



## MULTI-YEAR ACCESSIBILITY PLAN

### Family and Children's Services of St. Thomas and Elgin County (FACS)

www.caselgin.on.ca

Based on Not-for-Profit Sector Large Organizations  
 Integrated Accessibility Standards (IAS) - General, Information and Communications, Employment, Transportation (NA), Design of Public Spaces (Built Environment), Customer Service

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

#### INTEGRATED ACCESSIBILITY STANDARDS O.Reg. 191/11

AODA STANDARD/ REGULATION SECTION	DESCRIPTION	ACTIONS	COMPLIANCE DATE	COMPLETION DATE/STATUS	RESPONSIBILITY
<b>PART I - GENERAL STANDARDS</b>					
<b>Section 3:</b> Establishment of accessibility policies	<p>Organization must develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting the requirements referred to in the <i>Integrated Accessibility Standards, Ontario Regulation 191/11 under the Accessibility for Ontarians with Disabilities Act, 2005</i>.</p> <p>Organization shall develop a Statement of Commitment to meeting the needs of persons with disabilities in a timely manner.</p> <p>Prepare document(s) describing accessibility policies/procedures. The document(s) must be:</p> <ul style="list-style-type: none"> <li>publicly available; and</li> <li>in an accessible format, upon request. is correct</li> </ul>	<p>FACS will develop, implement and maintain <i>Accessibility for Ontarians with Disabilities Act (AODA) Policy and Integrated Accessibility Standards (IAS) Procedures</i> that outline how the agency will meet the requirements of the IASR.</p> <p>Statement of Commitment will be incorporated into <i>AODA Policy</i>.</p> <p>Additionally, the <i>AODA Policy</i> and <i>IAS Procedures</i> will be reviewed and updated, as needed, at a minimum interval of every 2 years as well as legislative requirements/ amendments. This shall be achieved utilizing PolicyTech policy and procedures review cycle system and HR resources.</p> <p><i>AODA policy</i> and <i>IAS procedures</i> can be found on the Family and Children's Services of St. Thomas and Elgin (FACS) website.</p> <p>Paper copy is also available at the agency and in an accessible format, upon request.</p>	<p>1-Jan-14</p> <p>—</p> <p>1-Jan-14</p>	<p><b>Completed</b> <i>(Revision Jun 29/18)</i></p> <p><b>Completed</b> <i>(Revision Jun 29/18)</i></p> <p><b>Completed</b> <i>(Website updated Sept 1/19)</i></p>	<p>HR Manager/ Accessibility Coordinator</p> <p>Accessibility Coordinator</p> <p>Accessibility Coordinator</p>

