

## **Multi-Year Accessibility Plan**

### **Introduction:**

The Ontarians with Disabilities Act, 2001 (ODA) was passed in December 2001 with the purpose being to improve opportunities for persons with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province. The Act mandates the preparation of an annual accessibility plan which Participation House Brantford operating as Participation Support Services has been in compliance.

The goal of the Accessibility for Ontarians with Disabilities Act (AODA), 2005, is to achieve accessibility for Ontarians with disabilities by 2025.

Participation Support Services will be transitioning from the ODA annual plan to the multi-year plan as per AODA requirements. The following multi-year accessibility plan is prepared in accordance with the Ontarians with Disabilities Act, 2001 as well as the AODA.

In preparing accessibility plans organizations are required to consider the following:

- The plans must address a broad range of disability issues, taking into account the full definition of disability under the AODA and the Ontario Human Rights Code.
- The plans must examine all aspects of the organization's operations, including its bylaws, practices, facilities, programs and services
- Organizations must take into consideration their roles as service providers and employers.
- The Plans must identify steps to be taken over time to remove identified barriers and prevent any new ones.
- It is important that organizations consider integrating accessibility planning into their business planning cycles to ensure a thoughtful, effective and efficient process and meaningful outcomes.
- These organizations are accountable to their communities and, as such, must make their accessibility plans available to the public.



## **PARTICIPATION SUPPORT SERVICES**

Participation Support Services provides supports and services to adults with physical disabilities and complex care needs. The main office is located at 10 Bell Lane, Brantford, Ontario. Participation Support Services provides services to clients living in Brant and Norfolk Counties and the City of Brantford.

Participation Support Services employs staff who provide Personal Support Services to individuals who live at 10 Bell Lane, 255 Colborne Street, 99 Wayne Gretzky Parkway and over 175 clients who live in their own homes (Brant County & City of Brantford). Our LEGHO program assists clients living in Brant and Norfolk Counties transition from hospital back to their own homes. The Agency also has administrative offices at the Cowan Health Hub

### **MISSION:**

As part of the healthcare system and in partnership with other organizations we support adults with physical disabilities and complex needs to live as independently as possible.

### **VISION:**

We will be the leader of collaborative support for adults living independently in the community.

### **Our Values:**

**Respect:** Everyone has the right to be respected and the responsibility to respect others.

**Teamwork:** Everyone is willing to help everyone everywhere, be flexible and adaptable in your role.

**Communication/Listening:** Seek to understand before being understood and communicate openly and positively.

**Innovation:** Develop innovation/creative solutions to problems and strive for excellence in all we do.

## **STATEMENT OF COMMITMENT**

In keeping with our values Participation Support Services is committed to providing services in a manner consistent with the principles of independence, dignity, integration and equality of opportunity for all persons, including persons with disabilities. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

## Integrated Accessibility Standards – Multi-Year Accessibility Plan

### EMPLOYMENT STANDARDS

Recruitment				
Legislation	Requirement	Activity to be Completed	Responsibility	Status
AODA Reg. 191/11, s.22 -	The employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process	<ul style="list-style-type: none"> <li>All internal and external job postings will contain a statement about availability of accommodation during the recruiting and selection processes</li> </ul>	Hiring managers, office administrator (for website)	Complete
AODA Reg. 191/11, s23	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 applicants accessibility needs	<ul style="list-style-type: none"> <li>Hiring managers to discuss accommodation with applicants during recruitment and selection processes.</li> </ul>	Hiring manager	Complete
AODA Reg 191/11, s24	The employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities	<ul style="list-style-type: none"> <li>Include notification of commitment to providing, upon request, suitable accommodations for employees with disabilities during offer of employment as well as within offer letter</li> </ul>	Hiring manager	Complete

<b>Informing Employees of Supports</b>				
<b>Legislation</b>	<b>Requirement</b>	<b>Activity to be Completed</b>	<b>Responsibility</b>	<b>Deadline</b>
AODA Reg. 191/11 s. 25	<ol style="list-style-type: none"> <li>1. The employer shall inform its employees of its policies used to support its employees with disabilities including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability</li> <li>2. Employer shall provide information to new employees as soon as possible after the beginning of employment</li> <li>3. The employer shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability</li> </ol>	<ul style="list-style-type: none"> <li>• All employees must read all policies and procedures and are provided an orientation manual upon hiring</li> <li>• Information relating to supports for employees with disabilities will be incorporated as part of the employee orientation</li> <li>• When changing existing policies relating to provisions of job accommodations, all employees are informed in the same manner as other policy changes</li> </ul>	Admin Group	Complete

