 Sudbury Services pour handicaps 245 rue Mountain Street

Developmental de développement Sudbury, Ontario

Services de Sudbury P3B 2T8

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|  | | **MULTIYEAR ACCESSIBILITY PLAN** | | | |
| ***Policy #*** | ***Section:*** | | ***Effective:*** | ***Revised:*** | ***Approved by:*** |
| **7-72 b** | **Human Resources** | | **Jan. 14, 2022** | **November 2, 2023** |  |

**PLAN**

SDS’s Accessibility Standards Policy (7-72) guides the work being done by SDS in regards to accessibility. The policy statement approved by the Board of Directors, is SDS’s commitment statement and is as follows:

“*Sudbury Developmental Services (SDS) is committed to equal access to goods and services and is obligated to facilitate the implementation of the Accessibility for Ontarians with Disabilities Act, (AODA) and Ontario Regulation 429/07, “Accessibility Standards for Customer Service.”*

*SDS makes every effort to ensure its policies, practices and procedures are consistent with the principles described in the Regulation.”*

*“SDS is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario’s accessibility laws.”*

**DESCRIPTION OF SDS**

SDS is a designated bilingual community based agency that assists individuals with developmental disabilities as they pursue their maximum potential. The individuals come first. Their needs are met with respect, compassion, and with accountability in both official languages. SDS provides individualized supports and services that foster community integration, social inclusion and choices while guaranteeing individual rights.

**ACCESSIBILITY GOALS**

The purpose of the Accessibility Plan is to identify and address accessibility issues in the community including locations owned/leased/operated by SDS. SDS is dedicated to identifying and removing barriers that limit and restrict the ability of people with disabilities from fully accessing the community and SDS locations. This plan will bring any barriers to the attention of SDS and will identify barriers that have been noted by SDS and outlines the plan to address. Completion deadlines may or may not be in place dependent on available resources.

Barriers identified as either completed, being addressed or in planning stages for consideration in 2023-24 are:

* Treeview - ramp off of deck
* Westmount - repair ramp
* Running man signs at 2 locations
* Handicap door access push button in a couple of locations
* Accessible office space/Accessible training and meeting space at Mountain

**DEFINITIONS**

Barrier - An obstacle that prevents a person with a disability from doing the day–to-day activities that many take for granted. A barrier may make it difficult or impossible for people with disabilities to take part in society, to go shopping, work or take public transportation.

Performance Management – The method that is used to assess and improve an employee’s performance, productivity, effectiveness, and overall success.

Career Development - Providing employees learning and development opportunities and increasing their current job responsibilities.

Job Changes - Moving an employee to another position within the agency.

**ASSESSMENT**

SDS has extensive experience in accessibility matters due to seventy years in provision of supports and services to people who have developmental disabilities and many with mobility and health related challenges.

Methods and tools that may be used by SDS to identify accessibility barriers could include:

* an accessibility survey distributed to various stakeholders,
* people supported, families and employees identify any potential barriers and report them to the Manager, and/or the Accessibility Committee,
* the Accessibility Committee meets regularly to be an objective resource in all matters concerning accessibility, which would include identifying any barriers, including attitudinal barriers,
* the Joint Health and Safety Committee (JHSC) conduct regular inspections of all SDS locations and any barriers would be recorded for action, and
* an annual review of the Multiyear Accessibility Plan.

**CUSTOMER SERVICE**

SDS will uphold the customer service standards of the AODA. Current customer service practices are outlined in SDS’s “Best Practice: Accessible Service for All Who Have a Disability” document. This document outlines SDS’s customer service practices and can be found on our website.

**ACCESSIBLE EMERGENCY INFORMATION**

SDS will provide the people we support and others with publicly available emergency information in accessible formats upon request.

**TRAINING**

SDS will provide training to employees, volunteers, and other stakeholders as appropriate regarding the following:

1. the purpose of the Accessibility for Ontarians with Disabilities Act
2. an overview of the requirements of the customer service standard
3. Accessibility Policy
4. “Best Practice: Accessible Service for All Who Have a Disability”
5. Multiyear Accessibility Plan
6. What to do if a person with a disability is having difficulty accessing SDS’s goods, services or facilities
7. The purposes of the AODA, 2005 and its regulations and five standards- Customer Service, Transportation, Information and Communication, Employment and Built Environment.

Training will be delivered as soon as possible following any changes to the Accessibility Policy and Procedures, at a minimum annually, and in a way that best suits the duties of employees, volunteers, and stakeholders.

**KIOSKS**

Self-service kiosks are not required and SDS has not received any requests for this service to date.

**INFORMATION AND COMMUNICATIONS**

SDS is committed to meeting the communication needs of people with disabilities and will consult with the person to determine the alternative format that will remove the barrier to information and communication.

**WEBSITE**

The website and content conforms to Web Content Accessibility Guidelines (WCAG) 2.0, Level AA.

1. Any live video or audio on the website will have the necessary captions for accessibility.
2. Descriptions for all media will be provided in order to receive the information in various form.
3. Text on the website will be able to zoom to @00% to ensure accessible reading for all.
4. Text on the website will be accessible through text-to-audio for people who have a vision impairment.
5. Large text will have a contrast ration of 3:1.

**FEEDBACK**

Any feedback requested will ensure their communication needs are met in compliance with AODA standards. If SDS is requesting feedback information from an employee, person supported, families, etc.; the information given and received will be provided in an accessible format as required. For example, if the person is visually impaired, the information will be delivered in an audible format.

**PUBLIC INFORMATION**

SDS will ensure all publicly available information is made accessible upon request within available resources.

**EMPLOYMENT**

SDS is committed to fair and accessible employment practices.

**EMERGENCY INFORMATION**

Emergency information is provided to employees of SDS who have a disability in an accessible format. Employees who are accommodated will have emergency response information as necessary.

**ACCOMMODATION PLANS**

SDS will require individual accommodation plans for employees who have a disability. The plans may require the following:

* the accommodation to be provided by SDS,
* how SDS will help the employee be safe in an emergency,
* the accessible and communication supports the employee needs,
* how and when the employee’s accommodation plan will be reviewed and updated, and
* in what circumstances the person’s accommodation plan will be shared with others, including the employee’s signed consent.

**PROCESS TO ACCOMMODATE EMPLOYEES**

SDS will ensure the following employment processes to identify any barriers to employment for people with disabilities are reviewed:

* the recruitment, assessment and hiring processes,
* return-to-work policies for employees that have been absent due to a disability,
* the accessibility needs of employees with disabilities are taken into account when using performance management, career development and job changes, and
* methods to prevent and remove other accessibility barriers identified.

SDS is in compliance with applicable employment requirements of the AODA.

**DESIGN OF PUBLIC SPACES**

SDS meets the Ontario Building Code Requirements and the Accessibility standards for the Design of Public Spaces when building or making major modifications to its public spaces.

**MULTIYEAR ACCESSIBLITY PLAN REVIEW AND UPDATE**

The plan will be reviewed by SDS’s Accessibility Committee at a minimum, annually and forwarded to the Executive Director for approval and to the Board of Directors for information.

**DISTRIBUTION AND PUBLICATION of the MULTIYEAR ACCESSIBLITY PLAN**

The Multiyear Accessibility Plan will be available in a timely manner by posting it on SDS’s website, both the public and employee sections, available in addition formats as requested and accessible formats as determined, within available resources.