<p><b>Section 4:</b> Accessibility Plan</p>	<p>Organization is required to establish, implement, maintain and document Multi-Year Accessibility Plan (MYAP) which outlines the strategy to prevent and remove barriers to persons with disabilities and meet the requirements under the IASR. Plan must be:</p> <ul style="list-style-type: none"> <li>• posted on the FACS website;</li> <li>• provided in an accessible format, upon request;</li> </ul> <p>and</p> <ul style="list-style-type: none"> <li>• reviewed and updated at least once every 5 years.</li> </ul>	<p>FACS will develop a Multi-Year Accessibility Plan (MYAP). The multi-year plan can be found on the FACS website.</p> <p>Paper copy is also available at the agency and in an accessible format, upon request.</p> <p>FACS will review and update MYAP every 2 years as well as legislative requirements/amendments. This shall be achieved utilizing PolicyTech policy and procedures review cycle system and HR resources.</p>	<p>1-Jan-14</p>	<p><b>Completed</b> (Revision Jun 29/18) (Website updated Sept 1/19)</p>	<p>Accessibility Coordinator</p>
<p><b>Section 7:</b> Training</p>	<p>Organization shall ensure that training is provided on the requirements of the <i>accessibility standards of this Regulation and Human Rights Code</i> as it relates to persons with disabilities to:</p> <ul style="list-style-type: none"> <li>• employees and Volunteers;</li> <li>• individuals who participate in developing policies, procedures and practices; and</li> <li>• other persons who provide services on behalf of FACS.</li> </ul>	<p>FACS will provide training (website courses and policy/procedures) to employees and student interns:</p> <ul style="list-style-type: none"> <li>• Integrated Accessibility Standards - Information/Communication and Employment Standards; and</li> <li>• Understanding Human Rights (AODA Edition).</li> <li>• AODA Customer Service (refer to section 80.49)</li> </ul>	<p>1-Jan-15</p>	<p><b>Completed</b> (Revision Jul 1/16)</p>	<p>Accessibility Coordinator</p>
	<p>Training shall be appropriate to the duties of these individuals; occur as soon as practicable; and be provided when amendments occur.</p> <p>Organization shall keep record of the training, including the dates on which the training is provided as well as the number of participants that are trained.</p>	<p>FACS will also provide <i>online training courses</i> to Board of Directors, Volunteers, <i>Resource Parents</i>, consultants, contractors, agents, individuals who participate in agency developing policies, procedures and practices, as well as other persons who provide services on behalf of FACS:</p> <ul style="list-style-type: none"> <li>• Integrated Accessibility Standards - Information/Communication and Employment Standards; and</li> <li>• Understanding Human Rights (AODA edition).</li> <li>• Customer Service Standards (refer to section 80.49)</li> </ul>	<p>1-Jan-15</p>	<p><b>Resource Parents continue In Progress</b> (Revision Jul 1/16)</p> <p><b>All other groups are Ongoing</b></p>	<p>Accessibility Coordinator; Volunteer and Community Engagement Advocate; Resources Team Assistant; Administrative Support Services Manager</p>
	<p>Training shall be appropriate to the duties of these individuals; provided at orientation and ongoing due to revisions to legislation, policies, procedures and/or practices.</p>	<p>FACS will keep a record of training completions (including dates and names/number of participants) to ensure compliancy.</p>	<p>1-Jan-15</p>	<p><b>Ongoing</b></p>	<p>Accessibility Coordinator</p>
	<p></p>	<p></p>	<p>1-Jan-15</p>	<p><b>Ongoing</b></p>	<p>Accessibility Coordinator</p>

**PART II - INFORMATION AND COMMUNICATIONS STANDARDS**

<p><b>Section 11:</b> Feedback Process</p>	<p>Organizations must ensure that the existing feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request. Applies in addition to obligations under Integrated Accessibility Standards for Customer Service (Section 80.50).</p>	<p>FACS will ensure that the existing feedback processes are accessible by providing or arranging for accessible formats and communication supports, upon request. This feedback process applies in addition to obligations under IAS - Customer Service procedures.</p>	1-Jan-15	<b>Completed</b>	Accessibility Coordinator
	<p>Organization shall notify the public about the availability of accessible formats and communication supports with respect to the feedback process.</p>	<p>FACS will notify the public (via FACS website) about the availability of accessible formats and communication supports with respect to the feedback process.</p>	1-Jan-15	<b>Completed</b>	Accessibility Coordinator
<p><b>Section 12:</b> Accessible Formats and Communication Supports</p>	<p>Obligated organizations must provide or arrange for accessible formats and communication supports for persons with disabilities, when a request is made. The alternate formats must be provided:</p> <ul style="list-style-type: none"> <li>in a timely manner that takes into account the person's accessibility needs due to disability;</li> <li>at a cost no more than the regular cost charged to others; and</li> <li>in consultation with the person making the request to determine the suitability of an accessible format or communication support.</li> </ul> <p>Organization shall notify public about the availability of accessible formats and communication supports.</p>	<p>FACS will provide or arrange for accessible formats and communication supports for persons with disabilities, when a request is made:</p> <ul style="list-style-type: none"> <li>in a timely manner;</li> <li>at no additional costs (if applicable); and</li> <li>in consultation with person making the request.</li> </ul>	1-Jan-16	<b>Ongoing</b>	Accessibility Coordinator
		<p>FACS will notify the public (via FACS website) about the availability of accessible formats and communication supports.</p>	1-Jan-16	<b>Completed</b>	Accessibility Coordinator
<p><b>Section 14:</b> Accessible Websites and Web Content</p>	<p>Organizations shall ensure that all new websites and web content conform to the Web Content Accessibility Guidelines (WCAG) 2.0 Level A by January 1, 2014</p>	<p>FACS will inform Information Systems Manager about their responsibility to ensure website compliance under AODA.</p> <p>External provider will review FACS website and web content to determine the compliance status.</p>	1-Jan-14	<b>Completed</b>	IS Manager/K.A
	<p>All internet websites and web content must conform to WCAG 2.0, Level AA (other than captions live and pre-recorded audio descriptions)</p>	<p>FACS will inform Information Systems Manager about their responsibility to ensure website compliance under the AODA.</p> <p>External provider will review FACS website and web content to determine the compliance status.</p>	1-Jan-21	<b>Completed</b>	IS Manager

