

MULTI-YEAR ACCESSIBILITY PLAN

TILLSONBURG DISTRICT MULTI-SERVICE CENTRE'S MULTI-YEAR ACCESSIBILITY PLAN ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005

INTRODUCTION

Opened in 1978 in Tillsonburg, Ontario, the Multi-Service Centre (MSC) is an accredited, nonprofit, charitable organization dedicated to promoting high quality accessible community services in Oxford, Elgin, and Norfolk counties. We are committed to treating every individual with dignity, respect, and compassion, and supporting independence. In alignment with our efforts to fulfill this commitment, the MSC strives to meet the needs of its employees and clients with disabilities and is working towards full compliance with all standards under the under the Integrated Accessibility Standards Regulations (the "IASR") of Accessibility for Ontarians with Disabilities Act, 2005 (AODA) as they are introduced.

This Multi-Year Accessibility Plan outlines MSC's strategy to prevent and remove barriers in addition to the achievement and actions that are put in place to improve opportunities for persons with disabilities.

MESSAGE FROM THE EXECUTIVE DIRECTOR

The MSC is committed to treating all people with dignity and respect. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA). The MSC is committed to continue developing, implementing, and maintaining policies and procedures governing how we achieve and will achieve accessibility through the meeting of this Regulation. To ensure this commitment, the MSC will establish, maintain and document a multi-year accessibility plan that will be reviewed annually to identify our progress towards addressing barriers. This plan will be posted publicly and made available via the MSC website and the staff portal.

INTEGRATED ACCESSIBILITY STANDARDS

Part I – General Requirements

SECTION & INITIATIVE	DESCRIPTION	ACTION & ACTION PLAN	COMPLIANCE DATE	STATUS
<p>Section 3: Establishment of Accessibility Policies</p>	<p>(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.</p>	<p>MSC has developed and implemented policies governing how it achieves accessibility and is committed to maintaining such policies. It has also developed a Statement of Commitment to communicate its commitment.</p> <p>Accessibility policies have been made publicly available and on request, provide them in an accessible format</p>	<p>January 1, 2014</p>	<p>Compliant</p>
<p>Section 4: Accessibility Plans</p>	<p>(1) Large organizations shall,</p> <ul style="list-style-type: none"> • Establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization 's strategy to prevent and remove barriers and meet its requirements under this Regulation; • Post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and • Review and update the accessibility plan at least once every five years. 	<p>MSC has developed and implemented this multi-year accessibility plan to prevent and remove barriers and meet its requirements under this Regulation.</p> <p>This Multi-Year Plan has been posted on our website and will be provided in an accessible format, upon request.</p> <p>MSC is committed to reviewing and updating this plan at least once every five years.</p>	<p>January 1, 2014</p>	<p>Compliant</p> <p>Last reviewed June 2023.</p>
<p>Section 7: Training</p>	<p>(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to,</p> <p>(a) all employees, and volunteers;</p> <p>(b) all persons who participate in developing</p>	<p>MSC provides training on the requirements of AODA, IASR, and Human Rights Code, as it pertains to persons with disabilities, to all required persons. All staff have been trained on the requirements of the accessibility standards and Human Rights Code, as it pertains to persons with disabilities.</p>	<p>January 1, 2015</p>	<p>Compliant</p>

	<p>the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization.</p>	<p>All new staff are trained as part of the onboarding process. Training will also be provided on any changes to the prescribed policies on an ongoing basis.</p> <p>A record of the training is kept and maintained.</p>		
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PART II – Information and Communications Standards

SECTION	DESCRIPTION	ACTION & ACTION PLAN	COMPLIANCE DATE	STATUS
Section 11: Feedback	(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	MSC's processes for receiving and responding to feedback are made accessible to persons with disabilities. The person making the request will be consulted with in a timely manner and at no additional cost to determine suitability of an accessible format or communications support.	January 1, 2014	Compliant
Section 12: Accessible Formats & Communication Supports	<p>(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,</p> <ul style="list-style-type: none"> a) in a timely manner that takes into account the person's accessibility needs due to disability; and b) at a cost that is no more than the regular cost charged to other persons. <p>(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p>	<p>MSC is committed to providing to or arranging for the provision of accessible formats and communication supports for persons with disabilities upon request. The person making the request will be consulted in a timely manner to determine the suitability of an accessible format or communications support, at no additional cost.</p> <p>MSC will notify the public about the availability of accessible formats and communication supports through various communication channels.</p>	January 1, 2016	Compliant

