Human Resources	Completed, with process in place for on-going compliance
Training Provide training to all employees, Board appointees, volunteers, contractors, and others who deal with the public or other third parties on their behalf, and all those who are involved in the development policies and procedures and maintain training records as required. Training includes: • *Overview of the* Accessibility for Ontarians with Disabilities Act, 2005 *and the requirements of the Customer Service Standard (CSS)* • *FSO policies and procedures related to the CSS* • *Instructions on interaction and communication with customers with various types of disabilities* • *Instructions on interaction with people with disabilities who require assistive devices; require the assistance of a guide dog, service animal or service dog; or require the assistance of a support person* • *Instructions on use of equipment or devices that are available or that may assist customers with disabilities* • *Instructions on assisting a customer with a disability that is having difficulty accessing services*	January 2012	Human Resources and Organizational Development	Completed, with processes in place for on-going compliance

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Notice of Temporary Disruptions Provide public notice of disruption in facilities or services by posting a notice on premises and on website, including reason for disruption, anticipated duration and description of alternatives	January 2013	Human Resources/ IT/Property Management	Completed, with processes in place for on-going compliance
Feedback Process Establish process for receiving and responding to customer feedback. Ensure that processes are accessible to persons with disabilities by providing accessible formats and arranging for communication supports upon request. The public will be notified of the feedback process.	January 2012	Human Resources/ IT	Completed, with processes in place for on-going compliance

Integrated Accessibility Standards Regulation Requirement

Accessibility Requirement	Due Date	Lead	Status
Accessibility Policy and Procedures Develop, implement and maintain policies and procedures on the requirements of Integrated Accessibility Standards Regulation (IASR) This Policy will address: • *Information and Communication Standard* • *Employment Standard* • *Design of Public Spaces Standard (if/where applicable)* • *Training* • *Communication and Feedback process*	January 2014	Human Resources	Completed, with processes in place for on-going compliance
Multi-Year Accessibility Plan Establish, implement, and maintain multi-year accessibility plan outlining the strategy to prevent and remove barriers for people with disabilities. This Plan will be reviewed and updated in consultation with persons with disabilities wherever possible This Plan will be posted on our website and made available in accessible format upon request. An annual progress report on this Plan will be posted on our website as required by the IASR and internal policy.	January 2014 and ongoing	Human Resources	Completed, with processes in place for ongoing compliance
Accessibility Reports Complete government accessibility reports as required in accordance with the AODA and Regulations and internal policy.	December 2017 and 2020	Human Resources	Recurring
Training Provide training on the IASR to all employees, volunteers, contractors, and others who deal with the public or other third parties on their behalf, and all those who are involved in the development policies and procedures and maintain records of the training. Refresher training will provided on a regular basis	January 2015	Human Resources	Completed, with processes in place for on-going

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Training will include: • *An overview of the AODA 2005 and the requirements of the IASR* • *An overview of the Ontario Human Rights Code as it pertains to persons with disabilities* • *Policies and procedures related to the IASR*			compliance
Procurement Consider accessibility features when procuring goods, services related elements or facilities and • *Make accessibility design and features part of our criteria for procurement where possible; where not possible provide explanation when requested* • *Provide communication to internal and external stakeholders on changes to procurement procedures and purchasing criteria* • *Include accessible information within procurement policies and procedures*	January 2013	Finance/ Property Management	Completed, with on-going implementation as needed
Employment – Recruitment Process Notify applicants who have been invited to participate in the interview or assessment process that accommodations are available on request to support participation in the process. Consult with the applicant to provide suitable accommodation that take into account the participant's accessibility needs due to a disability. When making offers of employment notify successful applicants of polices for accommodating employees with disabilities.	January 2016	Human Resources	Completed, with processes in place for on-going compliance
Employment – Informing Employees of Supports Inform employees of policies used to support employees with disabilities.	January 2016	Human Resources	Completed, with processes in place for on-going compliance
Employment - Workplace Emergency Response Information Provide individualized workplace emergency response information to help employees with disabilities when required in accordance with established procedures. When an employee who receives individualized workplace emergency response information requires assistance, and with the employee's consent, the employer shall provide this information to the person designated by the employer to provide assistance to the employee. Individualized workplace emergency response information shall be reviewed when the employee moves to a different location in the organization; their overall accommodations needs or plans are reviewed; or when the employer reviews its general emergency response policies.	January 2012	Human Resources	Completed, with processes in place for on-going compliance

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Employment - Individual Accommodation Plans Have a process in place to provide individual workplace accommodate plans where requested by an individual with a disability. Individual accommodation plans will be developed in accordance with the requirements of the IASR. Employees requesting individual accommodation plans may participate in the development of the plan. Where requested, individual accommodation plans will be provided in an accessible format that takes into account the employee's accessibility needs due to disability.	January 2016	Human Resources	Completed, with processes in place for on-going compliance
Employment - Return to Work Process Develop and implement return to work process that outlines the steps the employer will take to facilitate the return to work of employees who were absent due to disability. This plan may follow the process for development of an individual accommodation plan.	January 2016	Human Resources	Completed, with processes in place for on-going compliance
Employment - Performance Management, Career Development and Advancement Take steps to ensure that performance management, career development and advancement takes into account the employee's accessibility needs.	January 2016	Human Resources	Completed, with processes in place for on-going compliance
Employment - Accessible Formats and Communication Supports Where requested by an employee, provide accessible formats of communications supports for information that is needed to perform the employee's job and information that is generally available in the workplace.	January 2014 to January 2015 as applicable	Human Resources	Completed with processes in place for on-going compliance
Accessible Websites and Web Content Internet website and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A	January 2021	IT	Completed February 2022
Websites and Web Content Internet website and web content conforms with WCAG 2.0 Level AA (excluding live captioning and audio description)	January 2021	IT	Completed February 2022
Build Environment Covid-19 building and equipment modifications that are moveable and height adjustable to allow for assistive devices and movement paths that accommodate mobility devices and updated signage	January 2021	Facilities	Completed throughout 2021
Accessible Washroom – undertake to add hands free operation and emergency alarm to washroom	August 2023	Facilities	Scheduled for Fall of 2023

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