



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

This 2020 to 2025 accessibility plan outlines the policies and actions that Associated Youth Services of Peel has and will continue to 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](#).

Associated Youth Services of Peel 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			
Accessibility Requirement:	Establishment of accessibility policies	Compliance Deadline:	2020 - 2023
Plan to Meet Requirements:	<i>IASR policy has been implemented</i>		
Results:	<i>The following policies have been amalgamated into one policy: HR P&P 209 – Accessibility as of September 25, 2023 HR P&P 210-Customer Service Standard Policy HR P&P 210 - Accessibility for Ontarians with Disabilities HR P&P 211 – IASR – Employment Standard HR P& P 212 – IASR – Information & Communication Statement of Organizational Commitment on the website</i>		
Review:	<i>Alternate formats to be finalized.</i>		



Accessibility Requirement:	Training on IASR and the <i>Human Rights Code</i>		
Plan to Meet Requirements:	<i>Trainings for IASR and OHRC</i>	Compliance Deadline:	Ongoing
Results:	<p><i>All employees, volunteers and new hires have been provided the trainings below through HR Downloads during their orientation.</i></p> <p><i>AODA Customer Service Standard training</i></p> <p><i>Understanding Human rights</i></p> <p><i>Integrated Accessibility Standards – Info/Communication & Employment standards</i></p> <p><i>Creating a respectful workplace</i></p> <p><i>Annual refreshers on these trainings.</i></p>		
Review:	<i>Implemented & ongoing.</i>		

INFORMATION AND COMMUNICATIONS STANDARD			
Accessibility Requirement:	Feedback Process	Compliance Deadline:	Ongoing
Plan to Meet Requirements:	<i>Receiving and responding to feedback shall ensure that processes are accessible to persons with disabilities, by providing accessible formats and communication supports, upon request.</i>		
Results:	The HR P&P 209 – Accessibility, outlines the process for customer/client feedback. The complaint process accessible through the AYSP website.		
Review:	Implemented & ongoing.		



Accessibility Requirement:	Accessible formats and communication supports		
Plan to Meet Requirements:	<i>Upon request, AYSP will provide accessible formats and communication supports for persons with disabilities</i>	Compliance Deadline:	Ongoing
Results:	HR P&P 209 – Accessibility, confirms AYSP’s commitment to making documents available, upon request, to a person with a disability in a format as required.		
Review:	Implemented & ongoing		
Accessibility Requirement:	Emergency procedures, plans or public safety information		
Plan to Meet Requirements:	<i>Upon request, emergency procedures or public safety information shall be made available in an accessible format or with appropriate communication supports</i>	Compliance Deadline:	Ongoing
Results:			
Review:	Implemented & ongoing		
Accessibility Requirement:	Accessible websites and web content		
Plan to Meet Requirements:	<i>Applies to website</i>	Compliance Deadline:	Ongoing
Results:	<i>AYSP website conforms with the International Standards for Website Accessibility guidelines (WCAG) 2.0, Level A. WCAG 2.0, Level AA</i>		
Review:	<i>Updates to the website are done based on accessibility guidelines and standards. Work in partnership with CNIB to ensure accessible format.</i>		



EMPLOYMENT STANDARD

Accessibility Requirement:	Recruitment, assessment and selection processes	Compliance Deadline:	Ongoing
Plan to Meet Requirements:	<i>Notification about available policies and accommodation for applicants with disabilities to be included on all job postings.</i>		
Results:	The Job postings have been updated with the AODA statement.		
Review:	Completed		
Accessibility Requirement:	Informing employees of supports	Compliance Deadline:	Ongoing
Plan to Meet Requirements:	<i>Inform all employees of policies used to support employees with disabilities, including job accommodations</i>		
Results:	AYSP has made the HR Policies and Procedure manual available to all employees upon hire, after hire it is available on the agency's employee public drive. Specifically, the HR P&P 406 – Workplace Accommodation informs all employees about accommodations.		
Review:	Completed		
Accessibility Requirement:	Accessible formats and communication supports for employees	Compliance Deadline:	Ongoing
Plan to Meet Requirements:	<i>Information that is needed in order to assist employees in performing their job and is generally available to employees in the workplace.</i>		
Results:	HR P&P 209 – Accessibility, outlines the accessible formats and communication supports for employees. Electronic and hard copies of job-related materials are available for staff.		
Review:	Assistive devices to be made available when requested and other formats of job – related material to be made available in alternate formats upon request.		