	(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.			
Section 13: Emergency Procedures, Plans or Public Safety Information	(1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	MSC will ensure that any emergency procedures, plans and public safety information will be made available to the public in accessible formats, or with appropriate communication supports, as soon as practicable, upon request.	January 1, 2012	Compliant
Section 14: Accessible Websites & Web Content	(2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	<p>MSC will ensure that all new internet websites and web content conform with WCAG 2.0 Level A.</p> <p>MSC will ensure that all internet websites and web content will conform with WCAG 2.0 Level AA, excluding the exceptions set out in the Regulation.</p> <p>MSC has sought out technology vendors who specialize in AODA compliance for website development initiatives to ensure its website meets established requirements.</p>	<p>January 1, 2014 – New internet websites & web content must conform with WCAG 2.0 Level A.</p> <p>January 1, 2021 – All internet websites and web content must conform with WCAG 2.0 Level AA, other than, a) success criteria 1.2.4 Captions (Live), and b) success criteria 1.2.5 Audio Descriptions (Pre-recorded).</p>	Compliant

PART III – Employment Standard

SECTION	DESCRIPTION	ACTION	COMPLIANCE DATE	STATUS
<p>Section 22: Recruitment – General</p>	<p>Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.</p>	<p>MSC will notify employees and the general public of the availability of accommodation for applicants with disabilities in the recruitment process.</p> <p>MSC will review and modify existing recruitment policies, procedures and processes as necessary. All internal and external job postings will specify that accommodation is available upon request.</p>	<p>January 1, 2016</p>	<p>Compliant</p>
<p>Section 23: Recruitment, Assessment or Selection Process</p>	<p>(1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.</p> <p>(2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant’s accessibility needs due to disability.</p>	<p>MSC notifies job applicants, upon being selected to participate in an assessment or selection process, that accommodation is available upon request in relation to the materials or processes being used.</p> <p>MSC will review and modify existing recruitment policies, procedures and processes as necessary. An availability of accommodation notice will be included in the scheduling of an assessment and/or interview.</p> <p>MSC will consult with selected applicant who requests accommodations and arrange for suitable accommodations.</p>	<p>January 1, 2016</p>	<p>Compliant</p>
<p>Section 24: Notice to Successful Applicants</p>	<p>Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.</p>	<p>MSC notifies successful applicants of its policies for accommodating employees with disabilities during offers of employment.</p>	<p>January 1, 2016</p>	<p>Compliant</p>

<p>Section 25: Informing Employees of Supports</p>	<p>(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p> <p>(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</p> <p>(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p>	<p>MSC informs all employees of its policies to support employees with disabilities including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p> <p>MSC informs new and current employees of its policies supporting employees with disabilities and will provide information under this section during orientation sessions.</p> <p>MSC updates employees on changes to existing policies on job accommodation with respect to disability.</p>	<p>January 1, 2016</p>	<p>Compliant</p>
<p>Section 26: Accessible Formats & Communication Supports for Employees</p>	<p>(1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,</p> <ul style="list-style-type: none"> • information that is needed in order to perform the employee's job; and • information that is generally available to employees in the workplace. <p>(2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	<p>Where an employee with a disability so requests it, MSC will provide or arrange for the provision of suitable accessible formats and communication supports for the information that is needed in order to perform the employee's job, and information that is generally available to employees in the workplace.</p> <p>MSC will consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	<p>January 1, 2016</p>	<p>Compliant</p>
<p>Section 27: Workplace Emergency Response Information</p>	<p>27.(1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and the employer is</p>	<p>MSC will provide workplace emergency response information to an employee with disabilities as soon as practicable if such information is necessary, with their consent.</p>	<p>January 1, 2012</p>	<p>Compliant</p>

