



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

Intent

This 2015 to 2020 accessibility plan outlines the policies and actions that Ingersoll Support Services (ISSI) 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

ISSI 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 (2005)* and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

Plan

| General Requirements | | | |
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| Accessibility Requirement: | Establishment of accessibility policies. | | Compliance Deadline: Jan1.2014 |
| Current Barriers: | • | | |
| Plan to Meet Requirements: | • Current requirements are met for Accessibility Policy and the Information and Communications Policy. | | |
| Potential Future Barriers: | • | | |
| Responsible Authority: | Executive Director (E.D.) | Results: | Policy in place; revised draft policy under review. |
| Accessibility Requirement: | Training on IASR and the <i>Human Rights Code</i> | | Compliance Deadline: Jan.1.2015 |



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| Current Barriers: | • | | |
| Plan to Meet Requirements: | • Training is provided to all staff and refreshed annually. Enhancements to the training process will be added to the current training. | | |
| Potential Future Barriers: | • | | |
| Responsible Authority: | Executive Director (E.D.) | Results: | All employees trained; new employees undergo orientation. |

Information and Communications Standard

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| Accessibility Requirement: | Feedback Process | Compliance Deadline: | Jan.1.2015 |
| Current Barriers: | • | | |
| Plan to Meet Requirements: | • Requirements met. Employees with disabilities are assigned a Support Worker who assist in the feed-back process. | | |
| Potential Future Barriers: | • | | |
| Responsible Authority: | Executive Director (E.D.) | Results: | Feed-back process in place for Employees and the public. |
| Accessibility Requirement: | Accessible formats and communication supports | Compliance Deadline: | Jan.1.2016 |
| Current Barriers: | • | | |
| Plan to Meet Requirements: | • Review all information formats. Provide direct support to people with disabilities. Research conversion tools together with partner agencies. | | |
| Potential Future Barriers: | • | | |
| Responsible Authority: | Executive Director (E.D.) | Results: | Pending. |
| Accessibility Requirement: | Emergency procedures, plans or public safety information | Compliance Deadline: | Jan.1.2012. |



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| Current Barriers: | • | | |
| Plan to Meet Requirements: | • We have provided employees with customized emergency and safety information and support personnel to meet requirements. | | |
| Potential Future Barriers: | • | | |
| Responsible Authority: | Executive Director (E.D.) | Results: | Current requirements met. |
| Accessibility Requirement: | Accessible websites and web content | Compliance Deadline: | Jan.1.2014. |
| Current Barriers: | • | | |
| Plan to Meet Requirements: | • Issiweb.ca meets WCAG 2.0 Level A requirements. All website and web content to be accessible in multi-formats by Jan.1.2021. | | |
| Potential Future Barriers: | • | | |
| Responsible Authority: | Executive Director (E.D.) | Results: | Current requirements met. |
| Accessibility Requirement: | Educational and training resources or materials | Compliance Deadline: | Jan.1.2013. |
| Current Barriers: | • | | |
| Plan to Meet Requirements: | • Person's needing assistance are provided personal aid regarding educational and training materials. | | |
| Potential Future Barriers: | • | | |
| Responsible Authority: | Executive Director (E.D.) | Results: | Current requirements met. |

Employment Standard

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| Accessibility Requirement: | Recruitment, assessment and selection processes | Compliance Deadline: | Jan.1.2016. |
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| Current Barriers: | • | | |
| Plan to Meet Requirements: | • Include accessible formats regarding notice to successful applicants. | | |
| Potential Future Barriers: | • | | |
| Responsible Authority: | Executive Director (E.D.) | Results: | Pending. |
| Accessibility Requirement: | Informing employees of supports | Compliance Deadline: | Jan.1.2016. |
| Current Barriers: | • | | |
| Plan to Meet Requirements: | • Employees are provided personal assistance. | | |
| Potential Future Barriers: | • | | |
| Responsible Authority: | Executive Director (E.D.) | Results: | Pending. |
| Accessibility Requirement: | Accessible formats and communication supports for employees | Compliance Deadline: | Jan.1.2016. |
| Current Barriers: | • | | |
| Plan to Meet Requirements: | • Accessible materials require development. | | |
| Potential Future Barriers: | • | | |
| Responsible Authority: | Executive Director (E.D.) | Results: | Pending. |
| Accessibility Requirement: | Workplace emergency response information | Compliance Deadline: | Jan.1.2012. |
| Current Barriers: | • | | |
| Plan to Meet Requirements: | • Employees with disabilities are provided with the assistance of a support worker. | | |



