

SfC Multi-Year Accessibility Plan 2021-2026

Legislative Requirement	Deliverables	Completion Date	Accountability	Strategies for compliance	Status
Accessibility Standards for Customer Service					
Establish policies, practices and procedures outlining how SfC will provide services to persons with disabilities in an integrated manner that respects the dignity and independence of the individual and provide persons with disabilities an equal opportunity to use the services. To adopt policies addressing the use of assistive devices by persons with disabilities to access the agency's services.	Prepare and post policies, practices and procedures developed to ensure access to services and opportunities to persons with disabilities.	30-Jun-21	Human Resources Department	Post policies on SfC website, incorporate into new hire orientation.	Completed

<p>Permit persons with disabilities to be accompanied by support persons or service animals. Service animals are permitted when accessing SfC services, programs and facilities unless the animal is otherwise excluded by law.</p>	<p>SfC will ensure that persons with disabilities will be allowed to bring support persons or service animals within any of our agency's locations. If service animals are not permitted to enter an area of the building, an appropriate alternative must be made available.</p>	<p>30-Jun-21</p>	<p>Human Resources Department</p>	<p>Guidelines regarding the use of support persons or service animals were posted at front reception and on our website.</p>	<p>Completed</p>
<p>Notify our clients and the public of temporary disruptions in facilities/services used in particular by persons with disabilities.</p>	<p>Notice of service disruptions will include information about the reason for the disruption, how long the disruption will last, and a description of any alternative facilities or services available.</p>	<p>1-Jan-22</p>	<p>Human Resources Department</p>	<p>The notice will be placed at all public entrances and service counters on our premises, on our voicemail, our website and social media, e.g. LinkedIn, Facebook, Instagram, Twitter, YouTube.</p>	<p>ongoing</p>

<p>Provide training to all staff that interact with clients or participate in policy and program development.</p>	<p>Training is provided to all staff that interact with the public on behalf of SfC as well as participate in developing policies, practices and procedures regarding the provisions of goods and services to persons with disabilities. Training will occur on an ongoing basis in order to incorporate any changes that may be necessary.</p>	<p>1-Jan-22</p>	<p>Human Resources Department</p>	<p>Training records stored on Company database. Mandatory training is incorporated into all new employee, volunteer, placement student onboarding process. Refresher training conducted for all employees.</p>	<p>ongoing</p>
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<p>Implement a process for receiving and responding to feedback regarding the provision of services to persons with disabilities. Feedback may be provided in person, by telephone, in writing or electronically.</p>	<p>Establish a process for receiving and responding to feedback to persons with disabilities. The Customer Service form is AODA Customer Service Feedback Form.</p>	<p>24-Jun-21</p>	<p>Human Resources Department</p>	<p>Feedback forms and feedback are directed to Human Resources (hr@skillsforchange.org) Feedback forms are available at all of our locations for individuals to communicate feedback on specific policies, procedures, or compliance issues as well as experiences interacting with services that the agency provides.</p>	<p>Completed</p>
<p>Notify the public that customer service standard policy documents are available, upon request.</p>	<p>All customer service standard policies and documents will be posted on the agency website.</p>	<p>1-Jan-22</p>	<p>Human Resources Department</p>	<p>SfC has posted the documents on to the agency's website and will be incorporated in workshops and other service offerings.</p>	<p>Completed</p>
<p>Integrated Accessibility Standards - General</p>					

<p>Establish accessibility policies and procedures outlining how SfC will develop, implement and maintain legislation</p>	<p>Develop, implement and maintain policies related to how Skills for Change has and will continue to achieve accessibility. Provide document to public in an accessible format upon request.</p>	<p>30-Jun-21</p>	<p>Human Resources Department</p>	<p>SfC's accessibility policies are posted on the agency website</p>	<p>Completed</p>
<p>Provide a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner</p>	<p>Develop a statement of commitment that will guide SfC's mandate to meet the accessibility needs of persons with disabilities.</p>	<p>1-Jan-22</p>	<p>Human Resources Department</p>	<p>SfC's statement of commitment is posted on our agency website</p>	<p>Completed</p>

Develop a multi-year accessibility plan and annual status report	Establish, implement and maintain a multi-year accessibility plan that addresses strategies to remove and/or prevent barriers within all SfC locations. Post multi-year plan on website. Review and update plan every five (5) years.	1-Jan-22	Human Resources Department	Work with Management team to develop multi-year plan for compliance. Multi-year plan to be posted on SfC's website.	ongoing
Procure or acquire goods, services, facilities and Self-Service Kiosks to include accessibility criteria	Incorporate accessibility requirements when acquiring or purchasing goods or services.	1-Jan-22	Human Resources Department / Management Team	Guidelines and checklists for meeting accessibility obligations in procurement; have been adopted by the Management team where applicable.	ongoing

