



Multi-Year Accessibility Plan 2022 - 2026

October 1, 2022



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For more information on the accessibility plan, please contact:
Ashley Herron, Manager of Human Resources
Telephone: 519-539-6176 ext 309 or email: aherron@casoxford.on.ca



Overview

Vision

Safe children and youth, strong families, caring communities

Mission

Together with our community, we help children, youth, and families be safe, strong, and connected.

Our Values

Accountability

We approach the responsibility entrusted to us with integrity, transparency and care.

Advocacy

We promote the voice of children, youth and families.

Collaboration

We believe in the strength of working together.

Relationships

We nurture respectful relationships that enable change, safety and meaningful connection.

Inclusivity

We champion Equitable access to opportunities and resources for all.

Accessibility Policy

HUMAN RESOURCES Policy and Procedures

Approved By:	Executive Director	Policy No:	HR 5-10
Approved Date:	August 10, 2022	Page:	1 of 2
Supersedes:	October 2, 2018; April 30, 2013		
References:	Accessibility for Ontarians with Disabilities Act, 2005		

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT STATEMENT OF COMMITMENT

1.0 PURPOSE

The Accessibility for Ontarians with Disabilities Act (AODA) is a Provincial Act with the purpose of developing, implementing, and enforcing accessibility standards in order to achieve a fully accessible Ontario by 2025. This document outlines the Agency's Statement of Commitment to comply with the AODA.

2.0 SCOPE

This Policy applies to all clients, employees, students, volunteers, resource caregivers, and board members.

3.0 DEFINITIONS

None

4.0 POLICY STATEMENT/ STATEMENT OF COMMITMENT

4.1 The Children's Aid Society of Oxford County is committed to providing an accessible environment for all stakeholders including our clients, employees, students, resource caregivers, volunteers, job applicants, and any visitors who may enter our premises, access our information, or use our services. We are committed to providing service in a manner that respects the dignity, independence, integration, and equal opportunity of all people with disabilities in order to ensure that they may benefit from the same services, in the same place, and in a similar way as any other person.



- 4.2 As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act, and related Standards and Regulations.
- 4.3 The Children's Aid Society of Oxford County understands that we have a responsibility to ensure a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, training, and best practices. We review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. In addition, we strive to meet the needs of individuals with disabilities in a timely and effective manner.
- 4.4 Providing an accessible and barrier-free environment is a shared effort, and as an organization, we are committed to working with the necessary parties to make accessibility for all a reality. For more detailed information on our accessibility policies, plans, and training programs, please contact:

Ashley Herron
Manager of Human Resources
712 Peel Street
Woodstock, ON N4S 0B4
Email: aherron@casoxford.on.ca

5.0 PROCEDURES

- 5.1 The Children's Aid Society of Oxford County complies with the Accessibility for Ontarians with Disabilities Act and related Standards and Regulations.

6.0 RELATED DOCUMENTS

Policy & Procedure: AODA Standards for Customer Service

Policy & Procedure: IASR Employment Standards

Policy & Procedure: IASR Information and Communication Standard

Policy & Procedure: IASR Transportation and Design of Public Spaces Standard

7.0 APPENDICES

None

HUMAN RESOURCES Policy and Procedures

Approved By:	Executive Director	Policy No:	HR 5-20
Approved Date:	August 10, 2022	Page:	1 of 8
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References:	AODA: Accessibility Standards for Customer Service, Ontario Regulation 429/07		

ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE

1.0 PURPOSE

This Policy is intended to meet the requirements of the Customer Service Standards included in the Integrated Accessibility Standards Regulation under the *Accessibility for Ontarians with Disabilities Act, 2005*.

2.0 SCOPE

This Policy applies to all staff members, resource caregivers, board members, students, and volunteers of the Children's Aid Society of Oxford County, and any other person who may provide service on behalf of the Agency.

