



## REENA'S MULTI-YEAR ACCESSIBILITY PLAN 2017

Reena is a non-profit organization which promotes dignity, individuality, independence, personal growth and community inclusion for people with developmental disabilities within a framework of Jewish culture and values.



# REENA'S MULTI-YEAR ACCESSIBILITY PLAN

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# OVERVIEW

## THE REGULATION

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

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When the AODA was first enacted in 2005, it had five regulations to be rolled out as follows:

1. Customer Service (2010-2)
2. Information and communications (2012-5)
3. Employment (2014-7)
4. Transportation (2011-7)
5. Design of Public Spaces (2015-8)

In June, 2011, Information and Communications, Employment and Transportation Standards were incorporated into one compliance timeline under Ontario Regulation 191/1, the Integrated Accessibility Standards Regulation (IASR). The IASR was revised in January 2013 to include an accessibility standard for buildings and outdoor spaces (Built Environment), phased in over a period of time. As of July 1, 2016 all five standards are grouped under the IASR.

The standards on Information and communications, and Employment address how Reena communicates with the public, staff and the individuals we support. This includes Reena's website, its Learning and Development (L&D) department, and internal and external workplace communications.

The standard on Transportation covers transportation service providers. The standard on the Design of Public Spaces covers: recreational trails and beaches; outdoor public paths; public parking, eating and play areas; public service counters, and fixed areas with waiting lines and/or seating.

## MULTI-YEAR PLAN

In accordance with the organizational obligations under the IASR, Reena's multi-year plan addresses the deliverables and activities as directed by the regulations. Reena is committed to making accessibility throughout the organization a reality. We seek input from all staff, volunteers and families to ensure these goals are met.

The Multi-year plan is a framework to provide high level deliverables and activities and will be reviewed annually.



# REENA'S COMMITMENT

Reena is committed to providing a barrier-free environment for the people to whom we provide support, their families and all employees and members of the public who enter our premises and access our information. Because Reena champions and supports people with disabilities, the standards of accessibility that we offer to the individuals we support residentially, in day programs and outreach are also available to employees and members of the public.

Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps Reena is taking to meet those requirements, to improve opportunities for people with disabilities, and to help make Ontario an accessible province for all Ontarians.

## ACCOUNTABILITY

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Management is accountable for the development and execution of an accessibility strategy and providing leadership and expertise.

Management is responsible for providing input and consultation on the identification and removal of barriers, as they relate to goods, services and facilities.

## ACCOMPLISHMENTS

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In 2008, Reena was funded through the Enabling Change Partnership Program of the Ministry of Community and Social Services to create a training guide to assist places of worship to comply with The Accessibility Standards for Customer Service, Ontario Regulation 429/07 (the Customer Service Standard). [Breaking Down Barriers: A Multi-Faith Guide to Accessibility in Places of Worship](#) was published and disseminated in hard copy and online in 2009.

Reena created Policies and procedures in compliance with the Customer Service Standard and updates the AODA policy, as required.

Reena's L&D Department created and delivered training on the Customer Service Standard to all Reena staff Board members and volunteers by January 1, 2012.

In 2013, Reena's L&D Department created and now delivers on-line training on the Customer Service Standard to all new Reena staff, Board members and volunteers. It also delivers the course Working Together: The Human Rights Code, which is a mandatory training for all Reena staff, Board members and volunteers.

# REENA'S MULTI-YEAR ACCESSIBILITY PLAN

## GENERAL REQUIREMENTS

### ACCESSIBILITY POLICIES

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#### TARGET DATE: 2012

Develop, implement and maintain policies that outline Reena's activities to meet the IASR requirements and become more accessible.

#### ACTIVITIES

- Prepared and received approval of Policies
- Ensured document is in an accessible digital format
- Developed strategy to communicate policies to staff, volunteers and individuals

**STATUS: COMPLETE / ONGOING**

### ACCESSIBILITY PLANS

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#### TARGET DATE: 2013

Create five-year plan outlining strategic direction to prevent and remove barriers, post the plan, and provide plan in an accessible format upon request.

#### ACTIVITIES

- Multi-year plan prepared and vetted
- Receive regular input
- Prepare status report on portions of the plan that are completed or being implemented

**STATUS: COMPLETE / ONGOING**

### ACCESSIBILITY PLAN UPDATES

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#### TARGET DATE: JANUARY 1, 2014

- a) Annual Status Report
- b) Status Report on website

#### ACTIVITIES

- Prepare an annual status report on the progress of measures taken to implement accessibility
- Post the status report on Reena's website, and provide the report in an accessible format upon request.

**STATUS: COMPLETE / ONGOING**

## UPDATE & REVIEW POLICIES

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### TARGET DATE: 2015

Enhance AODA and accessibility awareness

### ACTIVITIES

- Continue to update and review AODA policies in line with changing needs.