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| Potential Future Barriers: | • | | |
| Responsible Authority: | | Results: | Current requirements are met. |
| Accessibility Requirement: | Documented individual accommodation plans | Compliance Deadline: | Jan.1.2016. |
| Current Barriers: | • | | |
| Plan to Meet Requirements: | • Conversion of formats for existing accommodation plans is required. | | |
| Potential Future Barriers: | • | | |
| Responsible Authority: | Executive Director (E.D.) | Results: | Pending. |
| Accessibility Requirement: | Return to work process | Compliance Deadline: | Jan.1.2016. |
| Current Barriers: | • | | |
| Plan to Meet Requirements: | • Conversion of formats for existing Return to Work (RTW) Plans is required. | | |
| Potential Future Barriers: | • | | |
| Responsible Authority: | Executive Director (E.D.) | Results: | Pending. |
| Accessibility Requirement: | Performance management process | Compliance Deadline: | Jan.1.2016. |
| Current Barriers: | • | | |
| Plan to Meet Requirements: | • Conversion of formats for existing performance management processes is required. | | |
| Potential Future Barriers: | • | | |
| Responsible Authority: | Executive Director (E.D.) | Results: | Pending. |



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| Accessibility Requirement: | Career development and advancement | | Compliance Deadline: | Jan.1.2016. |
| Current Barriers: | • | | | |
| Plan to Meet Requirements: | • Conversion of formats for existing Career development and advancement is required. | | | |
| Potential Future Barriers: | • | | | |
| Responsible Authority: | Executive Director (E.D.) | Results: | Pending. | |
| Accessibility Requirement: | Redeployment | | Compliance Deadline: | Jan.1.2016. |
| Current Barriers: | • | | | |
| Plan to Meet Requirements: | • Conversion of formats for existing redeployment processes is required. | | | |
| Potential Future Barriers: | • | | | |
| Responsible Authority: | Executive Director (E.D.) | Results: | Pending. | |
| Transportation Standard | | | | |
| Accessibility Requirement: | General responsibilities | | Compliance Deadline: | n/a |
| Current Barriers: | • | | | |
| Plan to Meet Requirements: | • ISSI is not a public transportation provider. ISSI will monitor internal and public policy development. | | | |
| Potential Future Barriers: | • | | | |
| Responsible Authority: | Executive Director (E.D.) | Results: | Current requirements met. | |



| Design of Public Spaces (<i>Accessibility Standards for the Built Environment</i>) | | | |
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| Accessibility Requirement: | Make service counters, queuing guides and waiting areas accessible | Compliance Deadline: | Jan.1.2017. |
| Current Barriers: | <ul style="list-style-type: none"> | | |
| Plan to Meet Requirements: | <ul style="list-style-type: none"> Review the current state of accessibility in these areas. | | |
| Potential Future Barriers: | <ul style="list-style-type: none"> | | |
| Responsible Authority: | Executive Director (E.D.) | Results: | Pending. |
| Accessibility Requirement: | Maintain the accessible parts of your public spaces | Compliance Deadline: | Jan.1.2017. |
| Current Barriers: | <ul style="list-style-type: none"> | | |
| Plan to Meet Requirements: | <ul style="list-style-type: none"> | | |
| Potential Future Barriers: | <ul style="list-style-type: none"> Review the current state of maintenance in these areas. | | |
| Responsible Authority: | Executive Director (E.D.) | Results: | Pending. |

Review and Update

This document was created on December 2014 and must be reviewed and updated by December 2015.