

Multi-Year Accessibility Plan for Woodstock and District Developmental Services				
Classification: Large Non Profit with greater than 50 employees				
<u>AODA Standard</u>	Requirement	Due Date	Action	Status
Customer Service Standard Policy	Create a Customer Service Policy. Ensure it is in an accessible format if requested and available to the public.	Jan. 1, 2012	Customer Service Policy created. Located in HR/VOL/HR-11.01-11.02 Posted on the WDDS website. If requested, will provide in alternative format.	Complete
Customer Service Standard Training	Provide one time training to staff, volunteers and others who deal with the public, on their behalf and all those who are involved in the development/approvals of customer service policies and procedures. Continue to provide training on an ongoing basis eg. new employees/volunteers. Amendment All staff, volunteers, and Board Members must receive training on all five AODAs, including the Customer Service Standard – record of this training is required.	Jan. 1, 2012	Staff received training via PowerPoint presentation at the All Staff Meeting. April 13, 2011. New staff; volunteer; Board Members to read the detailed policy outlining expectations of Customer Service. July 1, 2016 – the amendment changes to be implemented	Complete Complete
Government Accessibility Compliance Report	Complete Report online.	Dec. 31, 2012	Report completed online.	Complete
<u>AODA Standard</u>				
<u>IASR General Requirements</u>	IASR Requirement	Due Date	Action	Status
Accessibility Policies	Create policies and procedures for each standard. Create a Commitment Statement. Ensure all are in an accessible format if requested and available to the public.	Jan. 1, 2014	IASR policies created. Located in Policy Manuals and on website. Commitment Statement created. Located in Policy Manuals and on website. If requested, will provide in alternative format.	Complete

	If policies updated, to ensure staff, volunteers etc. are informed.		Procedure already in place for policy updates – all will be informed.	
Multi Year Plan	Create Multi-Year Accessibility Plan	Jan. 1, 2014	Multi Year Accessibility Plan created. Posted on the website. When updates occur, new plan posted on website.	Complete
	Update Multi Year Plan every 5 years	Jan. 1, 2019/2024	The plan will be reviewed annually.	Ongoing
Self Service Kiosks	Consider accessibility features when designing, procuring or acquiring kiosks	Jan. 1, 2014	WDDS currently has one hand held kiosk. WDDS will strive to include accessibility features where possible and consider the accessibility needs, preferences and abilities of the widest range of users. WDDS will consider accessibility features when securing/updating kiosks to best meet the needs of their customers/clients.	Complete
Training	Train all staff and volunteers (including Board Members) on what they have to do under the IASR and on aspects of the Human Rights Code that relate to accessibility. Training to be appropriate to specific duties of employees, volunteers and other persons. Keep record of training. Continue to provide training on an ongoing basis eg. new employees/volunteers.	Jan. 1, 2015	Detailed policies/procedures have been created and are located in Policy Manuals. Mandatory that all staff, volunteers, Board members are to read this information – annually. Reading/signing off of these policies will be record of training. All new staff, volunteers, Board Members will read this policies/procedures annually to capture updates/additions.	Ongoing
Government Accessibility Reports	Complete government accessibility report	Dec. 31, 2014	Report Completed	Complete
	Complete government accessibility report	Dec. 31, 2017	Report Completed	Complete

	Complete government accessibility report	Dec. 31, 2020		
	Complete government accessibility report	Dec. 31, 2023		
Procurement of Goods, Services or Facilities	Incorporate accessibility criteria	Jan. 1, 2012 –Jan. 1, 2014	This is for the government of Ontario and designated public sector organizations. However, wherever practicable, due to the service WDDS provides, we will incorporate accessibility criteria when procuring or acquiring goods, services and facilities.	Ongoing
AODA Standard				
Information & Communications	IASR Requirement	Due Date	Action	Status
Emergency Procedures, Plans or Public Safety Information	Make emergency and public safety information accessible to the public, upon request.	Jan. 1, 2012	WDDS has an Emergency Fire Plan – it can be viewed upon request. Maps, warning signs, evacuation routes are available/posted throughout all areas. Alarms/emergency alerts are well noted for all areas. Policy in place to re: process for responding to requests and supports.	Complete
Accessible Websites and Web Content	All new internet websites and web content on those sites must conform with WCAG 2.0 level A	Jan. 1, 2014	Website content conforms with WCAG 2.0 Level A.	Complete <ul style="list-style-type: none"> • Readspeaker implemented 2013 • Workshops attended to learn WCAG requirements • Netra Communications Inc. conformed WDDS website

