

## **Carizon Family and Community Services' Accessibility Plan**

This 2014-2019 accessibility plan outlines the policies and actions that Carizon Family and Community Services will put in place to improve opportunities for people with disabilities.

### **Statement of Commitment**

Carizon Family and Community Services is committed to treating all people in a way that respects their dignity and independence. 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.

### **Accessible Emergency Contact Information**

Carizon Family and Community Services 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.

### **Training**

Carizon Family and Community Services will provide training to employees, students and volunteers on Ontario's accessibility laws, any changes in practices with respect to accessibility, and on the Human Rights Code as it relates to people with disabilities.

Carizon Family and Community Services will take the following steps to ensure employees, students and volunteers are provided with the training needed and in a way that best suits their duties to meet Ontario's accessible laws by **January 1, 2015** which includes but is not limited to:

- Continue to provide Customer Service Training
- Maintain records of training that has been completed
- Develop a plan for developing and evaluating ongoing training

Carizon Family and Community Services will ensure that contractors it employs provides its employees with training on Ontario's accessibility laws and the Human Rights Code.

## **Information and Communications**

Carizon Family and Community Services 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.

Carizon Family and Community Services will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by **January 1, 2014** and By January 1, 2021, all internet websites conform with WCAG 2.0 Level AA,

- Carizon will develop a web strategy to strengthen accessibility and use of our websites by people with disabilities. All standard will be met.
- As of January 1, 2014, any new website and new web content will conform with WCAG 2.0 Level A.
- By January 2021, all Carizon internet and intranet sites will conform with WCAG 2.0 Level AA.
- Additionally, Carizon is committed to advancing a web strategy to build accessibility into our existing sites and content materials, wherever practicable.

Carizon Family and Community Services will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015- 2016**.

- Continue to accept feedback through a variety of mediums including email, written letters, phone, and in person
- Develop a plan to incorporate client accommodation experiences in agency client satisfaction survey processes; develop plan to invite employees and volunteers to share accommodation experience (eg focus groups and/satisfaction surveys)
- Continue to review and update agency procedures to reflect the variety of ways Carizon is able to accept feedback
- Provide clients with information in a format that takes their disability into consideration; this may include large print formats or recordings on Carizon's website

## **Employment**

Carizon Family and Community Services is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested; Carizon Family and Community Services will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- Review policies and procedures with respect to recruitment, hiring and interviewing as per the requirements under the employment standards
- Notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes
- When making offers of employment, notify successful applicants of policies for accommodating employees with disabilities
- Inform all current and new employees of policies used to support employees with disabilities
- Provide or arrange for the provision of accessible formats and communication supports for employees
- Provide individualized workplace emergency response information to employees who have a disability

Carizon Family and Community Services 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.

- All employees, students and volunteers are notified when they join Carizon of Carizon's policies used to support employee's with disabilities in their return-to-work,
- When returning employees to work, Carizon will ask if accommodation is required and will build accommodation requirements into the employees return-to-work plan
- Develop and have in place a written process for the development of documented individualized accommodation plans for employees with disabilities
- Individualized accommodation plans including emergency evacuation plans will be developed employees requesting accommodation. The plan will be reviewed on a regular basis.

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if Carizon Family and Community Services is using performance management, career development and redeployment processes.

- Individualized accommodation plans will take into consideration performance management, career development and redeployment practices

- Carizon Family and Community Services will take the following steps to prevent and remove other accessibility barriers identified.
- Collect and track feedback provided to Carizon
- Review feedback on a quarterly basis
- Incorporate feedback into accessibility initiatives and into any revisions of Carizon's accessibility plan

### **Design of Public Spaces**

Carizon Family and Community Services will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds in provincial parks and local communities
- 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 Family and Community Services will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces:

- Provide notice of service disruptions to accessible parts of Carizon's public spaces on Carizon's website
- Post a notice of service disruptions to accessible parts of Carizon's public spaces at the entry ways to its affected sites

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

### **For More Information and Accessible Versions of this Document**

Please Contact Carizon's Risk Manager at:

Phone: 519746-5437 x140

Email: [AODA@carizon.ca](mailto:AODA@carizon.ca) or [jnewman@carizon.ca](mailto:jnewman@carizon.ca)

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