3.0 DEFINITIONS

- 3.1 **Assistive Device** – An Assistive Device is a technical aid, communication device, or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker, a personal oxygen tank, or other device that might assist in hearing, seeing, communicating, moving, breathing, remembering, and/or reading.
- 3.2 **Disability** – The term Disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:
- a. Any degree of physical disability, infirmity, malformation, or disfigurement that is caused by bodily injury, birth defect, or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;



- b. A condition of mental impairment or a developmental disability;
 - c. A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
 - d. A mental disorder; or
 - e. An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.
- 3.3 **Guide Dog** – A Guide Dog is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety, and increased independence for people who are blind.
- 3.4 **Service Animal** – An animal is a Service Animal for a person with a disability if:
- a. the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability as a result of visual indicators such as the vest or harness worn by the animal; or
 - b. the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:
 - i. A member of the College of Audiologists and Speech-Language Pathologists of Ontario;
 - ii. A member of the College of Chiropractors of Ontario;
 - iii. A member of the College of Nurses of Ontario;
 - iv. A member of the College of Occupational Therapists of Ontario;
 - v. A member of the College of Optometrists of Ontario;
 - vi. A member of the College of Physicians and Surgeons of Ontario;
 - vii. A member of the College of Physiotherapists of Ontario;
 - viii. A member of the College of Psychologists of Ontario; or
 - ix. A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.
- 3.5 **Service Dog** – As reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog, other than a guide dog for the blind, is a Service Dog if:



- a. it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or
 - b. the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.
- 3.6 **Support Person** – A Support Person means, in relation to a person with a disability, another person who accompanies that person in order to help with communication, mobility, personal care, medical needs, or access to goods and services.

4.0 POLICY STATEMENT

- 4.1 The Children's Aid Society of Oxford County meets the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act.
- 4.2 All services provided by the Children's Aid Society of Oxford County abide by the principles of dignity, independence, integration, and equal opportunity.
- 4.3 The Children's Aid Society of Oxford County makes every reasonable effort to ensure that its Policies and Procedures are consistent with the principles of dignity, independence, integration, and equal opportunity.

5.0 PROCEDURES

5.1 Communication

- 5.1.1 The Children's Aid Society of Oxford County communicates with people with disabilities in ways that take into account their disability.
- 5.1.2 The Agency trains employees, student interns, volunteers, and any other individuals who provide services on its behalf on Ontario's accessibility laws and on accessibility aspects of the Ontario Human Rights Code which apply to persons with disabilities.

5.2 Telephone Services

- 5.2.1 The Children's Aid Society of Oxford County trains staff to communicate with persons over the telephone in clear and plain language and to speak clearly.



5.2.2 The Agency offers to communicate by e-mail, mail, or any means the person uses, should telephone communication not be suitable to their communication needs or is not available.

5.3 Billing

5.3.1 The Children's Aid Society of Oxford County provides accessible invoices to clients. Invoices may be provided in the following formats upon request: hard copy, large print, or e-mail.

5.3.2 Any questions clients may have about the content of an invoice are answered in person, by telephone, or e-mail.

5.4 The Use of Assistive Devices

5.4.1 The Children's Aid Society of Oxford County ensures that people with disabilities who use assistive devices may obtain, use, or benefit from its services.

5.4.2 The Agency ensures that staff are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing services.

5.4.3 Staff Members, Students, and Volunteers:

- a. Do not touch or handle any assistive devices without permission.
- b. Do not move assistive devices or equipment out of a person's reach.
- c. Inform clients about accessible features in the immediate environment that are appropriate to their needs (e.g. accessible washrooms).
- d. Make worksite accommodations to ease the use of any assistive devices.

5.5 The Use of Guide Dogs, Service Animals, and Service Dogs

5.5.1 The Children's Aid Society of Oxford County welcomes people with disabilities who are accompanied by a guide dog, service dog, or service animal on the parts of our premises that are open to the public and other third parties.



- 5.5.2 The Agency ensures that all staff, volunteers, and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a guide dog, service dog, or service animal.
- 5.5.3 If a health and safety concern presents itself in the form of a severe allergy to the animal, all reasonable efforts are made to meet the needs of all individuals.
- 5.5.4 Staff Members, Students, and Volunteers:
- a. Do not distract or disrupt service animals by touching, petting, or talking to the animal.
 - b. Ask the person, if there is uncertainty whether the animal is a pet or if the animal is a guide dog, service dog or service animal.
 - c. Do not separate the person from their guide dog, service dog, or service animal.

