

# Christian Horizons Multi-Year Accessibility Plan

2014-2021

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**Christian Horizons' Commitment (as outlined in policy January 2014):** Christian Horizons is committed to providing environments in which all people have an equal opportunity to fully utilize and access supports and services and/or participate in organizational activities, programs and other activities in which they have an interest. This commitment extends to people supported by Christian Horizons, employees, volunteers, board members, and members of the general public with whom Christian Horizons' employees interact (e.g., donors, those seeking support information, etc.). Christian Horizons is committed to removing barriers to accessibility or reducing their impact. As appropriate, Christian Horizons will advocate on behalf of or with the person receiving support to address any barriers they may face.

Accessibility for Ontarians with Disability Act 2005 (AODA) and therefore this multi-year plan consists of the following regulations:

- Customer Service Standard - Ontario Regulation 429/07
- Integrated Accessibility Standard - Ontario Regulation 191/11 (which consists of Employment, Information and Communication, and Transportation)
- Built Environment Standard (not yet released)

This multi-year plan will be updated at least once every five years.

Alternate formats of this Accessibility Plan are available upon request to Christian Horizons.

Accessibility Regulation Requirement	AODA Due Date	Steps to Meet Requirement	Lead Department
Create Customer Service Standards policy.	January 1, 2012	<ul style="list-style-type: none"> <li>December 2011 – Christian Horizons’ existing accessibility policy was revised to reflect the Customer Service Standards.</li> </ul>	Operations
Provide information to the public and employees, people supported, etc. on the mechanism to share Customer Service and Accessibility feedback, concerns, etc.	January 1, 2012	<ul style="list-style-type: none"> <li>December 2011 – Information regarding Christian Horizons’ Accessibility and Customer Service policy, commitments, and process to share feedback posted in a plain language format on Christian Horizons external website.</li> </ul>	Operations
Train all employees, volunteers, and board members on Accessibility and the Customer Service Standards and related policy.	January 1, 2012	<ul style="list-style-type: none"> <li>Fall 2011 – Christian Horizons develops “Breaking Down Barriers” an on-line, interactive training that covers on Accessibility and the Customer Service Standards and related policy</li> <li>All current employees, volunteers and board members completed the training.</li> <li>On an on-going basis, competing the training is part of the employee, volunteer, and board member orientation process.</li> </ul>	Educational Services
Provide individualized emergency workplace information to employees with disabilities when necessary.	January 1, 2012	<ul style="list-style-type: none"> <li>Fall 2011 – Human Resources did informal scan of employee needs for individualized employee evacuation plans.</li> <li>Fall 2011 – existing practices include providing employees with individualized emergency response information to accommodate any accessibility needs (e.g., verbal information vs. written information).</li> <li>On an on-going basis, review emergency response policies and plans to ensure employees requiring assistance during an emergency are accommodated.</li> <li>On an on-going basis, observations and response times from drills are reviewed to confirm the effectiveness of the emergency response plans and to make changes if necessary.</li> </ul>	Human Resources & Operations
Create accessibility policies and make them publicly available.	January 1, 2014	<ul style="list-style-type: none"> <li>December 2011 – Plain Language version of accessibility commitment, etc. available on Christian Horizons external website.</li> </ul>	Operations Department

		<ul style="list-style-type: none"> <li>On an on-going basis, policy is reviewed to ensure it reflects current practice and AODA legislative requirements as they come into effect.</li> </ul>	
Make Multi-Year Accessibility Plan publicly available.	January 1, 2014	<ul style="list-style-type: none"> <li>Finalized Multi-Year Accessibility Plan posted on Christian Horizons external website.</li> </ul>	Operations Department
Train employees, volunteers and board members on Integrated Accessibility Standard - Ontario Regulation 191/11 (which consists of Employment, Information and Communication, and Transportation) and the Human Rights Code as it relates to persons with disabilities.	January 1, 2015	<ul style="list-style-type: none"> <li>Modify "Breaking Down Barriers" on-line training to include additional information to meet legislative requirements.</li> </ul>	Educational Services
Make public information accessible, upon request.	January 1, 2016	<ul style="list-style-type: none"> <li>Upon request, provide information to people supported, family members of people supported, donors, employees, volunteers, the general public, etc. in a format that meet their needs.</li> </ul>	All
Notify public, employees and potential candidates with disabilities that accommodations can be made in recruitment and assessment processes.	January 1, 2016	<ul style="list-style-type: none"> <li>Summer 2013 - included in both internal and external job postings that the position is available to all people, regardless of any Human Rights prohibited ground</li> <li>Include a secondary statement that indicates that accommodations can be made in both internal and external postings</li> <li>Create and distribute communication to the District Employee Relations and Recruitment Specialists of their responsibilities regarding accommodation during the selection process.</li> </ul>	Human Resources
Notify new hires and employees of our policies for accommodating employees with disabilities.	January 1, 2016	<ul style="list-style-type: none"> <li>Currently, all new employees receive orientation including a review of all policies.</li> <li></li> </ul>	Human Resources
Put in place a written process to develop individual accommodation plans for employees with a disability.	January 1, 2016	<ul style="list-style-type: none"> <li>Communicate to supervisors, that when the need for accommodation is identified, the supervisor can access support from their HR Manager to develop an individual accommodation plan.</li> </ul>	Human Resources

Put in place a return to work process for employees that have been absent due to a disability.	January 1, 2016	<ul style="list-style-type: none"> <li>• A comprehensive return to work policy and plan currently exists to support employees who have been absent due to disability.</li> </ul>	Human Resources
Take into account the accessibility needs of employees with disabilities in the following processes: performance Management; career development or Advancement; and redeploying employees.	January 1, 2016	<ul style="list-style-type: none"> <li>• Review Return to Work/Employee Disability Accommodation policy to ensure it includes accessibility needs.</li> <li>• Review other policies and determine if additions are required regarding accessibility needs.</li> </ul>	Human Resources
Make all websites and content conform with WCAG 2.0, Level AA.	January 1, 2021	<ul style="list-style-type: none"> <li>• As of January 1, 2014, all new internet websites and web content on those sites will conform with WCGA 2.0 Level A.</li> <li>• Continue to evaluate the accessibility of all Christian Horizons websites with an external evaluation tool.</li> <li>• Consider implementing a product such as <i>Browse Aloud</i> on Christian Horizons webpages.</li> <li>• Leading up to January 1, 2021, all internet websites and web content will confirm with SCGA 2.0 Level AA.</li> </ul>	Communications
Incorporate accessibility requirements under the Accessibility Standard for the Design of Public Spaces.	January 1, 2018	<ul style="list-style-type: none"> <li>• As details regarding the Built Environment Standards become available, Christian Horizons will develop a detailed action plan related to Christian Horizons and these specific requirements.</li> </ul>	Operations Department