

Advocis and Affiliates – AODA Multi-year Accessibility Plan

Statement of Commitment

Advocis and Affiliates are committed to meeting our organizational obligations under the AODA, Integrated Accessibility Standards Regulation. We are dedicated to excellence in serving all customers, including people with disabilities. Advocis and Affiliates are committed to the provision of services in a manner consistent with the principles of dignity, independence, integration, and equal opportunity.

Year	Customer Service Standard	Deliverables	Activities	Responsibilities	Status		
					Complete	In Progress	Ongoing
2012	<p>Customer Service Standard</p> <ul style="list-style-type: none"> Establish policies, practices, and procedures for providing goods and services to people with disabilities Ensure policies and procedures are consistent with the principles of independence, dignity, integration and equality of opportunity Ensure that communications with persons with disabilities takes into account their disabilities Let people with service animals onto the parts of the premises open to the public Let people with disabilities be accompanied by their support persons on the premises Provide notice when facilities or services are temporarily disrupted Train anyone who interacts with the public on topics outlined in the customer service standard Train anyone who is involved in developing customer service policies, practices and procedures on topics outlined in the customer service standard Establish a process for receiving and responding to feedback about the way the organization provides goods or services to people with disabilities, including the action to be taken if a complaint is received, and make information about the process available to the public 	<ul style="list-style-type: none"> Customer Service Standard policy developed and implemented People with disabilities who are customers receive quality services in a timely manner, consistent with the principles of independence, dignity, integration, and equality of opportunity Members of the public receive an equitable and effective customer experience that accommodates their needs Culture of accessibility embedded in organization when providing services (included when developing all programming, policies, and procedures) Accessibility requirements and training, included in new staff orientation Accessible feedback mechanism in place 	<ul style="list-style-type: none"> Customer Service Standard policy developed in compliance with the principles of independence, dignity, integration and equality of opportunity Persons with disabilities are allowed to bring support persons or service animals on premises. If a guide dog, service animal or service dog is excluded by law Advocis and its Affiliates will offer alternative methods to enable the person with a disability to access services Notice of facilities or service disruption made available. Notice will include information on the reason and length of disruption, and a description of any alternative facilities or services available Training provided to all staff Process for providing feedback included in policy and advertized on Website Report filed electronically 	<ul style="list-style-type: none"> Human Resources All Staff Human Resources/ Office Services/ Member Services Human Resources Human Resources Human Resources 	<p>x</p>		<p>x</p> <p>x</p> <p>x</p>
	Report	Report filed with Ministry				x	

Year	Information and Communication Standard	Deliverables	Activities	Responsibilities	Status		
					Complete	In Progress	Ongoing
2012	Emergency Information <ul style="list-style-type: none"> Upon request emergency and public safety information available 	<ul style="list-style-type: none"> Emergency information available on request Commitment to work with individual requesting the information to meet accessibility needs in a timely manner 	<ul style="list-style-type: none"> Provision of emergency information as requested 	<ul style="list-style-type: none"> Human Resources 			x
Year	General Requirements	Deliverables	Activities	Responsibilities	Status		
					Complete	In Progress	Ongoing
2014	Accessibility Policies <ul style="list-style-type: none"> develop, implement and maintain policies about what your organization will do to meet the IASR requirements and become more accessible 	<ul style="list-style-type: none"> Development of a Statement of Commitment (made public) Develop policies to meet accessibility requirements and/or embedded accessibility requirements in existing policies and procedures Ensure policies are kept updated by periodic reviews 	<ul style="list-style-type: none"> Review of Integrated Accessibility Standard Requirements (IASR) Existing policies updated to include IASR as required 	<ul style="list-style-type: none"> Human Resources Human Resources 	x		
Year	General Requirements	Deliverables	Activities	Responsibilities	Status		
					Complete	In Progress	Ongoing
2013 - 2014	Multi-Year accessibility plan <ul style="list-style-type: none"> Create multi-year plan (post, make accessible) Progress on the achievement of plan bench marks to be reviewed on an annual basis 	<ul style="list-style-type: none"> Multi-Year plan prepared and made publically available 	<ul style="list-style-type: none"> Identify organizational requirements under the Integrated Accessibility Standard Regulation Develop timeline for the detection and removal/ remedy of any barriers to meeting identified requirements 	<ul style="list-style-type: none"> Human Resources Human Resources/ Individual Departments/ All Staff 	x		x

