



# MULTI-YEAR ACCESSIBILITY PLAN 2019 - 2024

This Multi-Year Accessibility Plan outlines The District of Thunder Bay Social Services Administration Board's (TBDSSAB) commitments to improve opportunities for people with disabilities and describes how TBDSSAB will continue to prevent and remove accessibility barriers.

## **Statement of Commitment**

TBDSSAB is committed to creating an environment that allows all people to maintain their dignity and independence. TBDSSAB believes in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

## **Intent**

The intent of this Multi-Year Accessibility Plan is to assist in recording requirements under the Accessibility for Ontarians with Disabilities Act (AODA) key areas: Customer Service, Information and Communication, Employment, Design of Public Space and Transportation.

Accessibility Requirements	Completion Date	Lead Department	Completion Status
<b>CUSTOMER SERVICE STANDARD</b> TBDSSAB is committed to excellence in serving all customers including people with disabilities.			
<b>Accessible Customer Service Policy and Procedures</b> <ul style="list-style-type: none"> <li>• Develop, implement and maintain policies and procedures on providing goods and services to persons with disabilities</li> <li>• Policies will address:               <ul style="list-style-type: none"> <li>○ The Provision of Goods and Services to Persons with Disabilities</li> <li>○ The Use of Assistive Devices</li> <li>○ The Use of Guide Dogs, Service Animals and Service Dogs</li> <li>○ The Use of Support Persons</li> <li>○ Notice of Service Disruptions</li> <li>○ Training</li> <li>○ Feedback Process</li> </ul> </li> </ul>	January 2012	Human Resources	Completed, with on-going implementation as needed
<b>Notice of Temporary Disruptions</b> <ul style="list-style-type: none"> <li>• Provide public notice of disruption in facilities or services by posting notices on premises and on website, including reason for disruption, anticipated duration, and description of alternatives</li> </ul>	January 2013	CAO Office	Completed, with on-going implementation as needed
<b>Training</b> <ul style="list-style-type: none"> <li>• Provide training to all employees, volunteers, contractors, and others who deal with the public or other third parties on their behalf, and all those who are involved in the development policies and procedures</li> <li>• Training includes:               <ul style="list-style-type: none"> <li>○ Overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard</li> <li>○ TBDSSAB's policies and procedures related to the Customer Service Standard</li> <li>○ Instructions on interaction and communication with customers with various types of disabilities</li> </ul> </li> </ul>	January 2012	Human Resources	Completed, with on-going implementation as needed

Accessibility Requirements	Completion Date	Lead Department	Completion Status
<ul style="list-style-type: none"> <li>○ Instructions on interaction with people with disabilities who require assistive devices; require the assistance of a guide dog, service animal or service dog; or require the assistance of a support person</li> <li>○ Instructions on use of equipment or devices that are available or that may assist customers with disabilities</li> <li>○ Instructions on assisting a customer with a disability that is having difficulty accessing services</li> <li>● Maintain training records</li> </ul>			
<p><b>Feedback Process</b></p> <ul style="list-style-type: none"> <li>● Establish process for receiving and responding to customer feedback</li> <li>● Ensure that processes are accessible to persons with disabilities by providing accessible formats and arranging for communication supports upon request</li> <li>● Provide multiple feedback formats including in person, by mail, email or website</li> <li>● Notify public of feedback process</li> </ul>	January 2012	Human Resources and Communications	Completed, with on-going implementation as needed
<p><b>INTEGRATED ACCESSIBILITY STANDARDS REGULATION</b>            TBDSSAB will meet the requirements under the Integrated Accessibility Standards Regulation including Information and Communications, Employment, Design of Public Spaces and Transportation</p>			
<p><b>Corporate Accessibility Policy and Procedures</b></p> <ul style="list-style-type: none"> <li>● Develop, implement and maintain policies and procedures on the requirements of Integrated Accessibility Standards Regulation</li> <li>● Policy will address:               <ul style="list-style-type: none"> <li>○ Information and Communication Standard</li> <li>○ Employment Standard</li> <li>○ Design of Public Spaces Standard</li> <li>○ Training</li> <li>○ Feedback process</li> </ul> </li> </ul>	January 2014	Human Resources	Completed, with on-going implementation as needed

