

# AODA Multi-Year Accessibility Plan

Aptus Treatment Centre is committed to working towards full compliance with current standards of the Integrated Accessibility Standards Regulation (IASR) Policy, Regulation 191/11, under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). In doing so, we affirm our commitment to providing quality services in a manner that respects the dignity and independence of persons with disabilities.

## Accessibility for Ontarians with Disabilities Act (AODA)

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The AODA Multi-Year Accessibility Plan outlines the policies, achievements and actions that Aptus Treatment Centre has taken and the work underway to improve opportunities for people who have disabilities. The current plan covers a 5 year period (2019-2024).

## Statement of Commitment

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Aptus Treatment Centre is committed to treating all people in a way that supports them to maintain their dignity and independence. We believe in inclusion and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirement under the Accessibility for Ontarian with Disabilities Act.

Aptus Treatment Centre is committed to develop, implement and maintain polices that govern how the organization achieves or will achieve accessibility through meeting this Regulation. To facilitate this commitment, Aptus Treatment Centre has established, maintained and documented a multi-year accessibility plan, that is reviewed and updated at least once every five years to identify progress made in addressing barriers and will be posted on the Aptus Treatment Centre Website and Staff Intranet.

## Standards of Accessibility under AODA

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### **I. General Requirements**

#### **(i) Accessible Emergency Information**

Aptus Treatment Centre is committed to providing clients with publicly available emergency information, plans or public safety information in an accessible way upon request. This information will also be made available to the public.

Aptus Treatment Centre has provided and will continue to provide employees with disabilities with individualized emergency response information when necessary, and as soon as practically possible. If an employee who receives individualized workplace response information requires assistance, with the employee's consent the workplace emergency response information will be given to the designated employees.

Aptus Treatment Centre has created a process for documenting issues of accessibility and recording and providing accommodation for individualized accessible emergency response information. Aptus Treatment Centre will continue to review the individualized workplace emergency response plans when necessary e.g., the location of the employee changes and/or there is a change in disability.

## **(ii) Accessibility Policies and Plans**

Aptus Treatment Centre has developed, implemented and maintained a multi-year plan that outlines strategies and actions to identify, prevent and remove barriers for people with disabilities.

- Policy review takes place within the organization annually.

## **(iii) Orientation and Training**

Accessibility and inclusion of people with disabilities is a core value for Aptus Treatment Centre and for that reason, Aptus Treatment Centre provides orientation to employees and volunteers on Accessibility Standards and on the Human Rights Code as it relates to people with disabilities. Orientation is provided in a way that best suits the duties and needs of employees and volunteers and every person who deals with the public on behalf of Aptus Treatment Centre. In addition, employees may require training one or more of the standards – information and communications, employment or transportation, as it relates to the duties and responsibilities of their position. Aptus Treatment Centre has taken the following steps to ensure employees are provided with the training needed to meet current standards and legislations:

- Provide educational or training resources in an accessible format that takes into account the accessibility needs of a person with a disability.
- Ensure new employees and volunteers complete training within 30 days of employment/placement.

## **II. Customer Service Standard**

Aptus Treatment Centre uses reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- Goods or services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods or services to person with disabilities, and others, is integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods and services.

- Persons with disabilities are given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- Persons with disabilities may use assistive devices and/or support persons in the access of goods and services.
- Persons with disabilities and their service animals are accommodated in all aspects of service provision unless the animal is otherwise excluded by law.
- Aptus Treatment Centre employees, when communicating with a person with a disability, will do so in a manner that takes into account the person's disability.

The following measures have been implemented by Aptus Treatment Centre:

- Notice will be provided on the website, over the phone, or in writing where applicable, when a service disruption occurs and will be done as quickly as possible if the disruption is unexpected.
- Sessions and town halls on diversity/racism in the workplace.
- Comments related to our programs and services with regard to customer service are welcomed and appreciated. A process has been established to encourage feedback regarding the way Aptus Treatment Centre provides goods and services to people with disabilities. This feedback can be made: verbally, by email, or in writing. All feedback is directed to a Director.
- Process in place to ensure that all feedback collected from people receiving services, staff or the general public is reviewed and analyzed to identify potential gaps in customer services, and to ensure appropriate actions are taken.
- A person with a disability who is accompanied by a support person or by a service animal will be welcomed to enter Aptus Treatment Centre's premises with their support person and/or service animal. At no time will a person with a disability who is accompanied by a support person or service animal be prevented from having access to his or her support person and/or service animal while on Aptus Treatment Centre premises.
- Report compliance on the Accessibility Compliance Reporting tool at Service Ontario's One-Source for Business website.