5.6 The Use of Support Persons

- 5.6.1 The Children's Aid Society of Oxford County welcomes people with disabilities who are accompanied by a support person.
- 5.6.2 Any person with a disability who is accompanied by a support person is permitted to enter the Agency's premises with their support person.
- 5.6.3 At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while on Agency premises, unless a health and safety concern arises regarding the behavior of the support person.
- 5.6.4 In situations where confidential information is discussed, consent is obtained from the client before proceeding with any such conversation.
- 5.6.5 Staff Members, Students, and Volunteers:
- a. Speak directly to clients, and not the support person.
 - b. Treat all parties with respect and dignity.
 - c. Obtain consent from the service user prior to any conversation where confidential information might be discussed.



5.7 Notice of Disruptions in Service

- 5.7.1 The Children's Aid Society of Oxford County provides notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. Such notice includes information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.
- 5.7.2 The notice is placed at all public entrances and service counters on our premises. If possible, all reasonable efforts are made to contact those with appointments who are affected by the disruption.
- 5.7.3 In the case of an office closure, closure information is placed on the Agency's website wherever possible, and advertised through various community media outlets.
- 5.7.4 Staff Members, Students, and Volunteers
- a. Immediately notify the Human Resources department when service disruptions occur.
 - b. If possible, notify all scheduled clients of any disruptions.

5.8 Training

- 5.8.1 The Children's Aid Society of Oxford County provides training to all employees, student interns, volunteers, all individuals who provide services on behalf of the Agency, and all individuals who are involved in the development and approval of policies, practices, and procedures.
- 5.8.2 Training includes the following:
- a. A review of the Agency's Accessibility policies, procedures, and practices surrounding the legislation.
 - b. The purpose of the Accessibility for Ontarians with Disabilities Act and the requirements of the Customer Service Standard.
 - c. Instructions on how to interact and communicate with people with various types of disabilities.
 - d. Instructions on how to interact with people with disabilities who use an assistive device, or require the assistance of a service animal, or require the use of a support person.



- e. Instructions on how to use equipment or devices that are available at Agency premises or that the Agency provides which may help people with disabilities;
- f. Instructions on how to use equipment or devices available on Agency premises that may help with the provision of services to people with disabilities.
- g. Instructions on what to do if a person with a disability is having difficulty in accessing Agency services.

5.8.3 The Agency provides training as soon as practicable. Training is provided to new employees, volunteers, and other applicable persons during orientation. Revised training is provided in the event of changes to legislation, procedures, policies, and/or practices.

5.8.4 The Agency maintains a record of training which includes the dates training was provided and the number of employees who attended the training.

5.9 **Feedback**

5.9.1 Feedback regarding the manner in which the Children's Aid Society of Oxford County provides services to people with disabilities can be made verbally (in person or by telephone), or in writing (e-mail or mail). Alternative methods of providing feedback are available upon request. All feedback is directed to:

Ashley Herron
Manager of Human Resources
712 Peel Street
Woodstock, ON N4S 0B4
Email: aherron@casoxford.on.ca

5.9.2 Individuals can expect to receive a response within seven business days.

5.9.3 Complaints are addressed according to complaint procedures already established in the Agency's Internal Complaint Review Process.

5.9.4 Staff Members, Students, and Volunteers

- a. Assist individuals with the feedback process if requested.
- b. Accommodate the feedback process to meet individual needs.

- c. Forward all feedback to the Manager of Human Resources and the Director of Service.

5.10 Notice of Availability and Format of Documents

5.10.1 The Children's Aid Society of Oxford County notifies the public that documents related to the Customer Service Standards are available upon request and in a format that takes into account the person's disability.

5.10.2 Notification is given by posting the information in a conspicuous place owned and operated by the Children's Aid Society of Oxford County, the Agency's, website, and/or any other reasonable method.

5.11 Administration

5.11.1 The Children's Aid Society of Oxford County is committed to developing customer service policies that respect and promote the dignity, independence, integration, and equal opportunity of people with disabilities. Therefore, no changes are made to this Policy before considering the impact on people with disabilities.

5.11.2 Any policy of the Oxford Children's Aid Society that does not respect and promote the dignity and independence of people with disabilities will be modified or repealed.