<b>PART III - EMPLOYMENT STANDARDS</b>					
<b>Section 22:</b> Recruitment, General	Organizations must notify its employees and the public about the availability of accommodation for applicants with disabilities during the recruitment processes.	FACS will review and revise its Career web page and job postings to include a statement indicating that accommodations will be provided to applicants with disabilities, upon request.	1-Jan-16	<b>Completed</b>	Accessibility Coordinator
		FACS will notify its employees (via procedures, job postings) and the public (via job postings) about availability of accommodations for applicants with disabilities in the recruitment processes, upon request.	1-Jan-16	<b>Completed</b>	Accessibility Coordinator
<b>Section 23:</b> Recruitment, Assessment and Selection Process	Organizations must notify the applicants that are selected to participate in the assessment (testing) or selection (interviews) process, that accommodations (materials and/or processes) are available, upon request.	FACS will ensure that correspondences (i.e. job postings, interview scheduling) to selected candidates outlines that FACS will provide accommodations when a request is made.	1-Jan-16	<b>Completed</b>	Accessibility Coordinator / DOS HR Team Assistant
	If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange suitable accommodations taking into account the applicant's accessibility needs due to disability.	If accommodation is requested, Human Resources will consult with the applicant and provide or arrange suitable accommodations taking into account the applicants accessibility needs due to disability.	1-Jan-16	<b>Ongoing</b>	Accessibility Coordinator
		FACS will develop a process and questionnaire to be utilized, if accommodation is requested.	—	<b>Pending</b>	HR Manager
<b>Section 24:</b> Notice to Successful Applicants	Organizations must, when making offers of employment, notify successful applicants of their accommodation policies for employees with disabilities.	FACS will notify the successful applicant (via verbal Job Offer) of the agency's disability accommodation policy/procedures.	1-Jan-16	<b>In Progress</b>	HR Manager
		FACS will provide overview in its Orientation package for new employees to include information on accommodation policy/procedures for employees with disabilities.	1-Jan-16	<b>In Progress</b>	Accessibility Coordinator
<b>Section 25:</b> Informing Employees of Supports	Organizations must inform employees of their policies/procedures for supporting employees with disabilities including policy/procedures on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	FACS will develop a Job Accommodation policy/procedures to inform employees of the supports available for those who require accommodations that take into account an employee's accessibility needs due to disability to perform their job.	1-Jan-16	<b>Pending</b>	HR Manager
	Organizations shall provide accommodation information to new employees as soon as practicable after employment begins.	FACS will communicate to all current employees the Job Accommodation policy/procedures.	1-Jan-16	<b>Pending</b>	HR Manager
		FACS will include the Job Accommodation policy/procedures in the Orientation package for new employees.	1-Jan-16	<b>Pending</b>	Accessibility Coordinator
	Organizations shall provide updated information, to current employees, whenever there is a change to existing job accommodation policies/procedures.	FACS will communicate to employees any revisions to the Job Accommodation policy/procedures.	1-Jan-16	<b>Ongoing</b>	HR Manager/ Accessibility Coordinator

