

## ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 (AODA)

### C.L.S.C. ACCESSIBILITY PLAN

HEAD OFFICE 9th Street					
REQUIREMENTS	Due Date	Accessible	Accessibility Issue Barriers & Plans for Barrier Removal	Action to Be Taken	Time Line
		<input type="checkbox"/> YES / <input type="checkbox"/> NO			
<b>ACCESSIBILITY PLAN Update Multi-Year</b>	Jan. 1/19			As needed.	
Establishment of Accessibility Plan & Policies	Jan. 1/14	<input checked="" type="checkbox"/> YES / <input type="checkbox"/> NO	<ul style="list-style-type: none"> <li>• Attach policies to established plan.</li> <li>• Make policies publicly available – post website information</li> <li>• Standards for Optimal Accessible Environment</li> </ul>	<ul style="list-style-type: none"> <li>• Post to Website</li> <li>• Post to Website and state that alternate formats are available upon request.</li> <li>• Policy on Accessibly Standards</li> </ul>	A.S.A.P. A.S.A.P.  Completed
<b>EMERGENCY PLAN</b>	Jan. 1, 2012	<input checked="" type="checkbox"/> YES / <input type="checkbox"/> NO	<ul style="list-style-type: none"> <li>• Make emergency &amp; public safety information accessible to the public</li> </ul>	<ul style="list-style-type: none"> <li>• Post on Website</li> </ul>	A.S.A.P.
<b>ACCESSIBILITY REPORTS</b>					
<b>Complete Accessibility Report</b>	Dec. 31, 2014	<input type="checkbox"/> YES / <input type="checkbox"/> NO	•	• To be completed.	
<b>Complete Accessibility Report</b>	Dec. 31, 2017	<input type="checkbox"/> YES / <input type="checkbox"/> NO	•	• To be completed	
<b>Complete Compliance Report</b>		<input type="checkbox"/> YES / <input type="checkbox"/> NO	•	• To be completed.	
			•	•	
<b>FEEDBACK QUESTIONNAIRE ON CUSTOMER SERVICE</b>	Jan. 1, 2016	<input type="checkbox"/> YES / <input type="checkbox"/> NO	<ul style="list-style-type: none"> <li>• Feedback questionnaire to be available in reception area as well as on line. (website)</li> </ul>	<ul style="list-style-type: none"> <li>• Posted to website</li> <li>• Available in Reception area.</li> </ul>	A.S.A.P.
			•	•	
<b>INFORMATION ON GOODS &amp; SERVICES/FACILITIES</b>		<input type="checkbox"/> YES / <input type="checkbox"/> NO	<ul style="list-style-type: none"> <li>• Information on C.L.S.C. goods, services &amp; facilities available for the public and can be found at the reception area (pamphlets) and</li> <li>• Online (website)/ Google.</li> </ul>	<ul style="list-style-type: none"> <li>• Information available on the website and at reception.</li> <li>• Directions to our office on Google, or by calling us... or. (Request for a simple drawing)</li> <li>• by E-mail / mail to individuals who request this information.</li> </ul>	As Needed

REQUIREMENTS	Due Date	Accessible	Accessibility Issue Barriers & Plans for Barrier Removal	Action to Be Taken	Time Line
<b>TRAINING</b>					
Train all staff and volunteers (Board) on what is required of them under the Integrated Accessibility Standards Regulation.	Jan. 1/15	<input type="checkbox"/> YES / <input type="checkbox"/> NO	<ul style="list-style-type: none"> <li>• Training of all staff, volunteers, Board on the AODA Act and its requirements.</li> <li>• Inform everyone where to find training courses. i.e. Ontario Human Rights Commission.</li> <li>• <a href="http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda">www.ohrc.on.ca/en/learning/working-together-code-and-aoda</a></li> <li>• The above is a five (5) part training and takes about 20 minutes to view.</li> </ul>	<ul style="list-style-type: none"> <li>• On-line training will be available for all staff, volunteers, Board</li> <li>• Have staff, volunteers, Board sign off on training</li> <li>• Certificates prepared and kept in the employee files</li> <li>• Add to the master list on employee training</li> </ul>	Ongoing
<b>KIOSKS</b>					
*In the Event C.L.S.C. considers purchasing a kiosk:	When in need	<input type="checkbox"/> YES / <input type="checkbox"/> NO	<ul style="list-style-type: none"> <li>• Accessibility is always in the forefront when either purchasing or designing buildings etc. for persons with disabilities / developmental challenges. This applies to kiosks as well.</li> <li>• Since C.L.S.C. does not have a kiosk at present there is no need for a plan of action.</li> </ul>	<ul style="list-style-type: none"> <li>• Accessibility is always in the forefront when either purchasing or designing buildings etc. for persons with disabilities / developmental challenges. This applies to kiosks as well.</li> <li>• Since the C.L.S.C. does not have a kiosk at present, it will be dealt with only if and when the time comes.</li> </ul>	When needed
<b>ACCESSIBLE WEBSITE &amp; CONTENT</b>					
Accessible Websites & Web Content WCAG 2.0 Level A	Jan. 1, 2014	<input checked="" type="checkbox"/> YES / <input type="checkbox"/> NO	<ul style="list-style-type: none"> <li>• Is the website up to WCAG 2.0 Level A</li> </ul>	<ul style="list-style-type: none"> <li>• Inform our Website Persons of the AODA requirement to upgrade to WCAG 2.0 level AA, excluding live captioning and audio description. (World Wide Web Consortium Web Content Accessibility Guidelines)</li> </ul>	
Accessible Websites & Web Content WCAG 2.0 Level AA	Jan. 1, 2016	<input checked="" type="checkbox"/> YES / <input type="checkbox"/> NO	<ul style="list-style-type: none"> <li>• All Internet websites and web content on those websites must conform with the AODA requirement to upgrade to WCAG 2.0 level AA, excluding live captioning and audio description. (World Wide Web Consortium Web Content Accessibility Guidelines)</li> </ul>	<ul style="list-style-type: none"> <li>• Inform our Website Persons of the AODA requirement to upgrade to WCAG 2.0 level AA, excluding live captioning and audio description. (World Wide Web Consortium Web Content Accessibility Guidelines)</li> </ul>	ASAP
Communication <ul style="list-style-type: none"> <li>• Voice</li> <li>• Written</li> </ul>		<input checked="" type="checkbox"/> YES / <input type="checkbox"/> NO	<ul style="list-style-type: none"> <li>• Use of PDF Reading Mechanism – Directions</li> <li>• Prepare Large Type Format</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare Large Type Formats as needed.</li> </ul>	As Needed