	<p>aware of the need for accommodation due to the employee's disability.</p> <p>(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated to provide assistance to the employee.</p> <p>(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.</p> <p>(4) Every employer shall review the individualized workplace emergency response information, (a) when the employee moves to a different location in the organization, (b) when the employee's overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies.</p>	<p>MSC has established processes to provide the information required under Section 27 as soon as practicable after becoming aware of an employee's need for accommodation due to disability.</p> <p>MSC has an established process in place to review an employee's individualized workplace emergency response information as per the Regulation.</p>		
Section 28: Documented Individual Accommodation Plans	<p>(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>(2) The process for the development of documented individual accommodation plans shall include all the elements outlined in the legislation.</p>	MSC will develop and implement the use of documented individual accommodation plans for employees with disabilities. The process for the development of such plans will include the elements set out in Section 28(2).	January 1, 2016	Compliant
Section 29: Return to Work Processes	29.(1) Every employer, other than an employer that is a small organization,	MSC will review and modify, as needed, its existing policies on facilitating an	January 1, 2016	Compliant

	<ul style="list-style-type: none"> • shall develop and have in place a return-to-work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and • shall document the process. <p>29. (2) The return-to-work process shall,</p> <ul style="list-style-type: none"> • outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and • use individual documented accommodation plans, as described in section 28, as part of the process. <p>29. (3) The return-to-work process referenced in this section does not replace or override any other return-to-work process created by or under any other statute.</p>	<p>employee’s return to work after absenteeism due to disability. The return-to-work process will outline the steps taken to facilitate an employee’s return to work after absenteeism due to a disability, and will ensure that the process includes the use of individual accommodation plans</p> <p>This return-to-work process will be documented as per the Regulation.</p>		
<p>Section 30: Performance Management</p>	<p>30.(1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.</p>	<p>MSC will take the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans, into account when assessing performance. Existing performance management processes will be reviewed and assessed to ensure that accessibility criteria are included in any future performance management training and/or workshops.</p>	<p>January 1, 2016</p>	<p>Compliant</p>
<p>Section 31: Career Development & Advancement</p>	<p>31.(1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when</p>	<p>MSC will take the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans, into account when providing career development and</p>	<p>January 1, 2016</p>	<p>Compliant</p>

	providing career development and advancement to its employees with disabilities.	<p>advancement for its employees with disabilities.</p> <p>All internal job postings will include notification of the ability to provide accommodations.</p>		
Section 32: Redeployment	32.(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	MSC will take the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans, into account when redeploying employees with disabilities.	January 1, 2016	Compliant

PART IV.1 - Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

SECTION & INITIATIVE	DESCRIPTION	ACTION	COMPLIANCE DATE	STATUS
Section 80: Design of Public Spaces	The Accessibility Standard for the Design of Public Spaces requires all public sector organizations with at least one employee and all private and non-profit organizations with 50 or more employees to maintain the accessible parts of their public spaces.	<p>MSC will meet the Accessibility Standard for the Design of Public Spaces when building or making modifications to public spaces.</p> <p>Public spaces applicable to MSC include:</p> <ul style="list-style-type: none"> • Livingston Centre Meeting Rooms A, B, C, D, E, F, G, & H • MSC Meeting Rooms 1, 2, 3 • Public Washrooms • Resource Center <p>Procedures will be established to prevent service disruptions to public spaces and maintain accessible parts of its public places.</p>	January 1, 2017 - Complete	Compliant

PART IV.2 - Customer Service Standards

SECTION & INITIATIVE	DESCRIPTION	ACTION	COMPLIANCE DATE	STATUS
<p>Section 80: Customer Service Standards</p>	<p>Inclusive of Sections 80.46 to 80.51 in accordance with O. Reg. 165/16. The following areas are outlined.</p> <ul style="list-style-type: none"> • 80.46: Establishment of Policies • 80.47: Use of Service Animals & Support Persons • 80.48: Notice of Temporary Disruptions • 80.49: Training for Staff, etc. • 80.50: Feedback Process Required • 80.51: Format of Documents 	<p>MSC has developed, implemented, and maintained policies governing its provisions of goods and services to persons with disabilities. These policies are provided in a manner that respects the dignity and independence of persons with disabilities.</p> <p>These policies detail MSC's processes and procedures related to the use of service animals and support people, notice of temporary disruptions, training for staff, feedback processes, and document formats. MSC is committed to upholding its legislative obligations outlined in PART IV.2 - Customer Service Standards of AODA.</p> <p>MSC's accessibility policies (and multi-year accessibility plan) are publicly posted on the website.</p>	<p>January 1, 2017</p>	<p>Compliant</p>

CONTACT DETAILS

For more information on this accessibility plan, please contact:

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All feedback and inquiries will be directed to the program director or department manager and a response will be provided within five (5) business days.

Standard and accessible formats of this document are available free upon request.