<b>Section 26:</b> Accessible Formats and Communication Supports for Employees	In addition to obligations under Section 12, organizations must provide or arrange for provision of accessible formats and communication supports for job or workplace information, when an employee with a disability requests it.	FACS will inform employees (via Job Accommodation policy/procedures) that accessible formats and communication supports will be provided or arranged for job or workplace information, upon request, due to disability .	1-Jan-16	<b>Pending</b>	HR Manager/ Accessibility Coordinator
	Consultation must occur with the employee to determine the suitability of an accessible format or communication support.	Consultation with the employee will occur to determine the suitability of an accessible format or communication support.	1-Jan-16	<b>Ongoing</b>	HR Manager
<b>Section 27:</b> Individualized Workplace Emergency Response (IWER) Information	Organizations must provide individualized workplace emergency response (IWER) information to employees with disabilities, if <ul style="list-style-type: none"> <li>the disability is such that the individualized information is necessary; and</li> <li>the employer is <u>aware</u> of the need for accommodation due to employee's disability.</li> </ul>	FACS will develop an Individual Accommodation Plan (IAP) template that will include an Individualized Workplace Emergency Response (IWER) plan template.	1-Jan-12	<b>Pending</b>	HR Manager
		The IWER information shall be provided to the person designated to provide assistance to the employee with a disability, upon consent.	Once FACS is made aware of the need for accommodation due to employee's disability and individualized information is necessary, FACS will meet with the employee as soon as practicable, receive consent, prepare the IWER Plan and document in the Individual Accommodation Plan (IAP).	1-Jan-12	<b>Pending</b>
	The information must be provided to the employee with a disability as soon as practicable.	Once consent has been received, HR will provide IWER information to the person designated to provide assistance to the employee with a disability as soon as practicable.	1-Jan-12	<b>Ongoing</b>	HR Manager
	The individualized workplace emergency response information must be reviewed: <ul style="list-style-type: none"> <li>when the employee moves to a different location in the organization;</li> <li>when the employee's overall accommodations needs or plans are reviewed; and</li> <li>when the employer reviews its general emergency response policies.</li> </ul>	FACS will establish and utilize a formal tracking system (spreadsheet, Outlook calendar) to ensure IWER information is reviewed when required: <ul style="list-style-type: none"> <li>employee moves to other location;</li> <li>employee's overall accommodation needs or plans are reviewed (follow-up); and/or</li> <li>FACS reviews general emergency response policies/procedures.</li> </ul>	1-Jan-12	<b>Completed</b>	Accessibility Coordinator/ HR Manager

<p><b>Section 28:</b> Documented Individual Accommodation Plan (IAP)</p>	<p>Organizations must develop a written process for the development of documented Individual Accommodation Plans, for employees with disabilities, that includes the following elements.</p> <ul style="list-style-type: none"> <li>• How the employee can participate.</li> <li>• How the employee will be assessed on an individual basis.</li> <li>• How an evaluation by an outside expert, at the employer's expense, can be requested to assist in determining if accommodation can be achieved and how.</li> <li>• How the employee can request participation of union representative or other representative from the workplace.</li> <li>• How the employee's personal information will remain private.</li> <li>• How, and how often, the plan will be reviewed and updated.</li> <li>• How reasons for a denied accommodation request will be communicated.</li> <li>• How the plan will be provided to employee in a format that takes into account the employee's accessibility needs.</li> </ul>	<p>FACS will develop a written process for the development of documented IAPs that includes all AODA required elements. This process shall be included within the Job Accommodation policy/procedures.</p>	<p>1-Jan-16</p>	<p><b>Pending</b></p>	<p>HR Manager</p>
	<p>Individual Accommodation Plans shall:</p> <ul style="list-style-type: none"> <li>• include if requested, any information regarding accessible formats and communication supports as per Section 26;</li> <li>• if required, include Individualized Workplace Emergency Response (IWER) information as per Section 27; and</li> <li>• identify any other accommodation that is to be provided.</li> </ul>	<p>FACs will develop a template to guide the Individual Accommodation Plan process including, if required, information regarding accessible formats and communication supports and IWER, as well as other accommodations.</p>	<p>1-Jan-16</p>	<p><b>Pending</b></p>	<p>HR Manager</p>
<p><b>Section 29:</b> Return to Work Process</p>	<p>Organizations are required to develop a <u>documented</u> return-to-work process for its employees who have been absent from work due to a disability and require disability-related accommodation(s) in order to return to work (RTW).</p> <p>The RTW process must outline the steps to facilitate the RTW and use documented Individual Accommodation Plans (as per Section 28).</p> <p>The RTW process does not replace or override any other statutory RTW processes.</p>	<p>FACS will create a written RTW process which outlines steps to facilitate the RTW and use IAPs (as per Section 28) for employees who have been absent from work due to disability and require disability-related accommodation(s) in order to return to work.</p> <p>This process shall be incorporated into the Return to Work policy/procedures. It shall also be noted that the RTW process does not replace or override any other statutory RTW processes.</p>	<p>1-Jan-16</p>	<p><b>Pending</b></p>	<p>HR Manager</p>