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<b>HIRING - RECRUITMENT SELECTION PROCESS OF EMPLOYEES</b>					
Policy - Notification to employees, potential hires and the public that accommodations can be made during recruitment, assessment & selection process for people with disabilities.	Jan. 1, 2016	<input checked="" type="checkbox"/> YES / <input type="checkbox"/> NO	<ul style="list-style-type: none"> <li>Job Postings to include a statement that informs potential hires, and public that accommodations shall be for persons with a disability during the recruitment, assessment &amp; selection process.</li> </ul>	<b>Revise Policy – Section #2 - Hiring</b> The union will be informed of this change as per the AODA Act and an addition will be made to all job postings with this requirement. In the event of a job posting being open to the public, the job posting will also state the information on accommodation.	Completed
Policy – notify new hires & staff of policies for accommodating employees with disabilities.	Jan. 1, 2016	<input checked="" type="checkbox"/> YES / <input type="checkbox"/> NO	<ul style="list-style-type: none"> <li>As per policy</li> </ul>	<b>Section #2 – Hiring:</b> Notification will be completed once the plan has been placed on the server and website.	
Policy – with a written process to develop individual accommodation plans for employees with a disability	Jan. 1, 2016	<input checked="" type="checkbox"/> YES / <input type="checkbox"/> NO	<ul style="list-style-type: none"> <li></li> </ul>	<b>Section #5 - Early &amp; Safe Return to Work:</b> covers this process as well as the <b>Functional Abilities Form</b>	<b>Section #5</b> Health & Safety Effective Nov. 13/12
Policies on plans for Employees who are injured / disabled.	Jan. 1, 2012	<input checked="" type="checkbox"/> YES / <input type="checkbox"/> NO	<ul style="list-style-type: none"> <li>Policies are available to all employees.</li> </ul>	<b>C.A. - 15.08 - Disabled Employee's Preference</b> An employee who has been incapacitated at his work by injury or compensable occupational disease, or who, through advancing years or temporary disablement, is unable to perform his regular duties, will be employed in other work which he can do, if such work is available, without regard to other seniority provisions of this Agreement, except that such employee may not displace an employee with more seniority.	completed
Policy – a written return to work process in place for employees who have been absent due to a disability.	Jan. 1, 2016	<input checked="" type="checkbox"/> YES / <input type="checkbox"/> NO	<ul style="list-style-type: none"> <li></li> </ul>		
Policy – performance management, career development & redeployment processes, take the needs of employees with disabilities into account.	Jan. 1, 2016	<input checked="" type="checkbox"/> YES / <input type="checkbox"/> NO	<ul style="list-style-type: none"> <li></li> </ul>		
Accommodations of Employee with Disability				<b>Early &amp; Safe Return to Work (excerpt)</b> Accommodation may include all or some of the following: <ul style="list-style-type: none"> <li>Fewer working hours</li> <li>More frequent breaks from routine duties or more variety of duties</li> <li>Obtaining assistance from co-workers for difficult tasks</li> <li>Sharing of jobs or responsibility</li> <li><b>Physical changes to the work environment</b></li> <li><b>Assistive devices</b></li> <li>Reassignment to another job</li> <li>Special project work</li> </ul> It is expected that the successful outcome will be a return to the essential duties of the original job.	As per C.A.  <b>Section #5</b> Health & Safety Effective Nov. 13/12

