

**OTTAWA-CARLETON LIFESKILLS (OCL)  
ACCESSIBILITY PLAN and COMPLIANCE with the  
ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) 2005**

**SUPPORTING POLICY STATEMENT and PROCEDURE # 2**

**SUBJECT: ACCESSIBILITY POLICY B-12 and ACCESSIBILITY PLAN**

OCL will establish, implement and maintain an Accessibility Policy and a multi-year Accessibility Plan, which outlines OCL's strategy to prevent and remove barriers to those with disabilities and to meet legislated requirements.

The multi-year Accessibility Plan will indicate how OCL intends to implement the requirements of the Integrated Accessibility Standards Regulation (IASR) within legislated timelines. It will also address the identification, removal and prevention of barriers to people with disabilities.

Specifically, the multi-year plan will:

- a) Provide a framework for developing cohesive accessibility initiatives which identify, remove and prevent barriers wherever possible
- b) Set annual goals for specific improvements to accessibility
- c) Establish action plans for meeting those goals and initiating accountability at various levels
- d) Seek input and suggestions from the wider organizational community

OCL will follow reporting requirements on the progress and implementation of the plan, publically post this information on OCL premises and on the OCL website. The multi-year plan will be reviewed and updated at a minimum of once every five years.

Upon request, the plan will be provided in accessible formats after consultation with the person that takes into account their accessibility needs. The plan must be provided in a timely manner and the cost of providing the plan in an accessible format must not be more than the regular cost charged to other people.

OCL will report annually on the progress and implementation of the plan on the OCL website and on its internal electronic information system (ShareVision).

OCL will provide Individualized Statements of Policy as well as specific AODA Procedures for each of the areas listed below.

Upon request, this Supporting Policy Statement and Procedure is available in accessible formats and communication supports.

**IASR REQUIREMENTS:**

- a) Procuring or Acquiring Goods, Services or Facilities:

OCL will incorporate accessibility criteria and features in its purchasing and procurement practices as applicable except where it is not practical to do so. Upon request OCL will provide an explanation as to why it is not practical.

- b) Training

OCL will ensure that training is provided to all employees, volunteers, persons who deal with others and the public on OCL's behalf, and to persons participating in the development and approval of its policies, procedures and practices on the requirements of the AODA, the IASR and on the Human Rights Code as it pertains to persons with disabilities.

The type and intensity of training will vary according to the duties of the employee, volunteers or others. Training will re-occur when there are changes to the accessibility policies, procedures or practices.

c) Information and Communications Standard

Information and communication systems and platforms will be accessible to persons with disabilities and will address how it will be achieved.

d) Emergency Procedures, Plans, or Public Safety Information

In the event of an emergency or when public safety information is disseminated, upon request, it will be made available in accessible formats or with appropriate communication supports as soon as practicable.

e) Feedback

OCL will ensure that its feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.

f) Accessible Formats and Communications Support

Upon request OCL will provide or arrange for the provision of accessible formats and/or communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to their disability.

g) Accessible Websites and Web Content

OCL will ensure that all new websites and web content comply with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level A and increasing to Level AA (for all websites and content) by 2021.

h) Requirements under the Employment Standard

OCL will include the requirements under the Employment Standard in its multi-year plan, including the following:

- Workplace emergency response information
- Assessment of barriers in employment
- Support information for new employees
- Accessible formats and communication supports
- Documenting individualized plans
- Performance assessment, career development, advancement, and redeployment

i) Requirements under the Transportation Standard and Self-Serve Kiosks (if applicable)

The transportation section under the IASR only applies to a transportation organization named in the Regulation and does not apply to OCL. However, OCL is fully committed to providing internal transportation means that ensure its services and operations are accessible.

Should OCL at any time find it requires a self-serve Kiosk, OCL will follow the guidelines in the ISAR.

## **CONTACT INFORMATION**

Questions about this policy or those wishing to provide feedback should be submitted to OCL at 613-254-9400.

## **PROCEDURE**

### **A ACCESSIBILITY POLICY**

- a) The Accessibility Policy B-12 shall include
  - Policy statements
  - Purpose
  - Scope
  - Responsibility sections
  - Definitions
  - References and Related Statements of Policies and Procedures
  - References to Supporting Policy Statements and Procedures
- b) The Accessibility Policy and corresponding procedures shall be updated on an as required basis and shall be made available in accessible formats upon request.

### **B. MULTI-YEAR ACCESSIBILITY PLAN**

- a) OCL will improve accessibility by developing a multi-year Accessibility Plan that conforms to the Regulation which outlines a phased-in strategy to prevent and remove barriers and address the current and future requirements of the AODA and its standards.
- b) Policies, procedures and practices will be reviewed and updated to take into account accessibility requirements under the AODA.
- c) The overall plan will include:

OCL Accessibility Policy B-12

OCL Supporting Policy Statements and Procedures

- # 1: Statement of Commitment
- # 2: Accessibility Policy B-12 and Accessibility Plan
- # 3: Assistive Devices
- # 4: Service Animals and Support Persons
- # 5: Feedback
- # 6: Notice of Disruption of Services and Emergencies
- # 7: Information, Communication and Publications
- # 8: Purchasing or Acquiring Goods, Services or Facilities
- # 9: Self Service Kiosks

- # 10: Documents and Annual Reporting
- # 11: Training
- # 12: Employment

d) Integrated Accessibility Standards (IASR) Timelines

January 1, 2012

Service Animals and Assistive devices  
Emergency Procedures, Plans or Public Safety Information  
Workplace Emergency Response Information

January 1, 2014

Establishment of Accessibility Policies  
Establishment of an Accessibility Plan  
Self-serve Kiosks (not applicable to OCL)  
Accessible Websites and Web Content

January 1, 2015

Training  
Feedback

January 1, 2016

Accessible Formats and Communication Supports  
Employment  
Documented Individual Accommodation Plans  
Return to Work Process  
Performance Management  
Career Development and Advancement  
Redeployment

January 1, 2017

Transportation (not applicable to OCL)  
Design of Public Spaces (not applicable to OCL)

Filing Accessibility Reports

December 31, 2012  
December 31, 2014  
December 31, 2017  
December 31, 2020  
December 31, 2023

- e) OCL will report annually on the progress and implementation of the plan, posting this information in a visible place on OCL premises and on the website. The plan will also be provided in accessible formats upon request.
- f) The multi-year plan must be reviewed and updated at a minimum of once every five years. Review dates will be documented at OCL's head office.