**STATUS: COMPLETE / ONGOING**

## FUTURE INITIATIVES

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File an Accessible Compliance Report online every three years. Report has the power to bind the corporation.

**NEXT TARGET DATE: DECEMBER 31, 2017**

**STATUS: IN PROGRESS**

# CUSTOMER SERVICE

## ACCESSIBLE CUSTOMER SERVICE POLICY

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### TARGET DATE: JANUARY 1, 2012

Ensure accessible customer service throughout the agency by creating and training staff in an [Accessible Customer Service policy](#). Include provisions for assistive devices, service animals, notice of temporary disruptions, making emergency information available to the public, training, feedback processes, and helping Reena employees with disabilities stay safe.

### ACTIVITIES

- Create and implement a comprehensive training program for all employees and volunteers
- Create a written Customer Service Policy and share with employees and the public

**STATUS: COMPLETE / ONGOING**

## HUMAN RIGHTS CODE

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### TARGET DATE: JANUARY 1, 2015

Apply the Human Rights Code to the AODA.

### ACTIVITIES

- Incorporate Human Rights Code into current Customer Service Regulation Training

**STATUS: COMPLETE**

# INFORMATION & COMMUNICATIONS

## FEEDBACK POLICY

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**TARGET DATE: JANUARY 1, 2015**

Accessible process for receiving and responding to feedback

### ACTIVITIES

- Provide or arrange for accessible formats and communications supports, upon request.
- Continue to monitor Reena's feedback.

**STATUS: COMPLETE / ONGOING**

## ACCESSIBLE FORMATS & COMMUNICATION SUPPORTS

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**TARGET DATE: JANUARY 1, 2016**

Provide formats and communication supports, in a timely manner, which cost no more than are offered to others

### ACTIVITIES

- HR arranges for accessible supports, upon request and upon submission of a medical note, and informs the appropriate parties
- Notify the public about accessible formats and communication supports through signage, on the website, and upon request

**STATUS: COMPLETE / ONGOING**

## WEBSITE

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**TARGET DATE: JANUARY 1, 2016**

Websites and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, starting at Level A and increasing to Level AA.

### ACTIVITIES

Accessibility features have been applied to the site, including:

- Accessibility Section
- Font size, contrast and greyscale features
- Translation section

**STATUS: COMPLETE / ONGOING**

## FUTURE INITIATIVES

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Make all websites and web content accessible.

**TARGET DATE: JANUARY 1, 2021**

**STATUS: IN PROGRESS**

# PROCUREMENT

## POLICY UPDATES

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### TARGET DATE: 2014-2016

Incorporate accessibility design, criteria and features, wherever possible.

### ACTIVITIES

- Update procurement process and policy with requirements for accessibility features

**STATUS: COMPLETE / ONGOING**

## IT PURCHASING POLICY

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### TARGET DATE: 2013-2015

Planned purchase of new equipment with added accessibility features

### ACTIVITIES

- Integrate accessibility accommodations into the purchasing process

**STATUS: COMPLETE / ONGOING**

# EMPLOYMENT

## HUMAN RESOURCES - CURRENT EMPLOYEES

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### TARGET DATE: 2013-2015

Review HR department's current employee accommodation process.

### ACTIVITIES

- The modified work policy, which outlines the protocol for a modified work program, is reviewed annually
- Depending on the accommodation(s) required the Supervisor and other appropriate parties (eg L&D) are notified of the staff's needs
- A third-party independent medical examiner (with the staff's consent) assesses the needs of challenging accommodations
- HR regularly follows up on staff accommodations

**STATUS: COMPLETE / ONGOING**

## HUMAN RESOURCES - APPLICATION PROCESS

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### TARGET DATE: 2013-2014

Enhance accessibility of job application process.

### ACTIVITIES

- All job postings have the notice that "Reena offers accommodation for applicants with disabilities in its recruitment process. Please advise us prior to the interview if you require an accommodation."

**STATUS: COMPLETE / ONGOING**

## RECRUITMENT

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### TARGET DATE: JANUARY 1, 2016

Notify all applicants about accommodations for people with disabilities.

Notify all applicants being interviewed that Reena provides accommodations in a manner that takes into account their disabilities.

### ACTIVITIES

- During recruitment, all applicants are made aware that "Reena offers accommodation for applicants with disabilities in its recruitment processes. Please advise us prior to the interview if you require an accommodation"
- Applicants contacted for an interview, are notified that accommodations are available upon request, and in a manner that takes into account the applicant's accessibility needs

**STATUS: COMPLETE / ONGOING**

## OFFER OF EMPLOYMENT

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### TARGET DATE: JANUARY 1 2016

At the offer of employment, successful applicants must be notified of Reena's policies of accommodation.

