

AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

Intent

This 2018 to 2023 accessibility plan outlines the policies and actions that Brampton Caledon Community Living (BCCL) will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

Statement of Commitment

BCCL believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (AODA) (2005)* and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

Questions or concerns regarding BCCL’s Accessible Customer Service Policy and Multi-Year Accessibility Plan are to be directed to the Human Resources department. We encourage any individual interested in providing feedback to do so by any of the following means:

In-Person:	Please print and fill out the AODA Customer Feedback form available on our website and drop it off at 34 Church Street West, Brampton, Ontario L6X 1H3 reception. Hard copies of the Feedback form are available at reception. For more information, ask to speak to Human Resources.
In Writing:	Please mail the AODA Customer Feedback form to: 34 Church Street West, Brampton, Ontario L6X 1H3 to the attention of Human Resources.
Via telephone:	905-453-8841 TTY: 905-456-6911
By Email:	info@bramptoncaledoncl.ca

Multi – Year Accessibility Plan:

ACCESSIBILITY REQUIREMENT	Status	Accomplishments	Action
<p>➤ Accessible Customer Service Policy:</p> <p>Develop and implement an Accessible Customer Service Policy addressing all requirements under the regulation.</p> <p>Develop and deliver training to all staff, volunteers, and placement students and individuals completing work on behalf of BCCL.</p> <p>Provide training to all new staff.</p> <p>Develop and make public a process for receiving and responding to feedback from customers with disabilities.</p>	Completed	<p>2011</p> <p>Developed and implemented policy organization wide.</p> <p>Ensured ongoing compliance</p>	Human Resources Department
<p>➤ Multi-Year Accessibility Plan:</p> <p>Create and make public a multi-year accessibility plan.</p> <p>Provide the plan in accessible formats upon request.</p> <p>Review the plan every five (5) years.</p> <p>This plan will be amended as required and will be reviewed fully by January 1, 2023, and every five (5) years thereafter.</p>	Completed	<p>2018</p> <p>Created multi-year accessibility plan.</p> <p>Communicated to all staff and posted on BCCL's website</p>	Human Resources Department
<p>DESIGN OF PUBLIC SPACES</p> <p>Washrooms were redesigned to accommodate wheelchair accessibility.</p> <p>Wheelchair ramps were built outside the BCCL locations.</p>	Completed	<p>2015</p> <p>Redesigned washrooms that are accessible to current and potential employees as well as public.</p>	Property Management
<p>TRAINING</p> <p>Train all current employees, including contract, placement students, volunteers on applicable IASR requirements and the</p>	Completed	<p>2011</p> <p>Trained new staff through the onboarding process and existing</p>	Human Resources Department

ACCESSIBILITY REQUIREMENT	Status	Accomplishments	Action
<p>organization's responsibilities under the Human Rights Code (as it pertains to persons with disabilities).</p> <p>Training for new employees will be delivered via three (3) online training modules:</p> <ul style="list-style-type: none"> • AODA – Customer Service Standards Training. • IASR: Information and Communication Standards and Employment Standards Training. • AODA- Understanding Human Rights Training <p>Certification of completed training will be retained via the company's online training portal.</p>		<p>staff, volunteers, placement students with respect to accessibility requirements.</p>	
<p>INFORMATION AND COMMUNICATION</p> <p>To date, BCCL's website and its content meet the requirements under the Web Content Accessibility Guidelines (WCAG 2.0) level A.</p> <p>BCCL provides all online training content with closed captioning functionality which ensures the accessibility of our online content.</p>	<p>Completed</p>	<p>2019</p> <p>Created Accessible information and Communications standards to incorporate all requirements of the IASR.</p> <p>Key documents posted on BCCL's website in accessible format.</p> <p>Installed text to speech software on BCCL's website</p>	<p>IT Department</p>
<p>RECRUITMENT AND EMPLOYMENT</p> <p>BCCL job postings include information on how to request an accommodation during the recruitment process.</p> <p>Should a candidate request an accommodation, BCCL will discuss alternate option/solutions that best suit the candidate's needs.</p> <p>Provide updated information on accommodations policies to employees when revised.</p>	<p>Completed</p>	<p>2011</p> <p>During the recruitment process, ensured applicants are notified if selected for an interview that accommodations are available upon request.</p> <p>Updated posting templates to include accessibility statement</p> <p>Ensured ongoing compliance</p>	<p>HR Department</p>

ACCESSIBILITY REQUIREMENT	Status	Accomplishments	Action
<p>RETURN TO WORK</p> <p>BCCL has a return-to-work process for our employees who have been absent from work due to a disability and require a workplace accommodation to return to work.</p> <p>Our Human Resources department ensures that documentation pertaining to the return-to-work process for the employee is completed, their medical practitioners and WSIB are kept up to date on employee's progress.</p> <p>Ensure ongoing compliance</p>	Completed	<p>2011</p> <p>Reviewed, updated, and documented existing return to work process</p>	HR Department

For More Information please contact:

Human Resources Department
 Brampton Caledon Community Living
 34 Church Street West
 Brampton, ON L6X 1H3
 Phone: 905 453 8841