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<b>Entrance – Reception Area</b>					
Entrance –ground level		<input checked="" type="checkbox"/> YES / <input type="checkbox"/> NO		<ul style="list-style-type: none"> <li>No action to be taken</li> </ul>	
Wheelchair Accessible – Automatic Doors		<input checked="" type="checkbox"/> YES / <input type="checkbox"/> NO		<ul style="list-style-type: none"> <li>No action to be taken</li> </ul>	
<b>Counters</b>					
Counter Wheelchair/scooter height		<input type="checkbox"/> YES / <input checked="" type="checkbox"/> NO	Counter – Needs to meet wheelchair height requirements	<ul style="list-style-type: none"> <li>Reconstruct counter to meet the requirements.</li> </ul>	A.S.A.P.
Accessible path of travel. Halls and doorways.		<input checked="" type="checkbox"/> YES / <input type="checkbox"/> NO	Halls and doorways wheelchair accessible	<ul style="list-style-type: none"> <li>No action to be taken.</li> </ul>	
<b>Barrier-Free Washrooms</b>					
Automatic Door???		<input type="checkbox"/> YES / <input checked="" type="checkbox"/> NO		<ul style="list-style-type: none"> <li>It may be something to look at in the future when money is available</li> </ul>	
Door Knobs		<input type="checkbox"/> YES / <input checked="" type="checkbox"/> NO	Door handles – push down		
Doors – easy to open		<input type="checkbox"/> YES / <input checked="" type="checkbox"/> NO	Doors too heavy to open – spring loaded for automatic closure	<ul style="list-style-type: none"> <li>Either loosen or remove spring to easier access for a person with a disability i.e. wheelchair.</li> </ul>	A.S.A.P.
Barrier-free Washrooms		<input checked="" type="checkbox"/> YES / <input type="checkbox"/> NO		<ul style="list-style-type: none"> <li>Washrooms (men and women) are accessible with one stall for wheelchairs/walkers.</li> </ul>	
Grab bars		<input checked="" type="checkbox"/> YES / <input type="checkbox"/> NO		<ul style="list-style-type: none"> <li>Grab bars available</li> </ul>	complete
Counter Wheelchair/scooter height		<input checked="" type="checkbox"/> YES / <input type="checkbox"/> NO		<ul style="list-style-type: none"> <li>Counters are wheelchair height</li> </ul>	complete
<b>Telephone</b>					
TTY Phone		<input type="checkbox"/> YES / <input checked="" type="checkbox"/> NO	Only when there is a need for this type of communication.		As Need Arises
<b>Assistive Listening Systems (ALS)</b>					
Communication <ul style="list-style-type: none"> <li>Voice</li> <li>Written</li> <li>E-mail</li> <li>Facebook</li> </ul>		<input type="checkbox"/> YES / <input checked="" type="checkbox"/> NO <input checked="" type="checkbox"/> YES / <input type="checkbox"/> NO <input checked="" type="checkbox"/> YES / <input type="checkbox"/> NO <input checked="" type="checkbox"/> YES / <input type="checkbox"/> NO	<ul style="list-style-type: none"> <li>Use of PDF Reading Mechanism – Directions</li> <li>Need for Large Type Format – when requested</li> </ul>	<ul style="list-style-type: none"> <li>Documents in PDF have a reading device.</li> </ul>	
<b>Wall Colour – Contrast for the Visual Impaired?</b>				<ul style="list-style-type: none"> <li></li> </ul>	

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<b>Alarms – Public Safety</b>					
Alarms		<input checked="" type="checkbox"/> YES / <input type="checkbox"/> NO	•	• Audible emergency alarm	
<b>With Visual Signals</b>		<input type="checkbox"/> YES / <input checked="" type="checkbox"/> NO	•	• Purchase Visual Signals	ASAP
<b>Emergency Response Plan/Drill</b>			•	• Action plan on Emergency - Exiting	Complete
<b>Exit Signs</b>		<input checked="" type="checkbox"/> YES / <input type="checkbox"/> NO	• There are 6 visual exit signs – light up		
<b>OUTDOOR SPACES</b>					
<b>Parking – handicap spaces</b>		<input checked="" type="checkbox"/> YES / <input type="checkbox"/> NO	• Two (2) handicap parking spaces near front door.	None	
<b>Walkways</b>		<input checked="" type="checkbox"/> YES / <input type="checkbox"/> NO	<ul style="list-style-type: none"> <li>• level and easy access to building or street</li> <li>• In Marion Room a step down is in need of a ramp for easier exit to the west side parking lot.</li> </ul>	<ul style="list-style-type: none"> <li>• A wider turnaround needed at back of building.</li> <li>• An exit ramp – at Marion Room</li> </ul>	ASAP
<b>Design of Public Spaces</b>			<b>Not Applicable</b>		
Make new or redevelop spaces for accessibility.		<input type="checkbox"/> YES / <input type="checkbox"/> NO	• At present there are no areas that are deemed for public use.	• When required.	
<b>Maintain accessible elements of public spaces.</b>					
<b>NOTICES OF DISRUPTION</b>			<ul style="list-style-type: none"> <li>• In the event of a temporary disruption, notices will be posted stating the reason, duration, and alternative facilities/services (if available).</li> <li>• Copies of steps that will be taken in the event of a disruption, when requested and in the format requested.</li> </ul>	• Notices of temporary disruption will be posted in a conspicuous place on front door, website or other.	

05 /26/2014