

Introduction

Community Support Connections – *Meals on Wheels and More* (CSC) is committed to working towards full compliance with all requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) as updated and amended from time to time. In so doing, we confirm our mission to enable people, including those with disabilities, to live at home with independence and dignity.

In this multi-year accessibility plan, CSC outlines our policies, achievements and actions aimed at improving opportunities for persons with disabilities. This plan covers the 5-year period from 2016 to 2021 at which time it will be reviewed and updated as necessary.

Statement of Commitment

CSC strives to respect the dignity and independence of persons with disabilities. We are committed to giving persons with disabilities the same opportunities as others. We strive to meet the needs of those with disabilities in a timely manner and are committed to removing barriers and creating accessibility.

This accessibility plan will be posted on CSC's external website and staff intranet. It will be made available in an accessible format upon request.

I. Customer Service Accessibility Standard

The Customer Service Standard under the AODA is aimed at creating accessible customer service in public and private business. Implementation of the standard was to be completed by 2012 and CSC has met its requirements under the standard. CSC has used its best efforts to ensure that its internal policies, practices and procedures are consistent with the following principles:

- Goods and services are provided in a way that respects the dignity and independence of persons with disabilities
- CSC integrates the provision of services to all persons unless temporary or permanent alternate measures are necessary to allow an individual with a disability the ability to access our goods or services
- CSC is committed to giving persons with disabilities equal opportunity to use, benefit from and obtain goods and services offered by us
- Persons with disabilities are permitted to use assistive devices and/or support persons in order to access our goods and services

- CSC welcomes persons with disabilities who are accompanied by service animals on parts of our premises that are open to the public and other third parties except as excepted by law (for example, service animals are not permitted in food preparation areas). If it cannot easily be identified that an animal is a service animal, CSC may ask the individual to provide documentation from a regulated health care professional confirming that the person needs the service animal for reasons related to their disability.
- When communicating with persons with disabilities, CSC staff do so in a manner which takes into account the individual's disability.

CSC has been in compliance with the Accessible Customer Service Standard under the AODA since January 1, 2012, as required by law. The following measures have been implemented by CSC:

- CSC's AODA – Customer Service & Integrated Standards policy is posted publicly and will be provided, upon request, in an accessible format or with communication support. A copy of the policy is available on CSC's website or upon request by contacting the Director of Capacity and Sustainability.
- CSC's AODA – Customer Service & Integrated Standards policy is incorporated into CSC's Policy & Procedure manual as Policy 2160. The policy manual must be read, reviewed and sign off upon hire and annually thereafter.
- CSC's staff and Board of Directors reviews and updates all policies and procedures at least annually and amendments are communicated to staff as necessary
- CSC provides clients with notice in the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities. This notice includes information about the reason for the disruption, its anticipated duration, and a description of alternative facilities' services, if available. The notice is placed at all public entrances on our premises, at CSC program sites and the CSC external website.
- CSC provides training to all volunteers and employees on accessible customer service and how to interact with people with different disabilities. This training is provided by CSC after volunteers and/or employees commence their duties. On an ongoing basis, volunteers and employees are advised of and trained regarding changes which are made to these policies, practices and procedures.
- Completion of training of all employees is tracked and recorded and CSC will make these records available for inspection as may be required under the AODA.
- CSC strives to meet and surpass client expectations while serving clients with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Feedback, questions, or concerns regarding our AODA – Customer Service & Integrated Standards policy or the way CSC provides services to persons with disabilities, can be made in writing, by e-mail, by telephone or other accessible format, when requested due to a disability. All feedback will be directed to the Director of Capacity and

Sustainability and clients can expect a response within 5 business days. Accessible formats and communication supports are available on request to ensure the accessibility of the feedback process.

- CSC welcomes persons with disabilities who are accompanied by support persons. Persons with disabilities who are accompanied with support persons will be allowed to enter CSC's premises or program sites with their support persons. In certain cases, CSC might require persons with disabilities to be accompanied by a support person for health and safety reasons. In such situations, CSC will waive the admission fee or fare for the service person, if one exists. Before making a decision in this regard, CSC will consult the person with a disability to understand their needs; consider health or safety reasons based on the available evidence; and, determine if there is any other reasonable way to protect the health or safety of the person or others on the premises.
- The Director of Capacity and Sustainability is responsible for completing compliance reporting with the Ministry of Consumer and Social Services.

II. Integrated Accessibility Standard Regulation (IASR)

a. Accessible Emergency Information

CSC is committed to providing clients with publically available emergency information, plans or public safety information in an accessible way, and with any necessary communication supports, upon request. This information shall also be made available to the public.

b. Training

CSC provides training to all volunteers and employees on the IASR and the Ontario *Human Rights Code* as it pertains to persons with disabilities and the IASR. This training will be provided by CSC after volunteers and/or employees commence their duties. Training is provided in a manner that best suits the duties and needs of employees and volunteers. It is the responsibility of volunteers and employees to ensure that they participate in the training under the AODA and corresponding CSC policies. On an ongoing basis, volunteers and employees are advised of and trained on changes which are made to these policies, practices and procedures.