### **III. Information and Communications Standard**

Aptus Treatment Centre is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs. We want to achieve the most effective and efficient access to information for all users.

Aptus Treatment Centre has undertaken the following plans to ensure compliance with this standard:

- A feedback process has been established that is accessible. Alternative formats are also available such as telephone, mail and in-person. These processes have been communicated to the public and are available on our website.
- Our website has been designed to be user friendly for people with a range of needs.
- Our website also provides a feature that allows users to change the size of the text they see online

to suit their preference.

In accordance with IASR, Aptus Treatment Centre has reviewed and converted existing emergency and public safety information to make it available in accessible formats on request and in a timely manner.

Aptus Treatment Centre has ensured all new websites and content on those sites conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0. Level A by January 1, 2014, and conforms to WCAG 2.0, Level AA.

Aptus Treatment centre has taken the following steps to ensure compliance with this standard:

- Continue to assess accessibility of existing website organization and content.
- Consult with persons requesting alternative formats.
- Internet websites and web content confirms to WCAG 2.0 Level AA.
- Post a notice on the website and or premises that information is available in a variety of accessible formats.
- Establish a plan/familiarize with sources and time frames for formatting that is not feasible to do in hours (e.g., captioning, video description and conversion to Braille or audio and any other formatting).

#### **IV. Employment Standards**

Aptus Treatment Centre is committed to inclusive and accessible employment practices that attract and retain individuals who have disabilities. We have taken the following steps to notify the public and employees that, when requested, Aptus Treatment Centre will accommodate people who have disabilities throughout the recruitment and onboarding process.

##### **Recruitment**

Aptus Treatment Centre is committed to ensuring our recruitment and assessment processes are fair and accessible.

Aptus Treatment Centre has taken the following steps to ensure compliance with this standard:

- Specify that accommodation is available for applicants with disabilities in recruitment material, and with regard to interviews and assessments.
- When making offers of employment, notify successful applicants of policies for accommodating employees with disabilities.
- Inform employees of policies supporting employees with disabilities. Provide this information to new employees as soon as is practicable after hiring.
- Provide updated information on accommodation policies to employees when changes occur.
- Consult with employee to determine suitability of format or support.

#### **Documented Individual Accommodation Plans**

Aptus Treatment Centre is committed to producing and providing documented individual accommodation that includes the following:

- Participation of the employee requiring the individual accommodation plan.
- Ability to request outside medical evaluation to determine if accommodation can be achieved and how.
- High level of privacy.
- Regular review and updates.
- Reason for denial if applicable.
- The means of providing Individual Accommodation Plans in a format that takes into account the needs of the employee.
- And, if required, include individualized workplace emergency response information.

## **Return to Work**

Aptus Treatment Centre is committed to developing and putting in place a process for developing individual accommodation plans and return-to-work policies for employees who have been absent due to a disability.

Aptus Treatment Centre has developed and maintained a return to work process for our employees who have been absent from work due to a disability and require disability related accommodations in order to return to work. The process includes: steps Aptus Treatment Centre takes to facilitate the return to work process and uses the documented individual accommodation plans.

Performance Management, Career Development and Redeployment

Aptus Treatment Centre is committed to ensuring the accessibility needs of employees with disabilities are taken into account with regards to performance management, career development and redeployment processes.

Aptus Treatment Centre has reviewed and updated Human Resource policies and procedures to include the following elements:

- Accessibility needs of employees with disabilities, as well as individual accommodation plans, are taken into account when using performance management processes.
- Accessibility needs of employees with disabilities, as well as individual accommodation plans, are taken into account when providing career development and advancement opportunities.
- Accessibility needs of employees with disabilities, as well as individual accommodation plans, are taken into account when redeploying employees with disabilities.

## **V. Transportation Standard**

Aptus Treatment Centre is committed to maintaining policies, planning for accessibility and training staff to comply with the accessibility standard related to the Transportation Standards outlined in the AODA.

## **VI. Design of Public Spaces**

Aptus Treatment Centre will establish plans to meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

Aptus Treatment Centre will take appropriate measures to prevent service disruptions to the accessible parts of its public spaces. In the event of a service disruption, Aptus Treatment Centre will notify the public of service disruptions and available alternatives.

## Contact Details

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