Accessibility Requirement:	Workplace emergency response information	Compliance Deadline:	Ongoing
Plan to Meet Requirements:	<i>Provide individualized workplace emergency response information to employees with disabilities and arrange for (with the employee's consent) a designated person to provide assistance to the employee in an emergency situation.</i>		
Results:	HR P&P 209 – Accessibility, outlines the process for workplace emergency response information. Documented individual accommodation plans will be generated as required. H&S public drive- Fire procedures invite those who may need accommodations to advise of needs. If plans are developed they are shared with landlord.		
Review:	Ongoing monitoring to occur.		
Accessibility Requirement:	Documented individual accommodation plans	Compliance Deadline:	Ongoing
Plan to Meet Requirements:	<i>Develop a written process for the development of documented individual accommodation plans for employees with disabilities and ensure accommodation plans are in a format that takes into account the employee's accessibility needs, due to disability</i>		
Results:	HR P&P 209 – Accessibility, outlines the process for individual accommodation plans for employees with disabilities.		
Review:	Completed		
Accessibility Requirement:	Return to work process	Compliance Deadline:	Ongoing
Plan to Meet Requirements:	<i>Develop a Return to Work (RTW) process, outlining steps the employer will take to facilitate the RTW of employees who were absent from work, due to their disability, using documented individual accommodation plans.</i>		
Results:	HR P&P 406 – Workplace Accommodation, outlines the steps that need to be followed in the return to work process.		
Review:	Completed		



Accessibility Requirement:	Performance management process	Compliance Deadline:	Ongoing
Plan to Meet Requirements:	<i>The employer 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</i>		
Results:	HR P&P 209 – Accessibility, outlines that AYSP will consider the accessibility needs of employees with disabilities, as well as individual accommodation plans during the performance management process.		
Review:	Completed		
Accessibility Requirement:	Career development and advancement	Compliance Deadline:	Ongoing
Plan to Meet Requirements:	<i>The employer shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when providing career development and advancement to employees with disabilities.</i>		
Results:	HR P&P 209 – Accessibility, outlines that AYSP will consider the accessibility needs of its employees with disabilities, as well as individual accommodation plans when providing career development/advancement opportunities to employees with disabilities.		
Review:	Completed.		
Accessibility Requirement:	Redeployment	Compliance Deadline:	Ongoing
Plan to Meet Requirements:	<i>The employer shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying (re-assigning) employees to other positions within the agency.</i>		
Results:	HR P&P 209 – Accessibility, outlines that AYSP will consider the accessibility needs of its employees with disabilities, as well as individual accommodation plans when re-deploying employees to other positions within the agency.		
Review:	Completed.		



DESIGN OF PUBLIC SPACES (Accessibility Standards for the Built Environment)

Accessibility Requirement:	Make exterior paths of travel accessible	Compliance Deadline:	Ongoing
Plan to Meet Requirements:	<i>Maintenance of ramp</i>		
Results:	Ramp to AYSP office as well as to building premises. Exterior paths of travel to premises is accessible.		
Review:	Ongoing monitoring and maintenance of ramp.		
Accessibility Requirement:	Make service counters, queuing guides and waiting areas accessible	Compliance Deadline:	Ongoing
Plan to Meet Requirements:	<i>If new construction, accessible service counter will be built.</i>		
Results:	<i>Waiting area does not have fixed seating and is accessible.</i>		
Review:	<i>Ongoing monitoring to ensure accessibility.</i>		
Accessibility Requirement:	Maintain the accessible parts of your public spaces	Compliance Deadline:	Ongoing
Plan to Meet Requirements:	<i>This standard applies to public spaces that are newly constructed or redeveloped on and after the timelines established in legislation. Unplanned changes to existing public spaces to meet the standard are not required (includes emergency repairs or forced changes that were not anticipated or planned for in advance).</i>		
Results:	Public spaces are accessible.		
Review:	Maintain to ensure accessibility in public spaces.		
Accessibility Requirement:	Maintenance of accessible elements	Compliance Deadline:	Ongoing
Plan to Meet Requirements:	In addition to the accessibility plan requirements set out in section 4 of the standard, obligated organizations, other than small organizations, shall ensure that their multi-year accessibility plans include		

	<p>the following:</p> <ol style="list-style-type: none"> 1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part. 2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order.
Results:	<ol style="list-style-type: none"> 1. The agency will provide, upon request, any existing public emergency procedures, plans and safety information in an accessible format or with appropriate communication supports in a timely manner. 2. The agency will provide clients with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption and its anticipated duration, and a description of alternate facilities or services, if available.
Review:	<p><i>Ongoing monitoring to ensure accessibility.</i></p>