

POLICY

CATEGORY/SECTION

HUMAN RESOURCES

SUBJECT

ACCESSIBILITY**AUTHORITY**

Resolution No. 14/76.

SCOPE

This policy applies to all TBDSSAB employees, volunteers, and to third parties who provide goods, services or facilities to the public on behalf of the TBDSSAB and who develop policies and procedures on behalf of the TBDSSAB. This Policy will be applied in a manner that is consistent with any applicable collective agreement and all applicable legislation.

POLICY STATEMENT

It is the policy of The District of Thunder Bay Social Services Administration Board (TBDSSAB) that all people achieve accessibility, consistent with the principles of independence, dignity, integration and equality of opportunity as set out in the *Accessibility for Ontarians with Disabilities Act* and the *Ontario Human Rights Code*.

This policy is intended to provide the overarching framework to guide the review and development of policies, procedures and guidelines of the TBDSSAB in order to comply with the *Integrated Accessibility Standards Regulation* (IASR) established by Ontario Regulation 191/11 under the *Accessibility for Ontarians with Disabilities Act (AODA), 2005*.

STATEMENT OF COMMITMENT

The TBDSSAB is committed to treating all people in a way that allows them to maintain their dignity and independence; to meeting the needs of people with disabilities in a timely manner and to preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA. The TBDSSAB believes in inclusion and equal opportunity.

ACCESSIBILITY COMMITTEE

The Accessibility Committee is established by the TBDSSAB. The Committee is responsible for advising the Board on the development and implementation of the Accessibility Plan and on issues relating to people with disabilities. The Committee will meet quarterly to review progress in meeting the requirements of the AODA and to monitor progress on implementing the accessibility plan and to ensure that barrier-removal and barrier-prevention strategies are implemented effectively.

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ACCESSIBILITY PLANS

The TBDSSAB shall produce a multi-year accessibility plan outlining the strategy to prevent and remove barriers for people with disabilities. The plan will be reviewed and, if necessary, updated at least once every five years. An annual status report on the progress of measures taken to implement the multi-year accessibility plan will be prepared on an annual basis. The multi-year accessibility plan and accompanying status report will be posted on the TBDSSAB's website.

ACCESSIBILITY POLICIES

The TBDSSAB shall maintain policies governing how the TBDSSAB shall meet the requirements under the Accessibility for Ontarians Disability Act and all regulations pursuant to this Act. The policies will be reviewed annually and posted on the TBDSSAB website.

PROCUREMENT

The TBDSSAB will incorporate accessibility criteria and feature when procuring goods, services, self-service kiosks or facilities, unless it is not feasible. In the event that it is not practicable to incorporate accessibility criteria and features, the TBDSSAB shall provide an explanation, upon request.

INFORMATION AND COMMUNICATION

The TBDSSAB shall comply with the requirements and timelines set out in the Information and Communication Standards of the IASR.

Accessible Formats and Communications Supports

The TBDSSAB will, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and at no additional cost to the individual. The TBDSSAB will take into account the person's accessibility needs when customizing individual requests.

Accessible Website and Web Content

The TBDSSAB website and web content will conform to the Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA by January 2021.

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EMPLOYMENT

The TBDSSAB is committed to creating an inclusive work environment for all employees and to providing accessibility for people with disabilities throughout the employment life cycle in accordance with the requirements set out in the Employment Standards of the IASR.

Recruitment and Selection

The TBDSSAB will notify employees and members of the public of the availability of accommodation for people with disabilities during the recruitment and selection process. The successful applicant will be informed of the policies and supports for accommodating people with disabilities.

Performance Management, Career Development and Return to Work

Performance management, career development, and return to work processes will take into account the accessibility needs of employees with disabilities.

Workplace Emergency Response Information and Individual Accommodation Plans

The TBDSSAB will provide individualized workplace emergency response information and individual accommodation plans to persons with disabilities, when needed. The workplace emergency response information and accommodation plans will be developed and updated on an as needed basis.

BUILT ENVIRONMENT

The TBDSSAB shall comply with the requirements set out in the Design of Public Spaces Standards when undertaking new construction and when making major changes to public spaces including service counters and waiting areas; outdoor paths of travel; outdoor public eating areas and outdoor play spaces.

TRAINING

The TBDSSAB will provide accessibility training to all employees, volunteers and third parties providing goods, services or facilities to the public on behalf of the TBDSSAB. The training shall include a review of the accessibility standards referred to in the AODA *Integrated Accessibility Standards* (Ontario Regulation 191/11). Training will take place as soon as is practical and upon completion, the TBDSSAB shall keep a

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record of the training provided including the dates on which accessibility training took place.

FEEDBACK

The TBDSSAB will maintain an accessible feedback process. Feedback shall be invited, forwarded to the appropriate personnel, and responded to, documented and tracked. Feedback can be provided in multiple formats including in person, by mail, phone and email.

REFERENCES, RELATED POLICIES AND/OR PROCEDURES

All related/applicable Policies, Procedures and legislation.