

**THE CHILDREN'S AID SOCIETY OF THE UNITED COUNTIES OF STORMONT, DUNDAS AND GLENGARRY - MULTI-YEAR ACCESSIBILITY PLAN**

COMPLIANCE DATE	REQUIREMENT	ACTION PLAN / STATUS	COMPLETED	ONGOING
<b>CUSTOMER SERVICE STANDARD</b>				
January 1, 2012	Training on the Customer Service Standard	All employees, volunteers, and members of the Board of Directors have been trained on the Customer Service Standard. Training on the Customer Service Standard has been added to the Agency's orientation program for all new employees, new volunteers, and new members of the Board of Directors and is offered as soon as practical after they start.	☑	☑
January 1, 2012	Service Animals and Support Persons	The Agency will welcome all service animals and support persons as required.	☑	☑
January 1, 2012	Feedback	A feedback form was created and is included in the Agency's accessibility policies. The feedback from is available in alternate formats upon request.	☑	☑
January 1, 2012	Accessibility Policy	An accessibility policy was created and is available on the Agency's website.	☑	
<b>GENERAL REQUIREMENTS</b>				
January 1, 2014	Accessibility Policies	Accessibility policies were created and are available on the Agency's website.	☑	
January 1, 2014	Multi-Year Accessibility Plan	A multi-year plan was created and is available on the Agency's website. This plan will be reviewed at least every 5 years (last review was December 2017).	☑	☑
January 1, 2015	Training on the IASR	Training was delivered to all employees in December 2014. Training booklets were created and distributed to all volunteers and members of the Board of Directors in November 2014. Training on IASR has been added to the Agency's orientation program for all new hires, new volunteers and members of the Board of Directors and is offered as soon as practical after they start.	☑	☑
<b>INFORMATION AND COMMUNICATIONS STANDARD</b>				
January 1, 2012	Emergency Information in Accessible Formats	The Agency will determine what alternative formats can be provided, upon request, for emergency information.	☑	☑
January 1, 2015	Feedback	The Agency will determine what alternative formats can be provided, upon request, for feedback processes.	☑	☑
January 1, 2015	Accessible Formats & Communication Supports	The Agency will determine what accessible formats and communication supports it will provide to persons with disabilities, upon request. The Agency will consult with the person making the request to determine a suitable format or communication support.	☑	☑
January 1, 2014	Accessible Websites and Web Content	The Agency's website currently meets the WCAG 2.0 Level A guidelines.	☑	

**THE CHILDREN'S AID SOCIETY OF THE UNITED COUNTIES OF STORMONT, DUNDAS AND GLENGARRY - MULTI-YEAR ACCESSIBILITY PLAN**

COMPLIANCE DATE	REQUIREMENT	ACTION PLAN / STATUS	COMPLETED	ONGOING
January 1, 2021	Accessible Websites and Web Content	The Agency's website will meet the WCAG 2.0 Level AA guidelines.	<input checked="" type="checkbox"/>	
<b>EMPLOYMENT STANDARD</b>				
January 1, 2012	Individualized Emergency Response Information	All employees were met and provided with a form to complete if an Individual Emergency Response plan was required. This form is included in the Agency's orientation package for all new employees. When an employee requests an accommodation, the Agency discusses the availability of an Emergency Response plan, when applicable.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
January 1, 2016	Accommodation in the Recruitment, Assessment, Selection Processes	The Agency has wording on its website indicating that it conforms to the AODA. Potential candidates are informed in an automatic reply upon submission of their application, when being called for an interview, during the interview and upon offer of employment, that accommodations can be requested for any part of the recruitment, selection and/or hiring process.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
January 1, 2016	Accessible Formats & Communication Supports for Employees	Upon request by an employee with a disability, the Agency will provide accessible formats and/or communication supports. The Agency will consult with the employee making the request to determine the most applicable format or communication support.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
January 1, 2016	Documented Individual Accommodation Plans	An accommodation process was created. All existing accommodation plans were formalized and documented. All new accommodation requests follow the Agency's process and are formalized and documented.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
January 1, 2016	Accommodation in the Return-to-Work Process	A return-to-work process was created. All employees returning to work from a disability-related leave follow the Agency's process and plans are formalized and documented.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
January 1, 2016	Accommodation in the Performance Management process	The Agency will take an employee's existing accommodation into consideration when following the Performance Management process.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
January 1, 2016	Accommodation in the Career Development and Advancement process	The Agency will take an employee's existing accommodation into consideration when following the Career Development and Advancement process.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
January 1, 2016	Accommodation in the Redeployment process	The Agency will take an employee's existing accommodation into consideration when following the Redeployment process.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>TRANSPORTATION STANDARD</b>				
This Standard does not apply to the Agency				

**THE CHILDREN'S AID SOCIETY OF THE UNITED COUNTIES OF STORMONT, DUNDAS AND GLENGARRY - MULTI-YEAR ACCESSIBILITY PLAN**

COMPLIANCE DATE	REQUIREMENT	ACTION PLAN / STATUS	COMPLETED	ONGOING
<b>BUILT ENVIRONMENT STANDARD</b>				
January 1, 2017	New or Redeveloped Public Spaces	If the Agency's public spaces are redesigned, the requirements under the Act will be reviewed to ensure compliance and to ensure accessible features are included.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
January 1, 2017	Preventative and Emergency Maintenance	When temporary disruptions of accessible elements under this Standard are not in working order (whether planned or by emergency), the public will be informed of the disruption.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>ACCESSIBILITY COMPLIANCE REPORTS</b>				
December 31, 2012	Accessibility Compliance Report		<input checked="" type="checkbox"/>	
December 31, 2014	Accessibility Compliance Report		<input checked="" type="checkbox"/>	
December 31, 2017	Accessibility Compliance Report		<input checked="" type="checkbox"/>	
December 31, 2020	Accessibility Compliance Report		<input checked="" type="checkbox"/>	
December 31, 2023	Accessibility Compliance Report			

Revised: June 23, 2021