Accessibility Requirements	Completion Date	Lead Department	Completion Status
<p><b>Multi-Year Accessibility Plan</b></p> <ul style="list-style-type: none"> <li>• Establish, implement and maintain multi-year accessibility plan outlining the strategy to prevent and remove barriers for people with disabilities</li> <li>• Prepare annual status report</li> <li>• Post multi-year accessibility plan and annual status reports on website</li> </ul>	January 2014	Accessibility Committee	Completed, with on-going implementation as needed
<p><b>Accessibility Reports</b></p> <ul style="list-style-type: none"> <li>• Complete government accessibility reports as needed</li> </ul>	December 2014, 2017, 2020 and 2023	Human Resources	Reoccurring
<p><b>Procurement</b></p> <ul style="list-style-type: none"> <li>• Consider accessibility features when procuring goods, services related elements or facilities</li> </ul>	January 2013	Purchasing	Completed, with on-going implementation as needed
<p><b>Training</b></p> <ul style="list-style-type: none"> <li>• Provide training to all employees and volunteers; all other persons who provide goods, services or facilities on behalf of the organization; and all persons who participate in developing the organization's policies</li> <li>• Training includes: <ul style="list-style-type: none"> <li>○ Overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Integrated Accessibility Standards</li> <li>○ Overview of the Human Rights Code as it pertains to persons with disabilities</li> <li>○ TBDSSAB's policies and procedures related to the Integrated Accessibility Standards</li> </ul> </li> <li>• Provide training on an ongoing basis to reflect any changes to legislation or policies and procedures</li> <li>• Maintain training records</li> </ul>	January 2015	Human Resources	Completed, with on-going implementation as needed
<p><b>Feedback Process</b></p> <ul style="list-style-type: none"> <li>• Establish process for receiving and responding to corporate feedback</li> </ul>	January 2015	Human Resources and Communications	Completed, with on-going implementation as needed

Accessibility Requirements	Completion Date	Lead Department	Completion Status
<ul style="list-style-type: none"> <li>• Provide multiple feedback formats including in person, by mail, email or website</li> </ul>			
<p><b>INFORMATION and COMMUNICATION</b>  TBDSSAB 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.</p>			
<p><b>Accessible Formats and Communication Support</b></p> <ul style="list-style-type: none"> <li>• Upon request, provide or arrange the provision of accessible formats and communication supports to persons with disabilities: <ul style="list-style-type: none"> <li>○ In a timely manner that takes into account the person's accessibility needs</li> <li>○ At a cost that is no more than the regular cost charged to other persons</li> </ul> </li> <li>• Consult with the person making the request to determine the suitability of an accessible format or communication support</li> <li>• Notify public of available accessible formats and/or communication supports</li> </ul>	January 2016	Human Resources, Information Services, Communications, Social Assistance Programs and Housing Programs	Completed, with on-going implementation as needed
<p><b>Accessible Websites and Web Content</b></p> <ul style="list-style-type: none"> <li>• Implement new website</li> <li>• Internet website and web content conforms with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A</li> </ul>	January 2014	Information Services	Completed, with on-going implementation
<p><b>Websites and Web Content</b></p> <ul style="list-style-type: none"> <li>• Internet website and web content conforms with WCAG 2.0 Level AA (excluding live captioning and audio description)</li> </ul>	January 2021	Information Services	Completed, with on-going implementation as needed
<p><b>Educational and Training Resources or Materials</b></p> <ul style="list-style-type: none"> <li>• Provide educational and training resources and/or materials in an accessible format that takes into account the accessibility needs of the person with a disability</li> <li>• Includes all persons who facilitate training and courses on behalf of the organization</li> </ul>	January 2013	Human Resources, Communications, Social Assistance Programs and Housing Programs	Completed, with on-going implementation as needed

Accessibility Requirements	Completion Date	Lead Department	Completion Status
<ul style="list-style-type: none"> <li>Provide records and information on program requirements, availability and descriptions in an accessible format to persons with disabilities</li> </ul>			
<p><b>Training to Educators</b></p> <ul style="list-style-type: none"> <li>Provide Educators with accessibility awareness training related to accessible program or course delivery and instruction</li> <li>Records shall be kept to document the dates, attendees and training provided</li> </ul>	January 2013	Human Resources, Social Assistance Programs and Housing Programs	Completed, with on-going implementation as needed
<p><b>Accessible Print based Training Resources or Materials</b></p> <ul style="list-style-type: none"> <li>Provide textbooks in an accessible format upon request</li> <li>Provide accessible training resources and/or materials upon request or conversion ready versions of textbooks available</li> </ul>	January 2015	Human Resources, Social Assistance Programs and Housing Programs	Completed, with on-going implementation as needed
<p><b>Accessible Digital or Multimedia Resources or Materials</b></p> <ul style="list-style-type: none"> <li>Provide accessible digital and multimedia resources or materials upon request</li> </ul>	January 2020	Information Services	Completed, with on-going implementation as needed
<p><b>Emergency and Public Safety Information</b></p> <ul style="list-style-type: none"> <li>Provide emergency and public safety information in an accessible form or with appropriate communication supports upon request</li> </ul>	January 2012	CAO Office	Completed, with on-going implementation as needed
<p><b>Notice of Temporary Disruptions</b></p> <ul style="list-style-type: none"> <li>Provide public notice of disruption in facilities or services by posting on premises and on website, including reason for disruption, anticipated duration and description of alternatives</li> </ul>	January 2014	Social Assistance Programs and Housing Programs	Completed, with on-going implementation as needed
<p><b>EMPLOYMENT</b> TBDSSAB is committed to fair and accessible employment practices.</p>			
<p><b>Recruitment Process</b></p> <ul style="list-style-type: none"> <li>Notify public about the availability of accommodation</li> </ul>	January 2016	Human Resources	Completed, with on-going implementation as needed