	All internet website and website content conforms with WCAG 2.0 level AA (excluding live captioning and audio description)	Jan. 1, 2021	Website content conforms with WCAG 2.0 Level AA.	Complete Netra Communications Inc. conformed WDDS website Dec 2015
Feedback process	Make feedback processes, like surveys or comment cards, accessible upon request (current feedback processes, customer service feedback etc.)	Jan. 1, 2015	<p>Arrange for accessible formats and communication supports on request. Notify the public about the availability of accessible formats/communication supports.</p> <p>Feedback opportunities are already on the website for both caregivers/people receiving supports.</p> <p>Due to the service WDDS provides, there are multiple processes/communication aids in place to assist in providing alternative methods of feedback.</p>	Ongoing
Accessible Formats	Make information about WDDS' goods, services and facilities accessible upon request in a timely manner	Jan. 1, 2016	Upon request, information will be provided in alternative formats in a timely manner.	-
AODA Standard				
Employment	IASR Requirement	Due Date	Action	Status
Workplace Emergency Response Information	When necessary, provide individual plans to help employees with disabilities during an emergency, or emergency information that's formatted so an employee with a disability can understand it.	Jan. 1, 2012	<p>Policy created.</p> <p>Upon request/when identified, emergency information will be reviewed with employees with disabilities – plans will be developed; reviewed when the employee moves to a different location in the organization; reviewed when going over the employee's overall accommodation needs; and reviewed during general emergency response policies.</p>	Ongoing

			Information will be provided if required in an accessible format.	
Accessible Recruitment Process	<p>Notify employees, potential hires and public that accommodations can be made during recruitment, assessment and selection processes for people with disabilities</p> <p>For:</p> <ul style="list-style-type: none"> • Job postings/advertising • Recruitment/Interview process • Offering job/hiring 	Jan. 1, 2016	<p>Included in policies/procedures.</p> <p>Noted on website under careers.</p> <p>Noted on Job postings.</p> <p>Included in verbal screening of applicants/interview setups.</p> <p>If required, during recruitment/interview process, requests to meet accessibility needs will be met if possible.</p>	Complete
Informing Employees of Supports	Notify new hires and staff of policies for accommodating employees with disabilities	Jan. 1, 2016	<p>Accessibility policies have been created. This is reviewed annually and read by both current and new employees.</p> <p>Accessible formats will be available upon request.</p>	Complete
Develop Individual Accommodation Plans	Create a policy that incorporates a written process to develop individual accommodation plans for employees with a disability	Jan. 1, 2016	This is incorporated under the "Return to Work Policy" and will be adapted accordingly.	Complete
Return to Work Process	Create a written return to work process in place for employees who have been absent due to a disability	Jan. 1, 2016	<p>Policy/procedure in place – has been updated to incorporate employees with disabilities.</p> <p>Documented individual accommodation plans utilized</p>	Complete
Performance Management Career Development and Redeployment	Take the needs of employees with disabilities into account for performance management, career development and redeployment processes if these processes are in place.	Jan. 1, 2016	<p>WDDS will ensure these processes take into account the accessibility needs of employees with disabilities and their individual accommodation plans.</p> <p>This could be through:</p>	Complete

			<ul style="list-style-type: none"> - providing information in a more accessible format - reviewing an employee's accommodation plan to determine whether it needs adjusting to improve performance on the job. - Adjusting accommodation supports or updating plan to meet the employees' new role/responsibilities if employee is promoted. 	
AODA Standard				
<u>Design of Public Spaces</u>	IASR Requirement	Due Date	Action	Status
Design of Public Space	Make new or redeveloped spaces accessible	Jan. 1, 2017	<p>To incorporate accessibility when building new public spaces or making planned significant alterations to existing public spaces.</p> <p>WDDS provides barrier free space throughout their properties and provides supports/services to people with disabilities. They will adhere to the IASR Standards and Building Code to be compliant.</p>	Complete
Maintenance Planning	Maintain accessible elements of public spaces	Jan. 1, 2017	<p>WDDS has Health and Safety policies/procedures that ensure the following:</p> <ul style="list-style-type: none"> - Procedures for preventative and emergency maintenance of the accessible parts of their public spaces eg. sidewalks for cracks. - Procedures for handling temporary disruptions when an accessible part of their public space is not useable – this has been incorporated under “Customer Service” policy. 	Complete
Off Street Parking	Must include two types of accessible parking spaces when two or more accessible spaces are required.	Jan. 1, 2017	Due to the nature of the services WDDS provides, there are ample accessible parking spaces for both wheelchair accessible vans and transit vehicles.	Complete

	<ul style="list-style-type: none"> - Wider space with signage that identifies space as “van accessible” - Standard width space 			
Obtaining Services	When building new or replacing existing service counters, at least one service counter must be accessible for people with mobility issues.	Jan. 1, 2017	WDDS currently has an accessible counter in their main office. This will be considered/implemented in renovations/new constructions.	Ongoing
AODA Standard				
<u>Public Transportation</u>	IASR Requirement	Due Date	Action	Status
<u>Public Transportation</u>	This standard is sector specific so it relates specifically to modes of transportation that fall under the jurisdiction of the local government.		Sector specific – WDDS not required to comply.	n/a