
**ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)
INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)
GENERAL REQUIREMENTS - PROCEDURES**

REFERENCES:

- [Accessibility for Ontarians with Disabilities Act \(AODA\) - Policy](#)
- [O. Reg. 191/11: Integrated Accessibility Standards](#)

PROCEDURES:

General requirements apply across all of the five (5) Integrated Accessibility Standards (IAS) (information and communication, employment, transportation, design of public spaces, and customer service).

The procedures developed to meet all 5 standards shall be consistent with the core principle of dignity, independence, integration and equal opportunity.

Accessibility Documents and Plans:

Documents governing how Family and Children's Services of St. Thomas and Elgin (FACS) achieves or will achieve the accessibility needs of persons with disabilities, shall be publicly available on the FACS website and, upon request, provided in an accessible format. Paper copy is also available at the agency. To obtain an accessibility document in an alternate format, please contact:

Accessibility Coordinator: Human Resources Coordinator

Mailing Address: 410 Sunset Drive, St. Thomas, ON N5R 3C7

In Person at: 99 Edward Street, St. Thomas, ON N5P 1Y8

Phone: 519-631-1492 Ext. 225

Confidential HR Fax: 519-931-2204

E-mail: dsandhu@casegin.on.ca

FACS has established, implemented, maintained and documented a Multi-Year Accessibility Plan, which outlines the strategy to prevent and remove barriers to persons with disabilities

and meet the requirements under Integrated Accessibility Standards Regulation (IASR). This accessibility plan including status updates is posted on the [FACS website](#) and is available to the public in an accessible format, upon request.

The Multi-Year Accessibility Plan shall be reviewed and updated at least once every five (5) years as well as legislative requirements.

Training:

Family and Children’s Services shall provide training for employees, student interns, Board of Directors, Volunteers, Resource Parents, consultants, contractors and agents on the applicable Integrated Accessibility Standards and on aspects of the *Ontario Human Rights Code* that apply to persons with disabilities. Training will also be provided to individuals who participate in developing policies, procedures and practices, as well as other persons who provide services on behalf of FACS.

This training shall be:

- appropriate to the duties of these individuals;
- provided initially at orientation; and
- provided on an ongoing basis in the event of changes to legislation, policies, procedures and/or practices.

FACS shall keep a record of training provided, including dates of when it was provided and the number of participants that were trained.

Review and Amendments to Accessibility or Other policies/procedures/practices:

FACS shall ensure that all policies, procedures and practices (including but not limited to AODA standard regulations, anti-oppression, health and safety, employment, training and development, short term disability/absences/long term disability and performance) will respect and promote dignity and independence of persons with disabilities. Those policies and procedures not meeting this standard will either be modified or removed.

The AODA policy and all applicable IAS procedures shall be reviewed on an ongoing basis and at a minimum interval 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 review process and any subsequent amendments (including legislative changes) to accessibility policy and procedures.

Non-Compliance:

Failure to comply with the AODA policy, General Requirements and IAS procedures may result in legal, punitive, or disciplinary action, up to and including termination of employment or affiliation with FACS.

Accessible formats of this document are available upon request.