

# Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

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**Effective Date:** April 27, 2015

**Revised:**

**Purpose:** This 2015 to 2020 accessibility plan outlines the policies and actions that will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the Integrated Accessibility Standards, Ontario Regulation 191/11.

## Statement of Commitment

Rideau Social Enterprises believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)* and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

## Plan

General Requirements	
<b>AODA Requirement:</b>	Training of employees in IASR and the Ontario Human Rights Code
<b>Compliance Deadline:</b>	Ongoing
<b>Plan to meet requirement:</b>	<ul style="list-style-type: none"> <li>• Use HR Downloads to be able to provide training efficiently across all sites</li> <li>• Records are kept through HR Downloads</li> <li>• Incorporate into regular training sessions for clients</li> </ul>
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>• Cost of HR Downloads</li> </ul>
<b>AODA Requirement:</b>	Review IASR policies and multi-year plan
<b>Compliance Deadline:</b>	Annually
<b>Plan to meet requirement:</b>	<ul style="list-style-type: none"> <li>• Schedule the same time each year to review</li> </ul>
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>• None identified</li> </ul>

<b>Employment Standard</b>	
<b>AODA Requirement:</b>	Accessible Formats and Communication Supports for Employees
<b>Compliance Deadline:</b>	January 1, 2016
<b>Plan to meet requirement:</b>	<ul style="list-style-type: none"> <li>• Identify employees who require accessible information or accommodation as early as possible</li> <li>• Ask the employee what individual needs they have and possible solutions</li> <li>• Communicate solution to employee as efficiently as possible once a decision is made</li> </ul>
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>• Solutions that are impossible, not practicable or do not address the needs of the employee</li> </ul>
<b>AODA Requirement:</b>	
<b>AODA Requirement:</b>	Workplace Emergency Response Information for Employees
<b>Compliance Deadline:</b>	Ongoing
<b>Plan to meet requirement:</b>	<ul style="list-style-type: none"> <li>• Identify employees who require information as early as possible</li> <li>• Ask the employee what individual needs they have what emergency response information is needed</li> <li>• Provide emergency response information in an acceptable format as soon as possible</li> </ul>
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>• None identified</li> </ul>

<b>Customer Service Standard</b>	
<b>AODA Requirement:</b>	Customer Service Training for Employees
<b>Compliance Deadline:</b>	Ongoing
<b>Plan to meet requirement:</b>	<ul style="list-style-type: none"> <li>• Use HR Downloads to be able to provide training efficiently across all sites</li> <li>• Records are kept through HR Downloads</li> <li>• Incorporate into regular training sessions for clients</li> </ul>

<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>• Cost of HR Downloads</li> <li>• High turnover of employees</li> </ul>
<b>AODA Requirement:</b>	Customer Feedback
<b>Compliance Deadline:</b>	August 1, 2015
<b>Plan to meet requirement:</b>	<ul style="list-style-type: none"> <li>• Review current feedback process, revise feedback forms and distribute to all staff</li> <li>• Post feedback process in a public area and on the website</li> </ul>
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>• None identified</li> </ul>

<b>Information and Communication Standard</b>	
<b>AODA Requirement:</b>	Accessible Formats and Communication Supports
<b>Compliance Deadline:</b>	January 1, 2016
<b>Plan to meet requirement:</b>	<ul style="list-style-type: none"> <li>• Assess the client's individual needs and ask what format or support is needed</li> <li>• Provide information in an acceptable format as soon as possible</li> </ul>
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>• Solutions that are impossible, not practicable or do not address the needs of the employee</li> </ul>
<b>AODA Requirement:</b>	Accessible Web Site and Web Content
<b>Compliance Deadline:</b>	January 1, 2021
<b>Plan to meet requirement:</b>	<ul style="list-style-type: none"> <li>• Currently meet WCAG Level A requirements</li> <li>• Must ensure website meets WCAG Level AAA requirements by the deadline</li> </ul>
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>• None identified</li> </ul>

<b>AODA Requirement:</b>	Education and Training Resources
<b>Compliance Deadline:</b>	Ongoing
<b>Plan to meet requirement:</b>	<ul style="list-style-type: none"> <li>• Assess the client's individual needs and ask what format or support is needed</li> <li>• Provide information in an acceptable format as soon as possible</li> </ul>
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>• Solutions that are impossible, not practicable or do not address the needs of the employee</li> </ul>
<b>AODA Requirement:</b>	Training to Educators
<b>Compliance Deadline:</b>	Ongoing
<b>Plan to meet requirement:</b>	<ul style="list-style-type: none"> <li>• Use HR Downloads to be able to provide training efficiently across all sites</li> <li>• Records are kept through HR Downloads</li> <li>• Seek other innovative and current training programs focusing on learning and intellectual disabilities</li> </ul>
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>• None identified</li> </ul>

<b>Design of Public Spaces Standard</b>	
<b>AODA Requirement:</b>	Design or Redevelopment of Public Spaces
<b>Compliance Deadline:</b>	January 1, 2017
<b>Plan to meet requirement:</b>	<ul style="list-style-type: none"> <li>• Redeveloped public spaces listed below to ensure they are accessible <ul style="list-style-type: none"> <li>○ exterior paths of travel (e.g., sidewalks and curb ramps)</li> <li>○ parking lots</li> <li>○ service counters, fixed queuing guides and waiting areas with fixed seating</li> </ul> </li> <li>• Maintain the accessible elements of public spaces</li> </ul>

**Potential Future Barriers:**

- Redevelopment of property owned by landlord which is out of our control and authority