5.11.3 This Policy exists to achieve service excellence to persons with disabilities. If anyone has a question about the Policy, or if the purpose of a policy is not understood, an explanation is provided, or referred to the Human Resources department.

6.0 RELATED DOCUMENTS

Policy & Procedure: Accessibility for Ontarians with Disabilities Act

Policy & Procedure: IASR Employment Standards

Policy & Procedure: IASR Information and Communication Standards

Policy & Procedure: IASR Transportation and Design of Public Spaces

7.0 APPENDICES

None

**HUMAN RESOURCES
Policy and Procedures**

Approved By:	Executive Director	Policy No:	HR 5-40
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References:	AODA: Integrated Accessibility Standards, Ontario Regulation 191/11		

**INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR) INFORMATION
AND COMMUNICATION**

1.0 PURPOSE

This Policy is intended to meet the requirements of the Integrated Accessibility Standards, Ontario Regulation 191/11 for the Information and Communications Standard set forth under the Accessibility for Ontarians with Disabilities Act. This Policy applies to the provision of information and communications services and materials for people with disabilities.

2.0 SCOPE

This Policy applies to all staff members.

3.0 DEFINITIONS

- 3.1 **Accessible Formats** - Accessible Formats include, but are not limited to, large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.
- 3.2 **Communication Supports** - Communication Supports include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communication.
- 3.3 **Conversion Ready** - An electronic or digital format that facilitates conversion into an acceptable format.

4.0 POLICY STATEMENT

- 4.1 The Children's Aid Society of Oxford County meets the requirements of the Integrated Accessibility Standards for Information and Communication, Ontario Regulation 191/11 under the Accessibility for Ontarians with Disabilities Act.

- 4.2 All services provided by the Children's Aid Society of Oxford County abide by the principles of dignity, independence, integration, and equal opportunity.

5.0 PROCEDURES

5.1 Establishment of Accessibility Policies and Plans

- 5.1.1 The Children's Aid Society of Oxford County develops, implements, and maintains policies governing how it will achieve accessibility through the Integrated Accessibility Standards requirements.
- 5.1.2 The Agency includes a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. These documents are made publicly available in an accessible format upon request.
- 5.1.3 The Agency establishes, implements, maintains, and documents a multi-year accessibility plan outlining its strategy to prevent and remove barriers, and meet its requirements under the IASR. Accessibility plans are made available in an accessible format upon request, and are posted on the Agency's website.
- 5.1.4 The Agency reviews and updates its accessibility plan once every five years and establishes, reviews, and updates its accessibility plans in consultation with persons with disabilities or an advisory committee. Annual status reports are prepared that report on the progress of the steps taken to implement the Agency's accessibility plan. This status report is posted on the Agency's website. If requested, the report is created in an accessible format.

5.2 Procuring or Acquiring Goods and Services, or Facilities

- 5.2.1 The Children's Aid Society of Oxford County incorporates accessibility criteria and features when procuring or acquiring goods, services, or facilities. The only exception is in cases where it is impracticable to do so.

5.3 Training Requirements

- 5.3.1 The Children's Aid Society of Oxford County provides training for its employees, volunteers, and any individuals providing service on behalf of the Agency regarding the IASR and the Ontario Human Rights Code as they pertain to individuals with disabilities. Training is also provided to individuals who are responsible for developing



Agency policies, and all other persons who provide goods, services or facilities on behalf of the Agency.

5.3.2 Training is provided as soon as is reasonably practicable, but no later than the compliance deadlines. Training is provided on an ongoing basis to new employees and as changes to accessibility policies occur.

5.4 Records

5.4.1 The Children's Aid Society of Oxford County maintains records on the training provided, when it was provided, and the number of employees that were trained.

5.5 Feedback Process

5.5.1 The Children's Aid Society of Oxford County ensures that all feedback processes, both internal and external, are made accessible upon request.

5.5.2 In accordance with the Customer Service Standards, the Agency advises of the availability of accessible feedback formats.

5.6 Accessible Formats and Communication Supports

5.6.1 Unless deemed unconvertible, the Children's Aid Society of Oxford County provides or arranges for the provision of accessible formats and communication supports for persons with disabilities upon request. Accessible formats and communication supports are provided in a timely manner and at no additional cost to the individual.

