

Multi-Year Accessibility Plan September 1, 2021 to August 30, 2026

Accessibility Plan and Policies for Service Coordination Support for People with Developmental Disabilities (SCS)

This 2021-2026 Multi-Year Accessibility Plan outlines the policies, achievements and actions that SCS have taken, and the work underway to maintain and enhance the accessibility of our programs and services to people with disabilities and their family as well as to create a workplace that ensure full participation of individuals with disabilities.

I. General Requirements:

- i. Accessibility Policies and Plans
- ii. Training

II. Information and Communications Standard

III. Employment Standard

IV. Design of Public Spaces

Statement of Commitment

SCS is committed to meet the requirements of the 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.

SCS is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

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

PART I - General Requirements

i. Accessibility Policies and Plans

SCS regularly reviews and update its current policies addressing areas of accessibility for persons with disabilities receiving SCS services, and for employees, volunteers, agents and/or contractors with disabilities facing barriers to accessibility.

SCS will develop a new multi-year accessibility plan for 2021-2026 which will outline the policies, achievements and actions that SCS have taken, and the work underway to maintain and enhance the accessibility of our programs and services to people with disabilities and their family as well as to create a workplace that ensure full participation of individuals with disabilities.

Actions items:

AODA Requirements	Action Plan	Timeline and Responsibility	Outcome
Accessibility Policies	Review our current Accessibility policies	September 30, 2021	Completed
Multi-Year Accessibility Plan	Update & Post Multi-Year Accessibility Plan on the SCS website	October 31, 2021	Completed

ii. Training

SCS is providing training on Accessibility (AODA) during the orientation training to all new employees, volunteers, agents and/or contractors of SCS who deal with the public or act on our behalf, and/or develops SCS' policies.

SCS is also providing annual refresher trainings on Accessibility (AODA) to existing staff, volunteers, agents and/or contractors of SCS who deal with the public or act on our behalf, and/or develops SCS' policies.

Training is provided in a way that best suits the duties of employees, volunteers and other staff members. A record of the orientation trainings and annual refresher trainings is kept in the employee's file. This information is kept by Human Resources.

PART II - Information and Communications Standard

SCS is committed to meeting the communication needs of people with disabilities. We consult with people with disabilities to determine their information and communication needs, in order to achieve the most effective and efficient access to information for all persons with disabilities.

i. Feedback

The SCS Examination of Feedback Policy and Procedure is reviewed annually, and is available in three different accessible formats to people with disabilities and their families (SCS website, "My Guide" document and our Policy & Procedure document). If these formats do not meet the accessibility needs of the person, we will consult with the person making the request to determine the suitability of an accessible format or communication support. If additional measures are required, SCS will make every effort to accommodate the person.

All publicly available information can be offered in large print. We can also review the information in person with the individuals, and read the information aloud.

We are committed to offering information about our feedback process via a video, in plain and simple language, which will be available on the SCS website.

We have also developed accessibility questions to our Customer Satisfaction survey. Those questions are as follows:

- “My accessibility needs have been met” (rating scale of 1 to 5) – already in the existing Customer Satisfaction survey.
- “Please tell us what your communication needs are so that we can serve you better” - will be incorporated in the updated Customer Satisfaction survey.

Action items:

AODA Requirements	Action Plan	Timeline and Responsibility	Outcome
Feedback	Publishing of the SCS Feedback process videos, in both languages (SCS website, SCS Monthly Newsletter, etc.)	January 31, 2022	In progress
	Publishing updated Customer Satisfaction Surveys, with added accessibility questions.	March 21, 2022	In progress

ii. Accessible Emergency Information

SCS is committed to provide publicly available emergency information in an accessible way, upon request, to persons with disabilities. We are also committed to provide employees with disabilities with individualized emergency response information when necessary.

An Emergency Response & Business Continuity Plan was last reviewed and fully updated in February 2020. We are looking to review and update this plan again by December 31, 2021. The purpose of this plan is to provide clear direction during an emergency situation and demonstrate SCS’ commitment to providing a safe environment for all staff, clients and visitors, regardless of the emergency.

Action item:

AODA Requirements	Action Plan	Timeline and Responsibility	Outcome
Accessible Emergency Information	Developing material about SCS’ Emergency Response and business continuity plan, in plain and simple language, to be distributed to persons with disabilities upon request.	March 31, 2022	In progress

iii. Accessible Website and Web Content

SCS will put significant efforts towards ensuring that the current SCS website and its content will conform with Web Content Accessibility Guidelines (WCAG) 2.0, Level AA. Our website is currently in compliance with the WCAG 2.0, Level A.

SCS has also started to develop a self-serve portal where the people we support can access and update information and documents in their SCS file, where we will ensure that its content will be compliant with the WCAG 2.0, Level AA.

Action items:

AODA Requirements	Action Plan	Timeline and Responsibility	Outcome
Accessible Website and Web Content	Completion of the self-serve portal.	December 1, 2021	In progress
	Self-Audit of the current SCS website and improvements to meet WCAG 2.0, Level AA requirements.	November 30, 2021	In progress
	Additional enhancements to SCS website (i.e. re-organization of the information based on “service needs” profiles, re-organization of resources and forms, etc.).	December 31, 2022	In progress

PART III – Employment Standard

SCS is committed to fair and accessible employment practices, and preventing and removing all accessibility barriers identified.

We have taken the following steps to accommodate existing SCS staff as well as people with disabilities during the recruitment, assessment and hiring processes:

- Developed a Workplace Accommodation Policy and Procedure that addresses the accommodation needs of SCS job applicants and current SCS staff.
- Included a statement in the job posting indicating that accommodation is available through the Human Resources office for potential applicants with disabilities, and provided alternative format of the job posting, if requested by applicants.
- Developed an Individual Accommodation Plan (IAP) form that is located in the employee’s file.
- Established yearly budget to accommodate employees due to a disability.
- 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 will be reviewing and enhancing its current performance management processes, and it will be important to incorporate the accessibility needs of employees with disabilities within this enhancement.

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

Action item:

AODA Requirements	Action Plan	Timeline and Responsibility	Outcome
Employment Standard:	To identify accessibility needs and accommodation in our revised Performance Management Framework	July 31, 2022	In progress

AODA Requirements	Action Plan	Timeline and Responsibility	Outcome
Performance management and career development			

Part IV – Design of Public Spaces

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

SCS will ensure that it continues to meet the Accessibility Standards for the Design of Public Spaces should its offices be relocated. SCS will take appropriate measures to prevent service disruptions to its accessible parts of its public spaces. In the event of a service disruption, we will notify the public of the service disruptions and alternatives available.

For more information

For more information on this accessibility plan, please contact the Manager, Quality and Knowledge:

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Accessible formats of this document are available free upon request.