<b>Section 30:</b> Performance Management	Organizations shall take into account the accessibility needs and Individual Accomodation Plans when using its performance management processes in respect to employees with disabilities.	FACS will review its existing performance management processes/policies/procedures and revise as necessary to incorporate AODA requirements: <ul style="list-style-type: none"> <li>take into account accessibility needs and IAP in performance management.</li> </ul>	1-Jan-16	<b>Pending</b>	HR Manager
<b>Section 31:</b> Career Development and Advancement	Organizations shall take into account the accessibility needs and Individual Accomodation Plans when providing career development and advancement, including additional responsibilities within the current position, to its employees with disabilities.	FACs will review its career development and advancement processes/policies/procedures for possible barriers and revise as necessary to incorporate AODA requirements: <ul style="list-style-type: none"> <li>take into account accessibility needs needs (for example, provide assistive aids) and IAP in career development and advancement, including additional reponsibilities.</li> </ul>	1-Jan-16	<b>Pending</b>	HR Manager
<b>Section 32:</b> Redeployment	Organizations shall take into account the accessibility needs and Individual Accomodation Plans when redeploying employees with disabilities.	FACS will develop redeployment (relocation, reassignment) processes/policies/procedures which will incorporate AODA requirements: <ul style="list-style-type: none"> <li>take into account accessibility needs and IAP in redeployment.</li> </ul>	1-Jan-16	<b>Pending</b>	HR Manager
<b>PART IV - TRANSPORTATION STANDARDS</b>					
Not applicable					
<b>PART IV.I - DESIGN OF PUBLIC SPACES STANDARDS (ACCESSIBILITY STANDARDS FOR THE BUILT ENVIRONMENT)</b>					
	Incorporate accessibility when newly constructing or redeveloping public spaces	FACS shall incorporate barrier-free principles when building or making major modications to public spaces.	—	<b>Ongoing</b>	Finance Manager/ HR Manager

**PART IV.2 - CUSTOMER SERVICE STANDARDS**

<b>Overview of Revisions</b>	Organization shall amend AODA documents based upon consolidation of two regulations (Accessibility Standards for Customer Service [O. Reg. 429/07] and Integrated Accessibility Standards [O. Reg. 191/11]) into a single Integrated Accessibility Standards regulation.	Family and Children's Services of St. Thomas and Elgin (FACS) will consolidate two accessibility policies (AODA - Customer Service Standards and AODA - Integrated Accessibility Standards).	1-Jul-16	<b>Completed</b>	Accessibility Coordinator
	Organization shall amend IAS-CSS procedures and Multi-Year Accessibility Plan (MYAP) as per revised IAS-CSS legislation. Revisions occurred with:	FACS will amend policies and procedures ensuring each revision, if applicable, is included as per updated IAS-CSS legislation.	1-Jul-16	<b>Completed</b>	Accessibility Coordinator
	<ul style="list-style-type: none"> <li>• Training</li> <li>• Service animals</li> <li>• Support persons</li> <li>• Feedback process</li> <li>• Policy document and notice requirements</li> </ul>	FACS will update the MYAP.	1-Jul-16	<b>Completed</b>	Accessibility Coordinator
	<p><i>Note: IAS-CSS apply to the provision of goods, services or <u>facilities</u> to persons with disabilities. However, FACS provides services only and therefore procedures shall refer to services only going forward.</i></p>	Once amendments are completed, communication with previous employees shall occur by email and review of policy, procedures and training material.	1-Jul-16	<b>Completed</b>	Accessibility Coordinator
	<p>Organization shall provide a copy of Customer Services documents (procedures etc.), upon request, <u>to any person.</u></p> <ul style="list-style-type: none"> <li>• Sections 80.46 - 80.50 (inclusive)</li> </ul>	Customer Service Standards procedures and information can be found on the FACS website.	01-Jul-16	<b>Completed</b>	Accessibility Coordinator
	Paper copy is also available at the agency, upon request.	previously 01-Jan-12			