5.6.2 The Agency takes into account the person's accessibility needs when customizing individual requests, and consults with the individual making the request to ensure suitability.

5.6.3 The Agency advises the public as to the availability of accessible formats and communication supports.

5.7 Emergency Procedures, Plans, or Public Safety Information

5.7.1 The Children's Aid Society of Oxford County ensures that all publicly available safety and emergency information (e.g. evacuation procedures, floor plans, etc.) are provided in an accessible format, or with appropriate communication supports, upon request.



5.8 Accessible Websites and Web Content

5.8.1 The Children's Aid Society of Oxford County ensures that its website, and where applicable web content, conforms to the Web Content Accessibility Guidelines (WCAG) as outlined in the IASR, and refers to the legislation for specific compliance deadlines and requirements.

5.9 Exceptions

5.9.1 The Information and Communications Standard does not apply to:

- a. Products and product labels;
- b. Unconvertible information or communications; or
- c. Information that the organization does not control either directly or indirectly through a contractual relationship.

5.9.2 If it is determined, in consultation with the requesting party, that information or communications are unconvertible, the Children's Aid Society of Oxford County ensures that the individual who made the request is provided with an explanation and a summary of the information.

5.9.3 The Agency classifies information or communications as unconvertible where:

- a. It is not technically practicable to convert; or,
- b. The technology required to make the conversion is not readily available.

5.10 Review

5.10.1 This Policy is reviewed regularly to ensure that it is reflective of the Children's Aid Society of Oxford County's current practices, in addition to legislative requirements.

6.0 RELATED DOCUMENTS

Policy & Procedure: Accessibility for Ontarians with Disabilities Act

Policy & Procedure: AODA Standards for Customer Service

Policy & Procedure: IASR Employment Standards

Policy & Procedure: IASR Transportation and Design of Public Spaces Standard

7.0 APPENDICES

None

**HUMAN RESOURCES
Policy and Procedures**

Approved By:	Executive Director	Policy No:	HR 5-50
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References:	AODA: Integrated Accessibility Standards, Ontario Regulation 191/11		

**INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)
TRANSPORTATION AND DESIGN OF PUBLIC SPACES**

1.0 PURPOSE

This Policy is intended to meet the requirements of the Integrated Accessibility Standards, Ontario Regulation 191/11 for the Design of Public Spaces Standard and Transportation Standard set forth under the Accessibility for Ontarians with Disabilities Act.

2.0 SCOPE

This Policy applies to all staff members.

3.0 DEFINITIONS

None

4.0 POLICY STATEMENT

4.1 The Children's Aid Society of Oxford County meets the requirements of the Accessibility Standards pursuant to the Integrated Accessibility Standards, Ontario Regulation 191/11 under the Accessibility for Ontarians with Disabilities Act, 2005.

4.2 All services provided by the Children's Aid Society of Oxford County abide by the principles of dignity, independence, integration, and equal opportunity.

5.0 PROCEDURES

5.1 Establishment of Accessibility Policies and Plans

5.1.1 The Children's Aid Society of Oxford County develops, implements, and maintains policies governing how it will achieve accessibility through the Integrated Accessibility Standards requirements.



- 5.1.2 The Agency includes a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. These documents are made publicly available in an accessible format upon request.
- 5.1.3 The Agency establishes, implements, maintains, and documents a multi-year accessibility plan outlining its strategy to prevent and remove barriers, and meet its requirements under the IASR. Accessibility plans are made available in an accessible format upon request, and are posted on the Agency's website.
- 5.1.4 The Agency reviews and updates its accessibility plan once every five years and establishes, reviews, and updates its accessibility plans in consultation with persons with disabilities or an advisory committee. Annual status reports are prepared that report on the progress of the steps taken to implement the Agency's accessibility plan. This status report is posted on the Agency's website. If requested, the report is created in an accessible format.

5.2 Procuring or Acquiring Goods and Services, or Facilities

- 5.2.1 The Children's Aid Society of Oxford County incorporates accessibility criteria and features when procuring or acquiring goods, services, or facilities. The only exception is in cases where it is impracticable to do so.

