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| **POLICY:**  | **AODA Integrated Multi-Year Plan 2013-21** |
| ISSUING DEPARTMENT: | HUMAN RESOURCES |
| ORIGINAL ISSUE DATE: | REVSION DATE: | NEXT REVISION DATE: |
| December 9, 2013 | NEW | December 1, 2014 |

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# OVERVIEW:

In compliance with Accessibility for Ontarians with Disability Act (AODA), this 2013-21 accessibility plan outlines the actions that the Canadian Hearing Society has put in place to improve opportunities for people with disabilities. By law this multi-year plan must be available to the public beginning January 1, 2014.

* CHS values the spirit of the Act and while we may be legally exempt from specific regulations from time to time, we will strive to incorporate those standards into our plans where it makes sense to do so.
* CHS further acknowledges and values that accessibility not only benefits people with disabilities, it also benefits the greater public e.g. seniors, families traveling with young children and people who make deliveries to our premises, etc.

# INTEGRATED MULTI-YEAR PLAN 2013-2021

The Integrated Multi-Year Plan covers an eight year period and is subject to updates and will be revised at least once every 5 years.

The plan addresses 5 areas as follows and outlines action items, deadlines, who is responsible to oversee each and status updates.

1. Information and Communications
2. Employment
3. Transportation
4. Built Environment
5. Procurement

## INFORMATION AND COMMUNICATIONS:

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| **Deadline** | Print Documents | **Who is Responsible** | **STATUS** |
| January 1, 2014 | 1. Develop new guidelines for writing in plain language and formatting documents for reader accessibility.
 | Human Resources | COMPLETED |
| 1. **New Public Documents**: content administrators are responsible to ensure that new materials are written in plain language and that document layouts follow formatting guidelines.
 | Marketing and Communications | ONGOING |
| January 1, 2014 | 1. The following AODA Policies and Multi-Year Plan will be available on www.chs.ca
2. AODA Accessible Customer Service Policy (updated)
3. AODA Integrated Policy (new)
4. Multi-Year Plan (new)
 | HUMAN RESOURCES | COMPLETED |
| January 1, 2014 | 1. The Complaint Policy will be available on [www.chs.ca](http://www.chs.ca) in four languages (English, French, ASL, and LSQ).They may also be available to the public via CHS TV.
 | Vice President, Programs and Services | COMPLETED |
| June 1, 2014 | 1. The English, ASL and French version of our Privacy Statement are currently available on [www.chs.ca](http://www.chs.ca). The revised statement will include LSQ. They may also be available to the public via CHS TV.
 | Privacy Officer | IN PROGRESS |

1. **INFORMATION AND COMMUNICATIONS (continued)**

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| **Deadline** | Print Documents (continued) | **Who is Responsible** | **STATUS** |
| January 1, 2014 | 1. When existing public documents are up for review, content administrators are responsible to ensure that materials are re-written in plain language and that document layouts follow formatting guidelines.
 | Marketing and Communications | ONGOING |
| January 1, 2015 | 1. The AODA Policies and Multi-Year Plan will also be made available on [www.chs.ca](http://www.chs.ca) in ASL and LSQ/French. They may also be available to the public via CHS TV.
2. AODA Accessible Customer Service Policy
3. AODA Integrated Policy
4. Multi-Year Plan
 | Human Resources | January 1, 2015 |
| January 1, 2015 | 1. Priority Public Documents: will be made available on our website in 4 languages (English, French, ASL, and LSQ).
 | Content Administrators  | ONGOING |

## INFORMATION AND COMMUNICATIONS (continued)

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| **Deadline** | CHS Websites | **Who is Responsible** | **STATUS** |
| January 1, 2014 | 1. [www.chs.ca](http://www.chs.ca) renovations will be WCAG 2.0 Level AA compatible.
 | Marketing and Communications | COMPLETED |
| 1. MyCHS will be WCAG 2.0 Level AA compatible.
 | Information Technology | COMPLETED |
| January 1, 2015 | 1. Establish an online Accessibility Hub of "How-to Guides" to aid employees with creating accessible documents, media and environment.
 | Human Resources  |  |