<p><b>Section 80.46:</b> Establishment of policies, (procedures and practices)</p>	<p>In addition to the requirements of Section 3, organization shall develop, implement and maintain policies, practices and procedures that comply with Accessibility Standards for Customer Service and are consistent with the core principles of independence, dignity, integration and equal opportunity. Upon request, a copy of such document shall be given to any person.</p> <p>Accessibility Customer Service Standards (CSS) procedures to include:</p> <ul style="list-style-type: none"> <li>• Provision of services to persons with disabilities</li> <li>• Use of assistive devices</li> <li>• Communication</li> <li>• Use of service animals</li> <li>• Use of support persons</li> <li>• Notice of temporary disruptions</li> <li>• Feedback</li> <li>• Training</li> <li>• Notice of availability and format of documents</li> </ul> <p>Organization shall prepare a document describing procedures established under this section. Upon request, a copy of such document shall be given to any person.</p> <p>Organization shall notify the persons to whom it provides services that the documents required by this <i>section</i> are available, upon request. The notice may be given by posting the information at a conspicuous place on premises or posting on organization's website.</p>	<p>Family and Children's Services of St. Thomas and Elgin (FACS) will develop Customer Service Standards (CSS) procedures including:</p> <ul style="list-style-type: none"> <li>• Purpose</li> <li>• Scope and Application of Procedures</li> <li>• Framework consistent with core principles</li> <li>• Further procedures: Definitions; Expectations of Managers; Expectations of Employees, Interns, Volunteers, Resource Parents, Contracts, Board of Directors and Agents; Use of Assistive Devices; Use Service Animals and Support Persons; Service Disruption; Feedback Process; Training Requirements; Notice of Availability and Formats of Documents; Review (every 2 years) and Amendments</li> <li>• Training Materials: Acceptable Terminology; Best Practices and Procedures for Providing Accessible Customer Service; More Information (resources)</li> </ul> <p>A copy of the document describing policy/procedures shall be given to any person, upon request.</p> <p>FACS will develop and post signage near front entrances, as well as posting on FACS website, notifying the persons to whom the agency provides services , that documents required by above are available, upon request.</p>	<p>1-Jan-12</p>	<p><b>Completed</b></p>	<p>Human Manager/ Accessibility Coordinator</p>
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<p><b>Section 80.47</b> Use of service animals</p>	<p>Organization shall prepare a document describing procedures with respect to service animals.</p> <ul style="list-style-type: none"> <li>• access to premises (unless excluded by law) and service animal shall be kept with person with disability;</li> <li>• if excluded by law, other measures available to enable the person with a disability to obtain, use or benefit from the organization's services; and</li> <li>• readily apparent that animal is a service animal or provides documentation.</li> </ul> <p>Upon request, a copy of such document shall be given to any person.</p> <p>Organization shall notify the persons to whom it provides services that the documents required by this section are available, upon request. The notice may be given by posting the information at a conspicuous place on premises or posting on organization's website.</p>	<p>FACS will develop procedures addressing the use of service animals.</p> <p>A copy of the document describing procedures shall be given to any person, upon request.</p> <p>FACS will notify (via FACS website) the persons to whom it provides services that the documents required by above are available, upon request.</p>	<p>1-Jan-12</p>	<p><b>Completed</b></p>	<p>HR Manager</p>
	<p><b>REVISION</b> - The <u>previous</u> requirement allowed an organization to ask a person with a disability to provide a letter from a <b>physician or nurse</b> confirming that a service animal is required due to disability. <i>Effective July 1, 2016, if it is not readily apparent that an animal is a service animal for reasons relating to the person's disability, a request for documentation may now come from a <b>regulated health professional</b>.</i></p>	<p><i>FACS will revise procedures, including an expanded list of regulated health professionals effective July 1, 2016.</i></p>	<p>1-Jul-16</p>	<p><b>Completed</b></p>	<p><i>Accessibility Coordinator</i></p>