5.3 Training Requirements

- 5.3.1 The Children's Aid Society of Oxford County provides training for its employees, volunteers, and any individuals providing service on behalf of the Agency regarding the IASR and the Ontario Human Rights Code as they pertain to individuals with disabilities. Training is also provided to individuals who are responsible for developing Agency policies, and all other persons who provide goods, services or facilities on behalf of the Agency.
- 5.3.2 Training is provided as soon as is reasonably practicable, but no later than the compliance deadlines. Training is provided on an ongoing basis to new employees and as changes to accessibility policies occur.



5.4 **Records**

5.4.1 The Children's Aid Society of Oxford County maintains records on the training provided, when it was provided, and the number of employees that were trained.

5.5 **Design of Public Spaces Standard**

5.5.1 The Children's Aid Society of Oxford County is committed to incorporating barrier-free principles in the construction of new facilities, and during the renovation of existing structures, taking into consideration the constraints of the existing structures.

5.6 **Transportation Standard**

5.6.1 The Children's Aid Society of Oxford County is committed to incorporating barrier-free principles in the provision of transportation services through the Agency's Volunteer Drive Program wherever possible.

5.6.2 In the event that the Agency's Volunteer Drive Program cannot meet the accessibility needs of a client, the Agency secures accessible public transportation for the client wherever possible.

5.7 **Review**

5.7.1 This Policy is reviewed regularly to ensure that it is reflective of the Children's Aid Society of Oxford County's current practices, in addition to legislative requirements.

6.0 **RELATED DOCUMENTS**

7.0

Policy & Procedure: Accessibility for Ontarians with Disabilities Act

Policy & Procedure: AODA Standards for Customer Service

Policy & Procedure: IASR Employment Standards

Policy & Procedure: IASR Information and Communication Standards

8.0 **APPENDICES**

None

Multi-Year Accessibility Plan 2022-2026

Customer Service Standard

Standard of AODA	Section of AODA	Description	Specific Actions taken by CAS of Oxford County	Action Plan/Status	Completion
Establishment of Policies, Practices and Procedures	3	(1) Every provider of goods or services shall establish policies, practices and procedures governing the provision of its goods or services to persons with disabilities. O. Reg. 429/07, s. 3 (1).	CAS of Oxford County policies and procedures will be aligned with our core values which include: <ol style="list-style-type: none"> 1. Accountability 2. Advocacy 3. Collaboration 4. Relationships 5. Inclusivity 	Policies were developed in 2012, reviewed and updated in 2018 & 2022, further review and revisions will be done as needed and no later than 2026.	Completed Policy Review 2022
Use of Service Animals and Support Persons	4	<p>(2) If a person with a disability is accompanied by a guide dog or other service animal, the provider of goods or services shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises. O. Reg. 429/07, s. 4 (2).</p> <p>(4) If a person with a disability is accompanied by a support person, the provider of goods or services shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises. O. Reg. 429/07, s. 4 (4).</p> <p>(7) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare one or more documents describing its policies, practices and procedures with respect to the matters governed by this section and, upon request, shall give a copy of a document to any person. O. Reg. 429/07, s. 4 (7).</p>	<p>Policies and procedures were developed to comply with the Accessibility Standard for Customer Service including:</p> <ul style="list-style-type: none"> • Provision of goods and services to persons with disabilities • The use of assistive devices • The use of guide dogs, service animals and service dogs • The use of support persons • Notice of service disruptions • Customer feedback • Training • Format of documents and notice of availability 	<p>Staff were trained on the Customer Service Policy in 2012 and upon updates in 2018 & 2022. Staff are required to complete comprehensive AODA training upon hire.</p>	<p>Ongoing policy reviews and training will continue</p> <p>Complete policy review to be completed 2026</p> <p>Policy will be posted to our Agency website in 2022</p>

