



Multi Year Accessibility Plan

Accessibility for Ontarians with Disabilities Act
(AODA) Compliance 2013 – 2017

Barrier Removal Plan • March 2013

Background and AODA Legislation

Ontario has enacted the legislation on accessibility. It's called the Accessibility for Ontarians with Disabilities Act, 2005 (AODA, 2005). The Act is a follow up to the Ontarians with Disabilities Act, 2001 (ODA, 2001). The goal is for Ontario to be fully accessible by 2025. In order to accomplish this, a series of standards will be successively implemented, four of which apply to Surrey Place Centre (SPC)

- › **Accessible Customer Service Standards** – establish policies, practices and procedures on providing goods and services to people with disabilities.
- › **Accessible Information and Communications Standards** – addresses the removal of barriers in access to information. The standards include information being provided in person, through print, electronic, website or other form of media.
- › **Accessible Employment Standards** – addresses paid employment practices relating to employee-employer relationships, which include recruitment, retention, and selection policies and practices.
- › **Accessible Built Environment** – addresses barriers in public spaces and buildings. The standards for public spaces will only apply to new construction and planned redevelopment.

As a result of the legislation, businesses and organizations who provide goods and services to people in Ontario will have to meet certain accessibility standards as outlined in the legislation. The Customer Service Standard has already become law as of January 1, 2012 and SPC has complied with the minimum requirements of the regulations.

This plan is intended to continue to move Surrey Place Centre towards its vision of accessibility outlining realistic initiatives and meet mandatory requirements of the **Integrated Accessibility Standards Regulation**.

SPC will provide the opportunity for all clients, caregivers, staff, students and volunteers to identify needs related to disabilities and that those needs are accommodated in a manner that support the dignity of the individual. This will be reflected by:

- › People with disabilities being able to enter SPC premises and reach their destinations without encountering barriers
- › People with disabilities receiving the services they require without encountering barriers
- › People with disabilities working without encountering barriers
- › Accessibility being a thread that is woven throughout all policies and practices
- › Accessibility being accepted as everyone's responsibility.

Objective of SPC Accessibility Plan

Surrey Place Centre will identify, remove and prevent barriers to people with disabilities, who work, receive services at the Centre, including clients, caregivers, staff, students and volunteers.

Mandatory AODA REQUIREMENTS	Legislated Compliance date	Time Frame for Completion	Lead	STATUS
Customer Service Standards				
1. Policies Develop and implement policies governing how SPC will comply with accessibility by meeting requirements in the regulations. Inform the Board Of Directors, staff and volunteers about the AODA policy on customer service requirement of the legislation.	Jan.1, 2012	June 2011	Ken Chan/Felix Camposano	Completed
2. Training & Education (In house) Develop e-learning module on the AODA Customer Service standards	Jan.1, 2012	June 2011	Accessibility Steering Committee	Completed
3. Booklet/Brochures Develop educational/promotional materials on customer service standards as part of training package.	Jan. 1, 2012	June 2011	Felix/Chiara/Vaso/Terri	Completed
4. Feedback & Complaint related to Accessibility Provide information to public on processes for receiving and responding to feedback. Ensure processes are accessible to person with disability.	Jan. 1, 2012	June 2011	Felix Camposano	Completed
5. Signage and Way finding Review, design and update interior and exterior way finding signage across all sites. Signage will include in braille format and meet the accessibility requirement of the legislation.	Jan.1, 2012	May 2011	Ken Chan/Felix Camposano	Completed
6. Notice of temporary disruptions Provide notice when facilities or services that people with disabilities rely on to access or use your goods or services are temporarily disrupted.	Jan. 1, 2013	Jan. 2013	Felix Camposano	Completed
7. Multi - Year Accessibility Plan Develop multi year accessibility plan to identify, remove and prevent barriers. This will include the following: <ul style="list-style-type: none"> › Develop and review annual accessibility work plan and ensure annual goals are completed. 	Jan. 1, 2014	Dec. 2013	Executive Council	Approved Review twice a year.

Mandatory AODA REQUIREMENTS	Legislated Compliance date	Time Frame for Completion	Lead	STATUS
Integrated Accessibility Standards Regulation				
<p>8. Employment Achieve compliance with requirements as set out in Employment section of the legislation as follows:</p> <ul style="list-style-type: none"> ➤ Recruitment and selection for individuals with disabilities ➤ Interviews ➤ Notice to successful employees ➤ Informing of employees of support ➤ Accessible formats and communication support ➤ Return to work process ➤ Accommodation process ➤ Performance Management ➤ Career development and advancement ➤ Redeployment ➤ Retention ➤ Diversity and Inclusion 	Jan. 1, 2014	Dec. 2013	Bruce Wilson	In progress
<p>9. Emergency Procedures, Plans and Public Safety Information Make the emergency preparedness plan, business continuity and client safety plans in accessible format as set out in the legislation</p>	Jan. 2014	Dec. 2013	Ken Chan/Felix Camposano	In progress
<p>10. Accessible Website Compliance with internet and intranet (SharePoint) of WWW consortium web content accessibility WCAG 2.0 Level A</p> <ul style="list-style-type: none"> ➤ Feedback ➤ Accessible websites and web content 	Jan. 2014	Dec. 2013	Web Steering Committee	In Progress
<p>Accessible formats and communication supports</p>	Jan. 1, 2015	Dec. 2014	Web Steering Committee	Planning
<p>11. Educational and Training Resources Provide educational, training resources or materials in an accessible format that takes into account the accessibility needs of person with disability</p>	Jan. 1, 2015	Dec. 2014		In progress

Mandatory AODA REQUIREMENTS	Legislated Compliance date	Time Frame for Completion	Lead	STATUS
Integrated Accessibility Standards Regulation				
<p>12. Accessible formats and Communication Supports Provide or arrange for a provision of accessible formats and communication supports for persons with disabilities in a timely manner take into account the person’s accessibility needs due to disability.</p> <ul style="list-style-type: none"> › Policies/Procedures in accessible format › Forms › Website › TTY Line › Wheel Chair accessible › Accessible washrooms › Assistive devices (ACWA) 	Jan. 1, 2016		Ken Chan/Felix Camposano Jr. Web Steering Committee ACWA	TTY Line is available Wheel Chair accessible for all sites (Except High Park) Accessible washrooms for all sites (Except High Park) Others in progress
<p>13. Library Provide and acquire an accessible or conversion ready format of print, digital or multimedia resources for a person with disability upon request</p>	Jan. 1, 2015	Dec. 2014	Barry Isaacs	In progress
<p>14. Procurement of Goods or services Must incorporate “Accessibility criteria and features” when procuring or acquiring goods or services (unless not practicable to do but must be able to explain why not if requested)</p>	Jan. 1, 2016	Dec. 2015	Ken Chan/Felix Camposano	In Progress