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| **Deadline** | Emergencies | **Who is Responsible** | **STATUS** |
| January 1 Annually | 1. Individualized emergency response information and evacuation plans for employees with disabilities will be updated annually and maintained by Human Resources.
 | Human Resources | 2012 COMPLETED2013 COMPLETED |
| January 1Annually | 1. Emergency information for the public will be maintained and communicated in ways that are accessible. Alternative formats will be provided upon request.
 | Human Resources | 2012 COMPLETED2013 COMPLETED |

## INFORMATION AND COMMUNICATIONS (continued)

|  |  |  |  |
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| **Deadline** | Training | **Who is Responsible** | **STATUS** |
| January 1, 2012 | 1. AODA Accessible Customer Service – mandatory online training module provided to all employees and volunteers on an ongoing basis.
 | Human Resources | COMPLETED |
| January 1, 2015 | 1. Establish ongoing annual agency-wide training plan for all CHS employees related to diversity and HR policies.
 | Human Resources |  |
| January 1, 2015 | 1. CHS Online Orientation program will train all employees and volunteers with respects to a wide range of issues related diversity, attitude, respect and accessibility.
 | Human Resources | IN PROGRESS |
| January 1, 2015 | 1. Mandatory AODA IASR online training will be provided to all employees and volunteers and must be completed by the deadline. This includes anyone who provides goods or services on contract.
 | Human Resources | IN PROGRESS |
| January 1, 2015 | 1. Mandatory OHRC online training will be provided to all employees and volunteers and must be completed by the deadline. This includes anyone who provides goods or services on contract.
 | Human Resources | IN PROGRESS |

## INFORMATION AND COMMUNICATIONS (continued)

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| **Deadline** |  Feedback | **Who is Responsible** | **STATUS** |
| January 1, 2013 | 1. Permanent feedback processes are live on the CHS website and signage is in place. Alternative formats available up on request.
 | Human Resources; Marketing and Communications | COMPLETED |
| January 1, 2014 | 1. Review and update feedback processes and signage (from #1, above).
 | Human Resources; Marketing and Communications | COMPLETED |
| January 1, 2015 | 1. Public questionnaires or comment cards must include notice that, upon request, CHS provide this information in accessible formats and/or with communication supports.
 | Heads of Programs/ Services; Regional Directors | IN PROGRESS |

## INFORMATION AND COMMUNICATIONS (continued)

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| **Deadline** | Communication Devices | **Who is Responsible** | **STATUS** |
| January 1, 2014 | 1. 80% of product descriptions will be provided in alternative format.
 | Communication Devices Program | COMPLETED |
| January 1, 2015 | 1. 10% of products will include alternative format: visual how-to video guides.
 | Communication Devices Program |  |
| January 1, 2016 | 1. 3. 20% of products will include alternative format: visual how-to video guides in alternative format.
 | Communication Devices Program |  |
| January 1, 2017 | 1. 30% of products will include alternative format: visual how-to video guides.
 | Communication Devices Program |  |
| January 1, 2018 | 1. 40% of products will include alternative format: visual how-to video guides.
 | Communication Devices Program |  |
| January 1, 2019 | 1. 50% of products will include alternative format: visual how-to video guides.
 | Communication Devices Program |  |
| January 1, 2020 | 1. 60% of products will include alternative format: visual how-to video guides.
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## EMPLOYMENT

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| **Deadline** | Recruitment | **Who is Responsible** | **STATUS** |
| January 1, 2013 | We will take the following steps to notify the public and staff that, when requested, CHS will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:1. All job postings will inform applicants: “In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), CHS will provide accommodation, accessible formats and communication supports for the interview upon request”.
2. All job postings will inform applicants that CHS is an Affirmative Action employer.
 | Human Resources | COMPLETED |
| January 1, 2014 | We will make all employees aware of how CHS will support them if they have a disability or should they acquire a disability later in their career.1. E-Memo to all employees
2. New hires and employees who transfer into another position will be informed in their Letter of Offer
 | Human Resources | COMPLETEDCOMPLETED |