Notice of Temporary Disruptions	5	<p>(1) If, in order to obtain, use or benefit from a provider's goods or services, persons with disabilities usually use particular facilities or services of the provider and if there is a temporary disruption in those facilities or services in whole or in part, the provider shall give notice of the disruption to the public. O. Reg. 429/07, s. 5 (1).</p> <p>(2) Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available. O. Reg. 429/07, s. 5 (2).</p>	<p>The CAS of Oxford County continues to review training specific to Integrated Standards to ensure that training program includes all required components and that all employees complete the training.</p> <p>The Agency maintains training logs to ensure that all AODA training requirements are met for new employees. We regularly review training policies to ensure training requirements for performance management, career development, redeployment and hiring are reviewed with all Managers.</p>	
Training	6	<p>(1) Every provider of goods or services shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:</p> <ol style="list-style-type: none"> 1. Every person who deals with members of the public or other third parties on behalf of the provider, whether the person does so as an employee, agent, volunteer or otherwise. 2. Every person who participates in developing the provider's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties. O. Reg. 429/07, s. 6 (1). <p>(2) The training must include a review of the purposes of the Act and the requirements of this Regulation and instruction about the following matters:</p> <ol style="list-style-type: none"> 1. How to interact and communicate with persons with various types of disability. 2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person. 3. How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability. 4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services. O. Reg. 429/07, s. 6 (2). <p>(3) The training must be provided to each person as soon as practicable after he or she is assigned the applicable duties. O. Reg. 429/07, s. 6 (3).</p>	<p>The Policy for AODA Accessibility Standards for Customer Service is posted to our website under menu item 'Accessibility'</p>	

Integrated Standards

Part 2 - Information and Communication

Standard of AODA	Section of AODA	Description	Specific Actions taken by CAS of Oxford County	Deadline	Completion
Feedback	11	<p>(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.</p> <p>(2) Nothing in this section detracts from the obligations imposed under section 7 of Ontario Regulation 429/07 (Accessibility Standards for Customer Service) made under the Act.</p> <p>(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	<p>Current communication processes for persons with disabilities are made available and organizational commitment is documented in the AODA Integrated Accessibility Standards Regulation Information and Communication Policy (HR5-40). The CAS of Oxford County has reviewed the feedback processes to ensure they note that accessibility formats and communication supports are available upon request.</p> <p>The feedback process was reviewed to ensure that it complimented the Accessibility Standards for Customer Service Policy.</p> <p>Feedback process reviewed to ensure it notes that accessible formats and communication supports are available upon request.</p>	<p>Policy was developed and endorsed by Senior Leadership in 2018.</p> <p>This policy was reviewed and updated in 2022.</p>	Completed
Accessibly formats and Communication Supports	12	<p>(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,</p> <p style="padding-left: 20px;">(a) in a timely manner that takes into account the person's accessibility needs due to disability; and</p> <p style="padding-left: 20px;">(b) at a cost that is no more than the regular cost charged to other persons.</p> <p>(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p>	<p>The Children's Aid Society of Oxford County AODA Accessibility Standards for Customer Service and Integrated Accessibility Standards Regulation Information and Communication Policy contains our commitment to provide or arrange for the provision of accessible formats or communications supports upon request.</p>	<p>This policy was reviewed in 2022 and all necessary amendments were made.</p> <p>The policy will be posted on our website by December 31, 2022</p>	In Process – the policies have been reviewed and will be posted to our website in 2022
Emergency Procedure, plans or public safety information	13	<p>(1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.</p>	<p>The Children's Aid Society of Oxford County AODA Integrated Accessibility Standards Regulation Information and Communication Policy contains details that ensure all publicly available safety and emergency information is provided in an accessible format or with appropriate communication supports upon request</p>	<p>This policy was reviewed in 2022 and all necessary amendments were made.</p> <p>The policy will be posted on our website by December 31, 2022</p>	In Process – the policies have been reviewed and will be posted to our website in 2022

Accessibly Websites and Web Content	14	(2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	The Children's Aid Society of Oxford County AODA Integrated Accessibility Standards Regulation Information and Communication Policy contains details regarding the Web Content Accessibility Guidelines.	The website completed an accessibility audit in 2022 which found that the website met the standards for WCAG AA criteria	Completed however we are constantly updating and making improvements to our website and ensuring accessibility will continue to be a priority as we make upgrades.
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Part 3 - Employment Standards

