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## ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) - POLICY

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*Note: Effective July 1, 2016, O. Reg. 429/07 (Accessibility Standards for Customer Service) and O. Reg. 191/11 (Integrated Accessibility Standards [IAS] – Information and Communication, Employment, Transportation and Design of Public Spaces) were consolidated into a single Integrated Accessibility Standards Regulation through amendments contained in O. Reg. 165/16.*

### **POLICY:**

#### **Framework:**

This policy provides the overarching framework which supports a culture of inclusivity and accessibility that is reflective of the organizational values which Family and Children's Services of St. Thomas and Elgin (FACS) upholds.

#### **Background:**

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was passed by the Ontario legislature with the goal of creating standards to improve accessibility across the province.

#### **Statement of Commitment:**

Family and Children's Services of St. Thomas and Elgin will meet the requirements of *Integrated Accessibility Standards, Ontario Regulation 191/11* under the *Accessibility for Ontarians with Disabilities Act, 2005*.

This regulation establishes general requirements and the accessibility standards for each of information and communications, employment, transportation, the design of public spaces and customer service. FACS has developed and shall review (as per General Requirements) this policy and accessibility procedures to ensure we meet the applicable general requirements and Integrated Accessibility Standards.

Family and Children's Services is committed to meeting the needs of persons with disabilities in a manner that respects dignity, independence, integration and equal opportunity. We shall do so by preventing and removing barriers to accessibility in a timely manner.

Providing an accessible and barrier-free environment is a shared effort. FACS is committed to work with the necessary parties to make accessibility a reality.

### **Review and Amendments:**

This policy shall be reviewed on an ongoing basis and at a minimum of every two (2) years to ensure that it is reflective of Family and Children's Services current practices as well as legislative requirements. The Accessibility Coordinator shall be responsible for initiating this policy review process and subsequent amendments (including legislative changes) to this policy document.

### **REFERENCES:**

- [O. Reg. 191/11: Integrated Accessibility Standards](#)
- [Accessibility for Ontarians with Disabilities Act \(AODA\) Integrated Accessibility Standards Regulation \(IASR\) Customer Service - Procedures](#)
- [Accessibility for Ontarians with Disabilities Act \(AODA\) Integrated Accessibility Standards Regulation \(IASR\) Customer Service - Training Materials](#)
- [Accessibility for Ontarians with Disabilities Act \(AODA\) Integrated Accessibility Standards Regulation \(IASR\) Design of Public Spaces Accessibility - Procedures](#)
- [Accessibility for Ontarians with Disabilities Act \(AODA\) Integrated Accessibility Standards Regulation \(IASR\) General Requirements- Procedures](#)
- [Accessibility for Ontarians with Disabilities Act \(AODA\) Integrated Accessibility Standards Regulation \(IASR\) Employment Standards - Procedures](#)
- [Accessibility for Ontarians with Disabilities Act \(AODA\) Integrated Accessibility Standards Regulation \(IASR\) Information and Communication Standards - Procedures](#)

*Accessible formats of this document are available upon request.*