Year	Employment Standard	Deliverables	Activities	Responsibilities	Status		
					Complete	In Progress	Ongoing
2014	Individualized Emergency Response <ul style="list-style-type: none"> Individualized workplace emergency response provided for any employees with disabilities (when necessary) 	<ul style="list-style-type: none"> Individualized emergency response plans developed, reviewed, and updated for employee(s) when necessary 	<ul style="list-style-type: none"> Emergency information and plan reviewed Employees requiring individualized emergency response or customized planning encouraged to self-identify 	<ul style="list-style-type: none"> Human Resources Human Resources 		x	x
Year	Information and Communication Standard	Deliverables	Activities	Responsibilities	Status		
					Complete	In Progress	Ongoing
2014	Accessible Websites and Web Content <ul style="list-style-type: none"> Website and Web content to meet World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A 	<ul style="list-style-type: none"> All websites and web content published since January 1,2012 confirmed to Level A 	<ul style="list-style-type: none"> Assess websites and web content published since January 1,2012 for compliance with WCAG accessibility standards Provide required on-going training and resources to staff responsible for updating web content Update websites and web content to meet WCAG were required Assign responsibility to individual/ department ensuring going forward any new web content posted meets WCAG 	<ul style="list-style-type: none"> Marketing/ Communications Human Resources/ Information Technology/ Marketing / Communications Marketing/ Communications/ Information Technology/ Program Development Marketing/ Communications/ Information Technology 		x	x
						x	
						x	

Year	General Requirements	Deliverables	Activities	Responsibilities	Status			
					Complete	In Progress	Ongoing	Pending
2015	Training	<ul style="list-style-type: none"> • Training provided on the IASR requirements and Human Rights Code (as it relates to disabilities) • Log verifying training received 	<ul style="list-style-type: none"> • Training provided to match duties and responsibilities as they relate to IASR's requirements 	<ul style="list-style-type: none"> • Human Resources 			x	
Year	Information and Communication Standard	Deliverables	Activities	Responsibilities	Status			
					Complete	In Progress	Ongoing	Pending
2015	Feedback	<ul style="list-style-type: none"> • Accessible feedback mechanism in place 	<ul style="list-style-type: none"> • A menu of avenues to provide feedback on the accessibility issues 	<ul style="list-style-type: none"> • Human Resources 		x		
Year	Employment Standard	Deliverables	Activities	Responsibilities	Status			
					Complete	In Progress	Ongoing	Pending
2016	<p>Employees and job applicants provided information on available accommodations</p> <p>Outline process for developing documented individual accommodation plans</p>	<ul style="list-style-type: none"> • Staff made aware of association's policies for supporting employees with disabilities • Applicants made aware of the availability of accommodations during recruitment, selection and hiring processes • Development of individual accommodation plan for employees with disabilities • Assist employees return to work with plan and disability-related accommodation • Accessibility needs taken into account for performance management (reviews), career development, and job changes 	<ul style="list-style-type: none"> • Embedded in new hire orientation, policies made available on 'Community' • Statement of accommodation included in all job postings • Plan(s) to include – accommodation to be provided, considerations if there is an emergency, accessible formats/ communication supports required, timeline for review and update • Development of Individualized return to work accommodation plans • Accessibility and accommodation requirements taken into account during career development and performance management 	<ul style="list-style-type: none"> • Human Resources • Human Resources • Human Resources • Human Resources • Human Resources/ All Department Heads/ Supervisors 		x	x	x

Year	Information and Communication Standard	Deliverables	Activities	Responsibilities	Status			
					Complete	In Progress	Ongoing	Pending
2016	Accessible Formats and Communication Supports	<ul style="list-style-type: none"> Information regarding goods and services provided are accessible (Formats may include: HTML, MS Word, Braille, Audio Formats, Large print, Text transcripts, Reading Information aloud, Captioning, Assistive listening system, Sign language) 	<ul style="list-style-type: none"> Investigate conversion supports Accessible information available on request in a timely manner (at no additional cost) 	<ul style="list-style-type: none"> Human Resources 		✘	✘	
Year	Information and Communication Standard	Deliverables	Activities	Responsibilities	Status			
					Complete	In Progress	Ongoing	Pending
2021	Accessible Websites and Web Content <ul style="list-style-type: none"> Website and Web content to meet World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level AA 	<ul style="list-style-type: none"> Websites and web content posted after January 1, 2012, conforms with WCAG 2.0 Level AA other than captions and pre-recorded audio descriptions. 	<ul style="list-style-type: none"> Assess websites and web content published since January 1, 2012 for compliance with WCAG accessibility standards Provide required on-going training and resources to staff responsible for updating web content Update websites and web content to meet WCAG were required Assign responsibility to individual/ department ensuring going forward any new web content posted meets WCAG 	<ul style="list-style-type: none"> Marketing/ Communications Human Resources/ Information Technology/ Marketing/ Communications Marketing/ Communications/ Information Technology/ Program Development Marketing/ Communications/ Information Technology 		✘		✘
								✘