Standard of AODA	Section of AODA	Description	Specific Actions taken by CAS of Oxford County	Deadline	Completion
Recruitment (General)	22	Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	The CAS of Oxford County has developed an AODA Policy – Integrated Accessibility Standards Regulation-Employment (HR 5-30) which details the policy and procedures regarding recruitment and accessibility. Human Resources has amended job posting and recruitment advertising to add a statement advising that The CAS of Oxford County will provide accommodations if requested at any stage of the recruitment process.	This policy was developed in 2018. A detailed review of the policy was completed in 2022.	Completed
Recruitment, assessment or selection process	23	(1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used. (2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.	The CAS of Oxford County has reviewed and amended Recruitment Policies and process to add a requirement to advise selected candidates of availability of accommodation, upon request, for recruitment materials or processes. Details of our commitment to providing recruitment, assessment or selection process in an accessible manner can be found in our policy Integrated Accessibility Standards Regulation Employment (HR 5-30).	This policy was developed in 2018. A detailed review of the policy was completed in 2022.	Completed
To Successful Applicants	24	Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Human Resources will amend offer of employment letters to advise successful candidates of CAS of Oxford County accommodation policies.	December 31, 2022	In Process
Informing Employees of Supports	25	(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. (2) Employers shall provide the information required under this section to new employees as soon as	Human Resources advises all employees of workplace accommodation policies as part of the onboarding process. As policies are updated and amended, they are sent to all employees through our HRIS system. The system requires employees to sign off on reviewed policies.	This policy and procedure was developed in 2018. A detailed review of the policy was completed in 2022.	Completed

		<p>practicable after they begin their employment.</p> <p>(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p>			
Accessibly formats and communication supports for Employees	26	<p>(1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,</p> <ul style="list-style-type: none"> (a) information that is needed in order to perform the employee's job; and (b) information that is generally available to employees in the workplace. <p>(2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	Upon request from an employee, The CAS of Oxford County will make information available in accessible formats any work related or job information, after consulting with the employee. The CAS of Oxford County has developed an AODA Policy – Integrated Accessibility Standards Regulation- Employment (HR 5-30) which details the policy and procedures regarding accessible formats and communication supports for Employees.	This policy and procedure was developed in 2018. A detailed review of the policy was completed in 2022.	Completed
Workplace emergency response information	27	<p>(1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.</p> <p>(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p> <p>(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.</p> <p>(4) Every employer shall review the individualized workplace emergency response information,</p> <ul style="list-style-type: none"> (a) when the employee moves to a different location in the organization; (b) when the employee's overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies. 	The CAS of Oxford County has an AODA Policy – Integrated Accessibility Standards Regulation- Employment (HR 5-30) which details Workplace Emergency Response Information in section 5.7.	This policy and procedure was developed in 2018. A detailed review of the policy was completed in 2022.	Completed

Documented individual accommodation plans	28	(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	The CAS of Oxford County has reviewed and revised our Return to Work and Accommodations Policy (HR 3-50). This policy has been amended to ensure compliance with the requirements of this section.	The Policy was developed and approved by Senior Leadership in 2012. Revisions were made in 2016 and again in 2022. Final approval of the revised policy is expected by November 1, 2022.	In Process
Return to Work Process	29	(1) Every employer, other than an employer that is a small organization, (a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and (b) shall document the process.	The CAS of Oxford County has reviewed and revised our Return to Work and Accommodations Policy (HR 3-50). This policy has been amended to ensure compliance with the requirements of this section.	The Policy was developed and approved by Senior Leadership in 2012. Revisions were made in 2016 and again in 2022. Final approval of the revised policy is expected by November 1, 2022.	In Process
Performance Management	30	(1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	Human Resources to review and revise Performance Management Policies and practice to comply with this section. The current policy Performance Appraisals (HR 2-60) was developed in 2012.	The Policy was developed and approved by Senior Leadership in 2012. Revisions are being made in 2022. Final approval of the revised policy is expected by November 1, 2022.	In Process
Career Development and Advancement	31	(1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	The CAS of Oxford County has an AODA Policy – Integrated Accessibility Standards Regulation-Employment (HR 5-30) which details Career Development and Advancement in section 5.9.	This policy and procedure was developed in 2018. A detailed review of the policy was completed in 2022.	Completed
Redeployment	32	(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	The CAS of Oxford County has an AODA Policy – Integrated Accessibility Standards Regulation-Employment (HR 5-30) which details Redeployment in section 5.11.	This policy and procedure was developed in 2018. A detailed review of the policy was completed in 2022.	Completed