

Carizon Family and Community Services' Accessibility Plan

This 2019- 2024 accessibility plan outlines the policies and actions that Carizon is taking to improve opportunities for people with disabilities.

Statement of Commitment

Carizon is committed to treating all people in a way that respects their dignity and independence. Carizon believes in integration and equal opportunity. Carizon is committed to meeting the needs of people with disabilities in a timely manner and will do so by providing a barrier-free environment for our clients, employees, job applicants, suppliers, visitors, and other stakeholders who enter our premises, access our information, or use our services. As an organization, Carizon is committed to meeting our accessibility requirements under Ontario's accessibility laws.

Accessible Emergency Contact Information

Carizon is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. Employees with disabilities receive individualized emergency response information when necessary.

Training

Carizon employees, students and volunteers are trained on Ontario's accessibility laws, and on the Human Rights Code as it relates to people with disabilities.

Carizon's accessibility program includes:

- Providing employees, students and volunteers with AODA Customer Service
- Training and Understanding Human Rights training;
- Maintaining records of training;
- Assessing the effectiveness of the accessibility training program and update as required;
- Ensuring contractors, and their employees, hired by Carizon are trained on Ontario's accessibility laws and the Human Rights Code;

Information and Communications

Carizon is committed to meeting the communication needs of people with disabilities. People with disabilities are to be consulted to determine their information and communication needs.

Carizon's websites and content conform with WCAG 2.0, Level A and by January 1, 2021, Carizon is committed to conforming to WCAG 2.0 Level AA standards for all of its websites.

Feedback Process

Carizon is taking the following steps to ensure existing feedback processes are accessible to people with disabilities:

- Developing a plan to incorporate client accommodation experiences in agency client satisfaction survey processes;
- Developing a plan to invite employees and volunteers to share accommodation experience (eg. focus groups and satisfaction surveys);
- Reviewing and updating agency procedures to reflect the ways Carizon accepts feedback;

Fair and Accessible Employment Practices

Carizon is committed to fair and accessible employment practices.

This includes:

- Offering accommodation during the recruitment process;
- Reviewing policies and procedures with respect to recruitment, hiring and interviewing as per the requirements under the employment standards;
- Notifying employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes;
- Accommodating employees during performance management, career development and/or redeployment;
- Notifying successful applicants of policies for accommodation;
- Informing all current and new employees of policies used to support employees with disabilities;
- Providing or arranging for the provision of accessible formats and communication supports for employees;
- Providing individualized workplace emergency response information to employees who have a disability;
- Collecting and tracking feedback provided to Carizon;

- Reviewing feedback on a quarterly basis;
- Incorporating feedback into accessibility initiatives and into any revisions of Carizon's accessibility plan;
- Developing individualized accommodation plans and return-to work plans with employees that have been absent due to a disability;

All employees, students and volunteers are informed of Carizon's Stay at Work/Return to Work policy. Individualized accommodation plans including emergency evacuation plans are developed for employees requesting accommodation.

Design of Public Spaces

Carizon is committed to meeting the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals;
- Accessible off-street parking;
- Service-related elements like service counters, fixed queuing lines and waiting areas;

Carizon follows procedures to prevent service disruptions to its accessible public space.

These include:

- Providing notice of service disruptions to Carizon's accessible public space on Carizon's website;
- Posting a notice of service disruptions to Carizon's accessible public space at the entry ways of its affected sites;
- Notifying the public of available alternatives in the event of an accessible service disruption;

For More Information and Accessible Versions of this Document

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