<b>Accessible Formats and Communication Supports for Employees</b>				
<b>Legislation</b>	<b>Requirement</b>	<b>Activity to be Completed</b>	<b>Responsibility</b>	<b>Deadline</b>
AODA Reg 191/11 s26	<p>Upon request by an employee, the employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication support for</p> <ol style="list-style-type: none"> <li>1. Information needed to perform the employees job</li> <li>2. Information that is generally available to employees in the work place</li> </ol> <p>The employers shall consult with the employee to determine suitability of an accessible format or communication support</p>	Employee's will be informed during orientation	Managers	January 1, 2015
<b>Documented Individual Accommodation Plan</b>				
<b>Legislation</b>	<b>Requirement</b>	<b>Activity to be Completed</b>	<b>Responsibility</b>	<b>Deadline</b>
AODA Reg 191/11, s28	Employers shall develop a written process for the development of documented individual accommodation plans for employees with disabilities	<ul style="list-style-type: none"> <li>• Assess current policies and procedures to identify gaps.</li> <li>• Modify existing policies and/or to address gaps in processes for individual accommodation plans</li> </ul>	Director of Support Services Executive Director	Complete
<b>Return to Work Process</b>				
<b>Legislation</b>	<b>Requirement</b>	<b>Activity to be Completed</b>	<b>Responsibility</b>	<b>Deadline</b>
AODA Reg 191/11, s20	Every employer shall develop a return to work process for employees who have been	<ul style="list-style-type: none"> <li>• Assess current policies and procedures to identify gaps.</li> </ul>	Director of Support Services	Complete

	absent due to a disability and require disability related accommodations in order to return to work, and shall document the process. The process shall outline the steps the employer will take to facilitate the return to work and use documented individual accommodation plans as part of the process	<ul style="list-style-type: none"> <li>Modify existing policies and/or to address gaps in processes for return to work plans.</li> </ul>		
Performance Management				
Legislation	Requirement	Activity to be Completed	Responsibility	Deadline
AODA Reg, 191/11, s30	The employer that uses performance management in respect to its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans as part of the process	Policy and procedures relating to performance management will be reviewed and revises to ensure that in the process of performance appraisals of employees, the accessibility needs of employees with disabilities; as well as individuals accommodation plans shall be taken into account	Executive Director Director of Support Services Program Managers	Complete
Career Development				
Legislation	Requirement	Activity to be Completed	Responsibility	Deadline
AODA Reg. 191/11, s. 31	An employer 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	Accessibility needs and individuals accommodation plans will be taken into account when providing career development and advancement to employees with disabilities	Executive Director Director of Support Services Program Managers	Complete

## GENERAL STANDARDS

Procuring or Acquiring Goods, Services or Facilities				
Legislation	Requirement	Activity to be Completed	Responsibility	Deadline
IASR 191/11 Design of Public Spaces	Incorporate accessibility criteria and features	<ul style="list-style-type: none"> <li>• Policies will be reviewed and updated to ensure that they reflect the Agency's commitment to comply with accessibility laws when building or making major changes to public spaces.</li> </ul>	Executive Director/Finance Committee	Complete
Customer Services	Develop Accessible Customer Service Policy	<ul style="list-style-type: none"> <li>• Develop Policy</li> <li>• Train staff and volunteers</li> <li>• Welcome service animals and support persons</li> <li>• Create accessible ways for people to provide feedback</li> <li>• Provide emergency information to staff upon request</li> </ul>	Administration Team	<ul style="list-style-type: none"> <li>• Complete</li> <li>• Ongoing</li> <li>• Complete</li> <li>• Complete</li> <li>• Complete</li> </ul>
Accessibility Plan	Establish, implement and document a multi-year accessibility plan to be reviewed annually and updated at least once every 5 years	<ul style="list-style-type: none"> <li>• Developed in 2014.</li> <li>• Refreshed in 2017</li> <li>• Refreshed in 2019</li> <li>• Refreshed June 2021</li> <li>• Refreshed June 2023</li> </ul>	Administration Team Board of Directors	Ongoing

Accessibility Report	File report with the Ministry for Seniors and Accessibility.			Submitted June 2021 Submitted June 2023
Information and Communication Standard	<p>Develop a process for feedback Notify public about availability of accessible formats.</p> <p>Ensure Agency's website conforms to Worldwide Web Content Accessibility Guidelines (WCAG) 2.0 level AA other than.</p> <ul style="list-style-type: none"> <li>i. success criteria 1.2.4 Captions (Live), and</li> <li>ii. success criteria 1.2.5 Audio Descriptions (pre-recorded)</li> </ul>	<ul style="list-style-type: none"> <li>• Accessible Customer Service Policy &amp; Multi-Year Accessibility Plan posted on website.</li> <li>• Assess website content for accessibility and rectify deficiencies.</li> </ul>	<p>Director of support services, office administrator</p> <p>Contracted web designer</p>	<p>Complete</p> <p>April 2021 June 2023</p>

### Review and Monitoring Process

Progress on the plan will be reviewed by the administration team at Admin meetings. Members of the Working Group will also be available to make presentations and update information to Board of Directors (Quality Assurance Committee) on a routine basis. Ongoing evaluation of the effectiveness in implementing all policies will occur throughout the year.

### Communication of the Plan

The accessibility plan will be posted on the Participation Support Services website and copies made available upon request. The plan will become part of the Orientation package for new staff and reviewed at the General Orientation session for new staff. Other stakeholders will have access to the plan and updates as requested.





### **For More Information**

For more information please contact Drew Shinder at [ashinder@pssbrantford.org](mailto:ashinder@pssbrantford.org) or 519-756-1430 x222