### ACTIVITIES

- Offers of employment to successful applicants are accompanied by notice of policies on accommodations, which will be provided to applicants at the time of signup.
- During orientation by the Supervisor, successful applicants are expected to review all policies and procedures

**STATUS: DONE / ONGOING**

## ACCESSIBLE FORMATS & COMMUNICATION SUPPORTS

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### TARGET DATE: JANUARY 1 2016

Consult with employees on the provision and suitability of accessible formats and communication supports for information needed to perform their duties, which are generally available to all employees.

### ACTIVITIES

- Based on the provision of a medical note, employees are consulted on their needs for accessible formats and communication supports
- Staff are expected to read all policies and regularly check Reena's policy updates

**STATUS: DONE / ONGOING**

## INFORMING EMPLOYEES OF SUPPORTS

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### TARGET DATE: JANUARY 1 2016

Reena will provide its up-to-date policies on disabilities and information on its supports as soon as practicable after their employment.

### ACTIVITIES

- Employees are informed of Reena's policies and the supports it provides to employees with disabilities
- Employees are expected to review all policies and regularly check policy updates

**STATUS: DONE**

## PERFORMANCE MANAGEMENT

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### TARGET DATE: JANUARY 1 2016

Consider IAPs and accessibility, and improving employee performance, productivity and effectiveness for performance management.

### ACTIVITIES

- IAPS, accessibility, and activities related to assessing and improving employee performance, productivity, and effectiveness are considered during performance management

**STATUS: DONE**

## CAREER DEVELOPMENT AND ADVANCEMENT

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### TARGET DATE: JANUARY 1 2016

Consider accessibility needs and IAPs for career development and advancement; greater responsibilities at current position; moving to a position higher in pay, level, or responsibilities; or any combination.

### ACTIVITIES

Accessibility needs and IAPs are taken into account for career development and advancement of employees with disabilities

**STATUS: IN PROGRESS**

## INDIVIDUAL ACCOMMODATION PLANS (IAP)

### TARGET DATE: JANUARY 1 2016

Reena develops and has a written process for the development of documented IAPs for employees, which includes:

1. Employee participation in developing IAP.
2. Employee assessment.
3. Requests for outside evaluation (at Reena's expense) on how and whether accommodation can be achieved.
4. How to request Union or workplace representation in developing IAP.
5. Reena's privacy of information protocol.
6. Updating schedule and protocols for IAPs.
7. Protocols on informing employees why an employee's request for an IAP is denied.
8. Protocol for providing the IAP in an appropriate accessible format.

### ACTIVITIES

For cases referred to the third party independent medical examiner, a formal report is generated with all necessary protocols.

An Individual Accommodation Plan (IAP) shall:

- If requested, provide information on accessible formats and communication supports
- If required, include individualized workplace emergency response information
- Identify other accommodations

**STATUS: DONE / ONGOING**

## EMERGENCY RESPONSE INFORMATION

### TARGET DATE: JANUARY 1, 2012

Individualized workplace emergency response information (IWRI), where Reena is aware of the need for accommodation.

### ACTIVITIES

- Provide the information as soon as is practicable after becoming aware of the need through a doctor's note
- Provide the information to the employee or designate (with Reena's consent and by the person designated by Reena to provide it to the employee)
- HR reviews the IWRI after a location move; when accommodations needs or plans are reviewed; or when Reena reviews its emergency response policies
- HR disseminates the information to Managers and Supervisors
- Supervisor explores emergency procedures for location and integrates that accommodation in the location's Emergency Plan

**STATUS: COMPLETE / ONGOING**

## RETURN TO WORK PROCESS

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### TARGET DATE: JANUARY 1 2016

Reena will develop, enact and document the steps in a return to work process where absenteeism is due to a disability that requires disability-related accommodations.

This process does not replace or override any other return to work process created by or under any statute.

### ACTIVITIES

- Reena's "Return to Work Program" is in place
- The policy that supports the "Return to Work Program" is reviewed on an annual basis

**STATUS: ONGOING**

## REDEPLOYMENT

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### TARGET DATE: JANUARY 1 2016

Consider accessibility needs and IAPs when: redeploying, reassignment as an alternative to layoff, or when a job or location changes

### ACTIVITIES

Accessibility needs and IAPs are taken into account when deploying employees with disabilities

**STATUS: COMPLETED / ONGOING**

# DESIGN OF PUBLIC SPACES

## MAKING PUBLIC SPACES ACCESSIBLE

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### TARGET DATE: JANUARY 1 2017

Make new or redeveloped public spaces accessible

### ACTIVITIES

Apply accessibility principles to new and existing public spaces, including:

- Service counters
- parking lots
- Fixed waiting lines
- Areas with fixed seating for > 10

**STATUS: ONGOING AS NEEDED**

For more information, contact:

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