Integrated Accessibility Standards - Information & Communications

<p>Implement a process for receiving and responding to feedback regarding the provision of services to persons with disabilities. Feedback may be provided in person, by telephone, in writing or electronically.</p>	<p>Establish a process for receiving and responding to feedback to persons with disabilities. The Customer Service form is AODA Customer Service Feedback Form.</p>	<p>24-Jun-21</p>	<p>Human Resources Department</p>	<p>Feedback forms and feedback are directed to Human Resources (hr@skillsforchange.org) Feedback forms are available at all of our locations for individuals to communicate feedback on specific policies, procedures, or compliance issues as well as experiences interacting with services that the agency provides.</p>	<p>Completed</p>
<p>Provide or arrange for accessible formats and communication supports for persons with disabilities</p>	<p>Implement procedures regarding provision of clear, accessible and timely information and communication to the public</p>	<p>1-Jan-22</p>	<p>Human Resources Department</p>	<p>We currently provide customer service standard documents in alternate formats upon request.</p>	<p>ongoing</p>
<p>Provide emergency procedures, plans or public safety information that is made available to public in accessible formats or with communication supports, upon request</p>	<p>Update emergency procedures and ensure information is made available in accessible formats.</p>	<p>1-Jan-22</p>	<p>Human Resources Department</p>	<p>SfC's Emergency Guide for People with Disabilities is available online and arrangements will be made to provide it in accessible formats or with communication supports.</p>	<p>In progress- Needs to be posted on website.</p>

Develop and implement internet websites and web content to conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0	SfC's new website will be developed in accordance with WCAG2.0.	1-Jan-22	Human Resources Department / Marketing Department / IT Department	SfC's IT staff will ensure that all website templates are complaint and barrier free.	In progress
Provide educational and training resources or materials in an accessible format that takes into account individual accessibility needs	Arrange for comparable accessible formats of all teaching materials	1-Jan-22	Human Resources Department / Management Team	Provide scanned copies of all teaching materials via SfC intranet.	In progress
Provide training to instructors on accessibility awareness related to accessible course delivery and instruction	Training on accessible instruction and accommodation is provided to instructors.	1-Jan-22	Human Resources Department / Management Team	We are working on developing an Accessibility Instruction Resource Tool Kit to be used by all new instructors in their orientation.	ongoing
Provide SfC produced print materials and supplementary learning resources in accessible format	Produce supplementary materials in accessible formats	1-Jan-22	Human Resources Department / Management Team	Convert materials from print to digital format for converting to accessible formats.	ongoing
Integrated Accessibility Standards - Employment					
Notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.	HR will notify candidates that SfC provides accommodation.	1-Jan-22	Human Resources Department / Management Team	A statement regarding accommodation has been added to all job postings.	Completed

Notify job applicants during the recruitment process that accommodations are available upon request when individual is selected in the assessment process. Consult with the applicant and provide suitable accommodation in a manner that takes into account the applicants accessibility needs due to disability.	HR will notify candidates that SfC provides accommodation during the interview / selection process.	1-Jan-22	Human Resources Department / Management Team	HR contacts short-listed applicants to inquire whether the applicants have accommodation needs and advise that accommodation will be available	Completed
Notify successful applicants of policies for accommodating employees with disabilities.	Provide offer letter to employees informing them of SfC's Policies and Procedures around AODA and accommodation for staff	1-Jan-22	Human Resources Department	A statement of accommodation is included in all offer letters.	Completed
Inform new employees of policies used to support employees with disabilities.	Orientation for all new employees regarding policies of employment equity and accommodation	1-Jan-22	Human Resources Department	Policies are reviewed during orientation for all new employees.	Completed
Discuss accommodation needs with new employee and ensure that these accommodations are in place before they start their first day of work.	Completed Accommodation Template	1-Jan-22	Human Resources Department	Framework being developed.	In progress

Arrange for accessible formats and communication supports for information required to perform job or for general information provided to employees	Provide accessible formats for job / general information	1-Jan-22	Human Resources Department / Management Team	We currently provide job / general information documents in alternate formats upon request.	In progress
Training for all employees and volunteers on the Ontario Human Rights Code and AODA working together. As well providing accessible customer service and any accessibility requirements that apply to their job duties and the organization.	Have all employees do online training modules on Access Forward as it relates to their job and job duties.	1-Jan-22	Human Resources/ Management Team	Read Accessibility Training Requirements Checklist for more information on training requirements. Access free online training modules to provide to employees and volunteers at https://accessforward.ca/ and OHRC and AODA working Together	In progress and on going
Provide individualized workplace emergency response information to employees with a known disability.	Request that employees identify their accessibility needs and if they require assistance/accommodations during an emergency. Include accommodations in the emergency evacuation program.	1-Jan-22	Human Resources Department / Management Team	Employees are able to discuss any concerns with regards to emergency evacuation with HR.	In progress

Integrated Accessibility Standards - Transportation

When providing transportation services, SfC will arrange for accessible vehicles upon request.	SfC will provide accessible transportation services upon request for employees and clients.	1-Jan-22	Human Resources Department / Management Team	If required, SfC will source transportation between our various locations using wheelchair accessible vehicles.	In progress
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