Accessibility Requirements	Completion Date	Lead Department	Completion Status
<ul style="list-style-type: none"> <li>• Provide suitable accommodation during the recruitment, assessment and selection processes that take into account the applicant's accessibility needs due to the disability</li> </ul>			
<p><b>Informing Employees of Supports</b></p> <ul style="list-style-type: none"> <li>• Inform all employees of policies used to support and accommodate employees with disabilities</li> <li>• Provide information to new employees</li> <li>• Provide updated information to employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability</li> </ul>	January 2014	Human Resources	Completed, with on-going implementation as needed
<p><b>Accessible Formats and Communication Supports for Employees</b></p> <ul style="list-style-type: none"> <li>• Provide accessible formats or communication supports to employees upon request</li> <li>• Consult with employee to determine the suitability of an accessible format or communication support</li> </ul>	January 2014	Human Resources	Completed, with on-going implementation as needed
<p><b>Workplace Emergency Response Information</b></p> <ul style="list-style-type: none"> <li>• Provide individualized workplace emergency response information to assist employees with disabilities when needed</li> <li>• If an employee who receives individualized workplace emergency response information requires assistance, and with the employee's consent, the employer shall provide this information to the person designated by the employer to provide assistance to the employee</li> <li>• Individualized workplace emergency response information shall be reviewed when the employee transfers to a different location in the organization; their overall accommodations needs or plans are reviewed; or when the employer reviews its general emergency response policies</li> </ul>	January 2012	Human Resources	Completed, with on-going implementation as needed

Accessibility Requirements	Completion Date	Lead Department	Completion Status
<p><b>Individual Accommodation Plans</b></p> <ul style="list-style-type: none"> <li>• Employees requesting individual accommodation plans may participate in the development of the plan</li> <li>• The employee is assessed on an individual basis</li> <li>• The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist in determining if accommodation can be achieved and, if so, how it can be achieved</li> <li>• The manner in which the employee can request participation of a bargaining agent representative in the development of the plan;</li> <li>• Privacy protection of the employee's personal information</li> <li>• Frequency with which the individual accommodation plan will be reviewed and updated, and the manner in which it will be completed</li> <li>• If a plan is denied, the manner in which the reasons for the denial will be provided to the employee</li> <li>• Individual accommodation plans are in an accessible format that takes into account the employee's accessibility needs due to the disability</li> </ul>	January 2016	Human Resources	Completed, with on-going implementation as needed
<p><b>Return to Work Process</b></p> <ul style="list-style-type: none"> <li>• Develop and implement return to work process</li> <li>• Outline the steps the employer will take to facilitate the return to work of employees who were absent due to the disability</li> <li>• Use documented individual accommodation plans</li> </ul>	January 2016	Human Resources	Completed, with on-going implementation as needed
<p><b>Performance Management, Career Development and Advancement</b></p> <ul style="list-style-type: none"> <li>• Ensure that performance management, career development and advancement takes into account the employee's accessibility needs</li> </ul>	January 2016	Human Resources	Completed, with on-going implementation as needed



Accessibility Requirements	Completion Date	Lead Department	Completion Status
<b>DESIGN OF PUBLIC SPACES</b>			
TBDSSAB will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. This includes service-related elements; outdoor play spaces; outdoor public eating areas and outdoor paths of travel.			
<b>Maintain Accessible Elements of the Public Spaces</b> <ul style="list-style-type: none"> <li>• Develop and implement preventative and emergency procedures for the accessible parts/areas of our public spaces</li> <li>• Post notices when regular maintenance occurs and advise people of alternatives</li> </ul>	January 2016	Infrastructure and Asset Management	On going
<b>Outdoor Play Spaces and Playgrounds Located in Housing Complexes</b> <ul style="list-style-type: none"> <li>• Consultation with the public and people with disabilities will occur prior to building new or making major changes to our existing outdoor play spaces</li> <li>• Incorporate accessibility features into the design for children and caregivers with various disabilities</li> <li>• Ensure that there is enough room for children and caregivers with disabilities to move through, in and around the play spaces and that the ground surface is firm, stable and designed to reduce impact to help prevent injuries</li> </ul>	January 2017	Infrastructure and Asset Management	On going
<b>Outdoor Public Eating Areas Located in Housing Complexes</b> <ul style="list-style-type: none"> <li>• In the event of building new or making major changes to our existing public eating areas we will ensure that at least 20 percent, and no fewer than one, of the tables are accessible to people using mobility aids, such as wheelchairs; that the ground leading to and under the accessible tables is level, firm and stable and that enough space is clear around the accessible tables for people using a mobility aid can approach the table</li> </ul>	January 2017	Infrastructure and Asset Management	On going
<b>TRANSPORTATION</b>			
Not applicable to the TBDSSAB			

Accessibility Requirements	Completion Date	Lead Department	Completion Status
----------------------------	-----------------	-----------------	-------------------

**FOR MORE INFORMATION**

For further information on this accessibility plan, please contact the Manager of Human Resources, at:

**Phone:** 807-766-2111  
**Email:** human\_resources@tbdssab.ca