<b>Section 80.47</b> Use of support persons	<p>Organization shall prepare a document describing procedures with respect to support persons.</p> <ul style="list-style-type: none"> <li>enter together and access to support person on premises;</li> <li>support person may be required due to health or safety of person with disability or others on premises.</li> </ul> <p>Upon request, a copy of such document shall be given to any person.</p>	<p>FACS will develop procedures addressing the use of support persons.</p> <p>A copy of the document describing procedures shall be given to any person, upon request.</p> <p>FACS will notify (via FACS website) the persons to whom it provides services that the documents required by above are available, upon request.</p>	1-Jan-12	<b>Completed</b>	HR Manager
	<p>Organization shall notify the persons to whom it provides services that the documents required by this section are available, upon request. The notice may be given by posting the information at a conspicuous place on premises or posting on organization's website.</p>	<p>FACS will develop an "accessibility consent to release of information" form to ensure consent has been obtained from the person with disability, prior to any discussions of a confidential information taking place when the support person is present.</p>	1-Jan-12	<b>Completed</b>	Accessibility Coordinator
	<p><b>REVISION</b> - The <u>previous</u> requirement was that an organization may require a person with a disability to be accompanied by a support person when on the premise, but only if a support person is necessary to protect the health or safety of the person with a disability or others on premises. <u>Effective July 1, 2016, the organization must first consult with the person who has the disability, review all available evidence and determine if any reasonable alternatives.</u></p>	<p><i>FACS will revise procedures including when a support person is required for health or safety reasons for the person with a disability or others on premises. FACS will first consult with person with disability, review all available evidence and consider reasonable alternatives.</i></p>	1-Jul-16	<b>Completed</b>	Accessibility Coordinator
<b>Section 80.48:</b> Notice of temporary disruptions	<p>Organization must prepare a document (procedures) setting out the steps that the organization will ensure are taken in connection with a temporary disruption for all or in part of facilities or services.</p> <ul style="list-style-type: none"> <li>organization must give notice of disruption to the public; and</li> <li>notice must include reason, anticipated duration and description of alternative facilities or services, if any, that are available.</li> </ul>	<p>FACS will develop procedures addressing the notice of temporary disruptions whether planned or unplanned.</p>	1-Jan-12	<b>Completed</b>	HR Manager
		<p>FACS will develop a Service Disruption checklist and notification signage.</p>	1-Jan-12	<b>Completed</b>	HR Manager

<p><b>Section 80.49:</b> Training</p>	<p>In addition to the requirements of Section 7, the organization must prepare a document (procedures) with respect of training requirements.</p> <ul style="list-style-type: none"> <li>• participants;</li> <li>• summary of the contents of the training; and</li> <li>• when training shall be provided.</li> </ul> <p><b>REVISION</b> - The <u>previous</u> requirement was that those persons who provided services to the public or other third parties on behalf of the organization had to be trained on AODA, as well as those who develop the organization's policies. <i>Effective July 1, 2016, all employees, volunteers and other persons who provide services on behalf of the organization, as well as all persons involved in policy development, must undergo AODA Customer Service training (along with all other AODA training).</i></p> <p>Organization must keep records of the training provided under this section, including the dates on which the training is provided and the number of individuals participating in the training.</p>	<p>FACS will develop procedures addressing the accessibility customer service training.</p>	1-Jan-12	<b>Completed</b>	HR Manager
		<p>FACS will provide Customer Service Standards training (website course or paper resource, as well as procedures and training materials) to employees, student interns, Board of Directors, Volunteers, Resource Parents, consultants, contractors, agents, individuals who participate in developing agency policies, procedures and practices, as well as other persons who provide services on behalf of FACS.</p>	01-Jan-12	<b>Completed</b>	Accessibility Coordinator; Volunteer and Community Engagement Advocate; Resources Team Assistant; Administrative Support Services Manager
		<p><i>FACS will revise the procedures, including <u>all</u> employees, Volunteers etc. are required to complete training regardless of whether they provide services to the public or other third parties.</i></p> <p><i>However, this revision did not impact training requirements for FACS, since all employees, Volunteers etc. received AODA CSS training previously.</i></p>	1-Jul-16	<b>Completed</b>	Accessibility Coordinator
		<p>FACS will also present AODA training at Staff Meetings.</p>	1-Jan-12	<b>Completed</b>	HR Manager
		<p>FACS will record training completion (including dates and names/number of participants) to ensure compliance.</p>	1-Jan-12	<b>Ongoing</b>	Accessibility Coordinator