CSC has taken the following steps to ensure employees were provided with the training needed to meet Ontario's accessible laws by January 1, 2015:

- Developed a process that determines and ensures the correct training is delivered on the requirements of the IASR and Ontario *Human Rights Code*
- Providing educational and training resources or materials in accessible formats that take into account the accessible needs of persons with disabilities

- Ensuring new employees and volunteers complete training as soon as practical after joining CSC
- Tracking and recording participation in training by both volunteers and employees. CSC will make these records available for inspection as may be required under the AODA.

III. Information and Communications Standards

CSC is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs in an effort to achieve effective and efficient access to information for all users. CSC has undertaken the following actions to ensure compliance with this standard:

- CSC ensures that essential company information is accessible to persons with disabilities
- A feedback process has been established that is accessible. Alternative formats are available such as e-mail, TTY, relay services, hard copy and large print.
- CSC, upon request, will provide accessible formats and communication supports to persons with disabilities in a timely manner that takes into account their accessibility needs and at a cost that is no more than the regular cost charged to other persons
- Website and web content is being developed to comply with AODA standards
- CSC continues to assess the accessibility of existing website organization and content
- CSC consults with persons requesting alternative formats
- CSC's AODA – Customer Service and Integrated Standards policy provides that information is available in a variety of accessible formats

IV. Employment Standards

CSC is committed to inclusive and accessible employment practices that attract and retain individuals with disabilities. We have taken the following measures to notify the public and employees that, upon request, CSC will accommodate persons with disabilities throughout the recruitment and orientation process as well as throughout the course of their employment with CSC.

a. Recruitment

CSC is committed to ensuring that our recruitment and screening processes are accessible and equitable. CSC has taken the following steps to ensure compliance with this standard:

- CSC specifies that accommodation is available for applicants with disabilities in recruitment materials including but not limited to job postings and interview invitations
- When making offers of employment, CSC notifies successful applicants of policies for accommodating employees with disabilities
- Information is provided to employees with respect to supports available to employees with disabilities as soon as practical after their hire
- Updated information on accommodation policies is provided to employees when changes occur
- Employees are consulted to determine the suitability of various formats and/or supports

b. Documented Individual Accommodation Plans

CSC is committed to producing and providing documented individual accommodation plans that include the following:

- Participation of employees requiring the plans
- Requesting outside medical evaluations to determine if accommodation can be achieved and how so
- Ensuring a high level of privacy
- Providing regular reviews and updates
- Providing reasons for denial, if applicable
- Providing individual accommodation plans in formats that take into account the needs of employees

Where accommodation requests are made by employees, their supervisor and human resources will determine if they require individualized workplace emergency response information and/or an Individual Workplace Emergency Response Information (WERI) plan as a result of the disability. Where a WERI plan has already been completed, supervisors will review and made appropriate change to it, and with the employee's consent, inform individuals designated to provide assistance.

d. Return to Work

CSC is committed to developing and establishing a process for creating individual accommodation plans and return to work policies for employees who have been away from the workplace due to disabilities.

We have developed and maintain a process for return to work for employees who have been away from work due to disabilities and require accommodation related to disability in order to return to work. The process establishes the steps CSC will take to facilitate the return to work process and will use documented individual accommodation plans in connection with that process. For further details on the return to work process, employees can refer to human resources.

e. Performance Management, Career Development & Redeployment

CSC is committed to ensuring the accessibility needs of employees with disabilities are considered with respect to performance management, career development and redeployment processes. CSC has reviewed and updated our Policy & Procedures Manual to include the following:

- Policies that support addressing employees with disabilities' accessibility needs and take into account individual accommodation plans in connection with the process of performance management
- Policies that support addressing employees with disabilities' accessibility needs and take into account individual accommodation plans in connection with the processes of career development and advancement
- Policies that support addressing employees with disabilities' accessibility needs and take into account individual accommodation plans in connection with the redeployment of employees with disabilities

For further details on individual accommodation plans, recruitment, performance management, career development and redeployment, as well as the return to work process, employees can refer to the Policies & Procedure Manual or directly contact human resources.

V. Transportation Standards

CSC is neither a conventional transportation provider nor a specialized transportation service provider and, as such, has no obligations pursuant to these standards as it does not provide services to the public.

VI. Design of Public Spaces

CSC will establish plans to meet the Accessibility Standards for the Design of Public Spaces when applicable in the new construction or redevelopment of public spaces under CSC's control on or after January 1, 2017 except in respect of any contract entered into on or before December 31, 2012. Quarterly, the Leadership Team will review and, if necessary, develop procedures for preventative and emergency

maintenance of accessible elements in public spaces as required under the AODA and its regulations. These items will also be inspected by the JHSC as part of their monthly inspections.

CSC will also take appropriate measures to prevent service disruptions to accessible parts of its public spaces. In the event of a service disruption, we will notice the public of the service disruptions and alternatives available.

Contact Details

For more information on this accessibility plan, please contact:

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Standard and accessible formats of this document are available free upon request.