



SERVICE COORDINATION SUPPORT
FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES
SERVICE COORDINATION SOUTIEN
POUR LES PERSONNES AYANT UNE DÉFICIENCE INTELLECTUELLE

Multi-Year Accessibility Plan January 1, 2014 to December 31, 2017

Accessibility Plan and Policies for Service Coordination Support (SCS)

This 2014-2017 Multi-Year Accessibility Plan outlines the policies and actions that SCS will put in place to create accessible programs and services to people with disabilities and their family as well as to create a workplace that ensure full participation of individual with disabilities.

Statement of Commitment

SCS is committed to meet the requirements of Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves. SCS is committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility.

All goods and services provided by SCS shall follow the principles of dignity, independence, integration and equal opportunity for people with disabilities.

Accessible Emergency Information

SCS is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

- An Emergency Response & Business Continuity Plan was developed on February 8, 2013 and the purpose of this plan is to provide clear direction in emergency situations and demonstrate Service Coordination Support' (SCS) commitment to providing a safe environment for all staff, clients and visitors.

Training

SCS will provide training to employees, volunteers, agents and/or contractors on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities.

Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

SCS will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015**:

Actions:

- Training on Accessibility (AODA) is provided to new employees, volunteers, agents and/or contractor who deal with the public or act on our behalf during orientation.
- A record of training during orientation is kept in employee's file.
- Training is provided annually to all employees, volunteers as a refresher.
- A record of training that included the dates training was provide and the number of employees who attended the training is kept by Human Resources.

Information and communications

SCS 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.

As of November 2013, the SCS and Me Information Booklet is accessible online and conforms with WCAG 2.0, Level A.

SCS has ensured existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015** by:

- Feedback Policy and Procedures was developed on October 2011 and revised on October 2014.
- Information about our Feedback Policy and Procedures is available in 3 different formats accessible to people with disabilities and their families (website, SCS & Me booklet and Policy & Procedure).
- Added question on the Accessibility Feedback Survey to assess the needs of our clients/families in regard to communication.
 - Please tell us what your communication needs are so that we can serve you better.
- Updated the Accessibility Feedback Form and ensured it is current online and on BillBoard.

SCS will make sure all publicly available information is made accessible upon request by **January 1, 2016** by providing documents in large print, offering to sit with the person to read information aloud or offering documentation in electronic format. If additional measures are required, SCS will make every effort to accommodate the individual.

SCS will ensure all websites and content will conform with WCAG 2.0, Level AA by **January 1, 2021**:

Employment

SCS is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, SCS will accommodate people with disabilities during the recruitment and assessment processes and when people are hired by **January 1, 2016**:

Actions:

- Develop a policy and procedure for accommodation of people with disabilities in the hiring process.
- Include a statement in the job posting indicating that accommodation is available through the Human Resources office for potential applicants with disabilities.
- Develop alternative format of the job posting, if requested by applicants.

SCS will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability by **January 1, 2016**:

Actions:

- Develop a policy and procedure for accommodation of employment for people with disabilities.
- Develop an Individual Accommodation Plan (IAP) form.
- Establish yearly budget to accommodate employees due to a disability.

SCS will take the following steps to ensure the accessibility needs of the employees with disabilities are taken into account when SCS is implementing performance management and career development by **January 1, 2016**:

Actions:

- Review performance management policy and procedures to clearly define the accommodation for employees with disabilities.
- Make performance management documents, such as competency assessment questionnaires, available in accessible formats, when asked.
- Provide feedback and coach employees with disabilities in a way that is accessible to them.
- Define the accessibility needs of the employees with disabilities when they need to learn new skills, attend trainings and/or take on more responsibilities in their current position.

SCS is committed to preventing and removing other accessibility barriers identified.

Design of Public Spaces

SCS meets the Accessibility Standards for the Design of Public Spaces as per the requirements.

