

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 the Executive Director within five (5) years.</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

ACCESSIBILITY REQUIREMENT	Status	Accomplishments	Action
<p>PREVENTATIVE & EMERGENCY MAINTAINANCE</p> <p>Service disruptions may occur due to reasons that may or may not be within the control or knowledge of BCCL. In the event of any temporary disruptions to facilities or services that persons with a disability rely on to access or use BCCL's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.</p> <p>Notifications will Include:</p> <p>In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:</p> <ul style="list-style-type: none"> • goods or services that are disrupted or unavailable • reason for the disruption • anticipated duration • a description of alternative services or options <p>Notifications Options:</p> <p>When disruptions occur BCCL will provide notice by:</p> <ul style="list-style-type: none"> • posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the BCCL website; • contacting people with appointments. • verbally notifying persons when they are making a reservation or appointment; or • by any other method that may be reasonable under the circumstances. 	Completed	Accessibility Requirements	
<p>TRAINING</p> <p>Train all current employees, including contract, placement students, volunteers on applicable IASR requirements and the organization's responsibilities under the Human Rights Code (as it pertains to persons with disabilities).</p>	Completed	<p>2011</p> <p>Trained new staff through the onboarding process and existing staff, volunteers, placement students with respect to</p>	Human Resources Department

ACCESSIBILITY REQUIREMENT	Status	Accomplishments	Action
<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>		accessibility requirements.	
<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>	Completed	<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>	IT Department
<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>	Completed	<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>	HR Department
RETURN TO WORK	Completed	2011	HR Department

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<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>		Reviewed, updated, and documented existing return to work process	

For More Information please contact:

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