<p><b>Section 80.50:</b> Feedback Process</p>	<p><i>Organization shall prepare a document describing the process for receiving and responding to feedback about:</i></p> <ul style="list-style-type: none"> <li>the manner in which the organization provides services to persons with disabilities; and</li> <li><i>Effective July 1, 2016, whether the feedback process is accessible by the organization providing or arranging accessible formats and communication supports, upon request.</i></li> </ul>	<p>FACS will develop procedures for the feedback process (including the process for receiving and responding to feedback and actions the agency will take when a complaint is received).</p>	1-Jan-12	<b>Completed</b>	HR Manager
	<p><i>FACS will revise the procedures, including that the feedback process must be accessible and FACS will provide or arrange for accessible formats and communication supports, upon request.</i></p>	<p><i>FACS will revise the procedures, including that the feedback process must be accessible and FACS will provide or arrange for accessible formats and communication supports, upon request.</i></p>	1-Jul-16	<b>Completed</b>	Accessibility Coordinator
	<p>This process must specify the actions that the organization will take if a complaint is received about the manner in which it provides services to persons with disabilities.</p> <p>Information about the feedback process shall be readily available to the public.</p> <p><i>Organization shall notify persons to whom it provides services that a copy of the document is available, upon request. This document describing the feedback process shall be given to any person, upon request.</i></p> <p><i>This notice may be given by posting the information at a conspicuous place on premises or on organization's website.</i></p>	<p>FACS will develop an electronic Accessibility Feedback form which can be found on the FACS website.</p> <p>Paper copy is also available at the agency.</p> <p>Feedback will also be provided through the following methods:</p> <ul style="list-style-type: none"> <li>email to dsandhu@caselgin.on.ca</li> <li>by fax to 519-931-2204</li> <li>in person</li> <li>by mail attention Accessibility Coordinator: HR Coordinator</li> <li>by telephone</li> </ul>	1-Jan-12	<b>Completed</b>	Accessibility Coordinator
		<p>Signage will be installed at front entrance indicating feedback information/document can be obtained on the premises or FACS website.</p>			
		<p>FACS will provide detailed feedback process training to Team Assistants and Receptionist to ensure information about the feedback process is readily available to the public. Also, FACS will provide general information to all employees.</p>	1-Jan-12	<b>Completed</b>	Accessibility Coordinator

<b>Section 80.51: Format of Documents</b>	If required by CSS to give a copy of a document to a person with a disability, the organization shall, upon request, <i>provide or arrange the provision</i> of the document, or the information contained in the document, in an <i>accessible format or with communication support</i> .	If required by CSS to provide a copy of a customer service document to a person with a disability, FACS will, upon request, <i>provide or arrange the provision</i> of the document/information in an <i>accessible format or with communication support</i> .	1-Jan-12  1-Jul-16	<b>Ongoing</b>	<i>Accessibility Coordinator</i>
	<i>The alternate formats must be provided:</i> <ul style="list-style-type: none"> <li>• <i>in a timely manner that takes into account the person's accessibility needs due to disability;</i></li> <li>• <i>at a cost no more than the regular cost charged to others and</i></li> <li>• <i>in consultation with the person making the request to determine the suitability of an accessible format or communication support.</i></li> </ul>	<i>This provision or arrangement will occur:</i> <ul style="list-style-type: none"> <li>• <i>in a timely manner;</i></li> <li>• <i>at no additional costs (if applicable); and</i></li> <li>• <i>in consultation with the person making the request.</i></li> </ul>	1-Jul-16	<b>Ongoing</b>	<i>Accessibility Coordinator</i>

<b>PART V - COMPLIANCE</b>					
<b>Section 86.1: Accessibility Report</b>	Report must be filed with respect to the Accessibility Standard for Customer Service	FACS will complete the Self-Certified Accessibility Report	31-Dec-12	<b>Completed</b>	HR Manager
	Report must be filed with respect to the Integrated Accessibility Standards	FACS will complete the Self-Certified Accessibility Report	31-Dec-14	<b>Completed</b>	HR Manager
	Report must be filed with respect to the Integrated Accessibility Standards	FACS will complete the Self-Certified Accessibility Report	31-Dec-17	<b>Completed</b>	Accessibility Coordinator
	Report must be filed with respect to the Integrated Accessibility Standards	FACS will complete the Self-Certified Accessibility Report	31-Dec-20		HR Manager