For more information

For more information on this accessibility plan, please contact the Quality Assurance Officer:

- 613-748-1788, ext. 227
- 200 – 150 Montreal Rd, Ottawa, ON K1L 8H2
- feedback@scsonline.ca
- scsonline.ca

Accessible formats of this document are available free upon request.

AODA Requirements	Action Plan	Timeline and Responsibility	Outcome
Accessibility Policies	Develop a policy	January 1, 2014	Completed March 13, 2012
Multi-Year Accessibility Plan	Develop a Multi-Year Accessibility Plan	January 1, 2014	Completed. Updated, Oct 2014
	Post Multi-Year Accessibility Plan on website	January 1, 2014	Completed November 20, 2014
Information and Communication Standard - Accessible websites and web content	WCAG 2.0 Level A	January 1, 2014	Intent to comply should web content change
Training	<ul style="list-style-type: none"> • Training is provided to new employees, volunteers, agents and/or contractors who deal with the public or act on our behalf during orientation. • A record of training during orientation is kept in employee file. • Training is provided annually to all employees and volunteers as a refresher. • A record of training that included the dates training was provided and the number of employees who attended the training is kept by Human Resources. 	January 1, 2015	Ongoing
Accessibility feedback processes	<ul style="list-style-type: none"> • Add question on the Accessibility Feedback Survey to assess the needs of our clients/families in regard to communication. <ul style="list-style-type: none"> ○ Please tell us what your communication needs are so that we can serve you better. • Update the Accessibility Feedback Form and ensured it is current online and on Billboard. 	January 1, 2015	Completed November 20, 2014

AODA Requirements	Action Plan	Timeline and Responsibility	Outcome
<p>Employment Standards</p> <ul style="list-style-type: none"> - Information for employees - Processes to accommodate employees - Recruitment - Performance management, career development, and redeployment 	<ul style="list-style-type: none"> • Develop a policy and procedure for accommodation of people with disabilities in the hiring process. 	January 1, 2016	Completed March 24, 2015
	<ul style="list-style-type: none"> • Include a statement in the job posting indicating that accommodation is available through the Human Resources office for potential applicants with disabilities. 		Completed March 24, 2015
	<ul style="list-style-type: none"> • Develop alternative format of the job posting, if requested by applicants. 		Completed March 24, 2015
	<ul style="list-style-type: none"> • Develop a policy and procedure for accommodation of employment for people with disabilities. 		Completed March 24, 2015
	<ul style="list-style-type: none"> • Develop an Individual Accommodation Plan (IAP) form. 		Completed March 24, 2015
	<ul style="list-style-type: none"> • Establish yearly budget to accommodate employees due to a disability. 		
	<ul style="list-style-type: none"> • Review performance appraisal policy and procedures to clearly define the accommodation for employees with disabilities. 		Completed March 24, 2015
		<ul style="list-style-type: none"> • Make performance appraisal documents, such as performance plans, available in accessible formats, when asked. 	
<ul style="list-style-type: none"> • Provide feedback and coach employees with disabilities in a way that is accessible to them. 			Completed March 24, 2015

AODA Requirements	Action Plan	Timeline and Responsibility	Outcome
	<ul style="list-style-type: none"> Define the accessibility needs of the employees with disabilities when they need to learn new skills, attend trainings and/or take on more responsibilities in their current position. 		Completed March 24, 2015
Information and Communication Standards <ul style="list-style-type: none"> Accessible formats and communication supports 	SCS will make sure all publicly available information is made accessible upon request by providing documents in large print, offering to sit with the person to read information aloud or offering documentation in electronic format. If additional measures are required, SCS will make every effort to accommodate the individual. Employees receiving this type of request should submit a ticket to Quality Assurance.	January 1, 2016	
Information and Communication Standards <ul style="list-style-type: none"> Accessible formats and communication supports 	SCS will ensure all websites and content will conform with WCAG 2.0, Level AA by January 1, 2021 :	January 1, 2021	