## EMPLOYMENT (continued)

|  |  |  |  |
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| **Deadline** | Recruitment (continued) | **Who is Responsible** | **STATUS** |
| January 1, 2014 | 1. CHS will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:
2. CHS’ existing policies that address access and accommodations will be reviewed and updated annually.
3. CHS will develop and implement a Return to Work policy by December 31, 2013.
 | Human Resources | COMPLETEDCOMPLETED |

## EMPLOYMENT (continued)

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| **Deadline** | Prevention and Removal of Barriers | **Who is Responsible** | **STATUS** |
| January 1, 2015 | The following Human Resources policies will be reviewed and updated annually. Managers will be trained on policies on a regular basis. Issues and complaints will be dealt with in a timely and respectful manner.1. Access and Accommodation
2. Anti-Audism
3. Anti-Racism
4. Career Investment Planning
5. Designated Devices
6. Discrimination & Harassment
7. Diversity
8. Harassment and Violence in the Workplace
9. Health and Safety
10. Meeting Accessibility Protocol
11. Performance Appraisal
12. Recruitment and Selection
13. Return to Work
14. Scent Free
15. Self-Identification
16. Service Animals
17. Sexual Harassment
18. Sign Language
19. Succession Planning
20. Training and Development
 | Human Resources | REVIEW IN PROGRESS |

## BUILT ENVIRONMENT

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| **Deadline** | Service disruptions to public spaces | **Who is Responsible** | **STATUS** |
| January 1, 2014 | All new builds, renovations, and space reorganizations must not block pathways to accessible public areas unless absolutely necessary. When a service disruption is unavoidable, we will notify the public of service disruptions and alternatives available.1. Signage will be placed in strategic areas well with as much notice as possible and as applicable, give alternatives and contact information. Signage will be strategically placed BEFORE consumers arrive in the area.
2. CHS will endeavor to contact consumers directly if there is insufficient time to post notice of blockage or interruptions.
3. Notices will be posted on the CHS website
4. Establish a voluntary e-alert system
 | Managers and Human Resources | ONGOING |

1. **BUILT ENVIRONMENT (continued)**

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| **Deadline** | Design of Public Spaces | **Who is Responsible** | **STATUS** |
| January 1, 2014 | 1. All major changes to public spaces in CHS facilities must conform to Accessibility Standards.
 | Regional Directors in consultation with Human Resources | COMPLETED |
| January 1, 2014 | 1. CHS will advocate with landlords and in the immediate vicinity of our offices for proper design of public spaces according to the Accessibility Standards.
 | Regional Directors  | COMPLETED |
| January 1, 2021 | 1. Electronic signage will be available in all CHS offices. Users can select from a menu of mandatory public documents in their language of preference (English, French, ASL or LSQ).
 | Marketing and Communications; Information Technology |  |

1. **BUILT ENVIRONMENT (continued)**

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| **Deadline** | Kiosks | **Who is Responsible** | **STATUS** |
| January 1, 2014 | CHS will undertake the following steps to ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks.1. As applicable, all lease agreements must include assessing kiosks in the facilities and parking areas to ensure that they are accessible to the general public and to our consumers and employees e.g. sound, vision, height, location, etc. When a landlord installs new kiosks, CHS will advocate that new installations be accessible.
 | Managers and CFO | COMPLETED |
| January 1, 2014 | 1. As applicable, event venues will be sourced with a preference for those with accessible kiosks.
 | All Event Planners | COMPLETED |

## TRANSPORTATION

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| **Deadline** | General | **Who is Responsible** | **STATUS** |
| NA | CHS is exempt from this requirement because we do not transport clients and because our employees are covered above under Section 2 Employment, C, 1. | NA |  |
| January 1, 2014 | 1. CHS will advocate AODA transportation requirements where it makes sense to do so.
 | Managers | ONGOING |

## PROCUREMENT

|  |  |  |  |
| --- | --- | --- | --- |
| **Deadline** | General | **Who is Responsible** | **STATUS** |
| January 1, 2014 | 1. CHS will incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practical to do so. When it is impractical, we will advocate for accessibility.
 | All Managers | ONGOING |

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| **APPROVED BY:**  | **DATE:** |
| Senior Management Team | December 9, 2013 |