



**ALLIANCE EMPLOYMENT SERVICES**

Attract | Recruit | Hire | Retain

# **Multi-Year Accessibility Plan 2017-2023**

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## **PART I - GENERAL REQUIREMENTS**

Applies all standards of the Integrated Accessibility Standard Regulation (IASR).

### **Accessibility policies**

2017 Requirements

- Develop policies, including a statement of organizational commitment, on how to meet the integrated standards requirements, make them available to the public, and provide them in an accessible format, upon request
- Expand accessibility policy scope, create new supporting standards and communicate to Senior Leadership Team (SLT) and employees:
  - Accessibility policy
  - Accessible Customer Service
  - Accessible Information and Communication
  - Accessible Employment
  - Planning Accessible Meeting / Training

2017 – 2018 Key Accomplishments:

- ☒ Posted policies and standards on the Message Board and Website
- ☒ Implemented policies and procedures organization wide
- ✓ Updated applicable policies and procedures as part of Alliance Employment Services’s policy review process
- ☒ Ensured ongoing compliance

2018 – 2023 Key Actions:

- ☒ Implement policy and procedures organization wide; update as required
- Update policy and procedures in 2020 as part of organization’s policy review process

### **Accessibility plans**

2017 Requirements:

- Develop and implement multi-year accessibility plan
- Establish an outline and determine what will be done to implement IASR requirements
- Post multi-year accessibility plan on website and provide in an accessible format, upon request
- Report to the province every three years and review plan every five years

2017 – 2018 Key Accomplishments:

- ☒ Created multi-year accessibility plan (available in an accessible format upon request)
- ☒ Communicated multi-year accessibility plan to all staff posted it on Alliance Employment Services website
- ☒ Implemented requirements of multi-year plan
- ☒ Reviewed plan and updated in 2018

#### 2018 – 2023 Key Actions:

- ❓ File compliance report with the province in 2020
- ❓ Implement requirements of Multi-Year Accessibility Plan 2018-2023 organization wide; update with provincial amendments to standards as required
- ❓ Update multi-year accessibility plan in 2023

### **Annual Status Review**

#### 2017 Requirements:

- Complete an annual review on progress of key actions as set out in the multi-year accessibility plan.

#### 2017 – 2018 Accomplishments:

- ❓ Completed an annual status review to conform to the plan.

#### 2018 – 2023 Key Actions:

- ❓ Prepare and present a status update for the Board of Directors and Senior Leadership Team annually
- ❓ Post annual status update on Alliance Employment Services website in an accessible format

### **Training**

#### 2017 Requirements:

- Ensure training on the Integrated Accessibility Standard Regulation (IASR) and the Human Rights Code is provided to Board of Directors, employees, volunteers, contractors, and persons who participate in developing policies and others who provide goods, services or facilities on behalf of Alliance Employment Services.

#### 2017 – 2018 Accomplishments:

- ✓ Reviewed available training materials from Ontario government and other sources to assess the applicability to Alliance Employment Services
- ✓ Considered program options and provided training
- ✓ Trained new staff through the on boarding process, and existing staff, Board of Directors, volunteers and contractors with respect to any changes to accessibility policies

#### 2018 – 2023 Key Actions

- Continue to provide training to new and existing staff, Board of Directors, volunteers, contractors, and those who provide goods, services or facilities on Alliance Employment Services's behalf in 2018 and on an ongoing basis, as required

## **PART II - INFORMATION AND COMMUNICATIONS STANDARDS**

Outlines how Alliance Employment Services will create, provide and receive information and communications in ways that are accessible for people with disabilities.

### **Feedback**

2017 Requirements:

- Ensure processes for receiving and responding to feedback are accessible for persons with disabilities by providing/arranging for accessible formats and communications supports, upon request. Notify the public about availability of accessible formats and communication supports.

2017 – 2018 Accomplishments:

- ☐ Created Accessible Information and Communication standard to incorporate all requirements of the IASR legislation
- ☐ Created accessible feedback form and posted on Alliance Employment Services website
- ☐ Ensured multi-channel options (i.e. email, phone, etc.) for providing and receiving feedback
- ☐ Created accommodation request statement for Alliance Employment Services and all training/event notices
- ☐ Updated standard as part of organizational review process
- ☐ Reviewed all feedback processes and updated as required

2018 – 2023 Key Actions:

- ☐ Review and/or update Accessible Information and Communication standard by 2020 as part of organizational policy review process
- ☐ Ensure ongoing compliance

### **Accessible formats and communication supports**

January 1, 2017 Requirements:

- Provide accessible formats and communications supports for persons with disabilities in a timely manner and cost that is no more than the regular cost charged to other persons, upon request.
- Notify the public about availability of accessible formats and communication supports.

2017 – 2018 Accomplishments:

- ☐ Created Accessible Information and Communications standard to incorporate all requirements of the IASR.
- ☐ Ensured multi-channel options for providing and receiving feedback
- ☐ Created accessible feedback forms request statement on website
- ☐ Maintained alternate formats request statement on website
- ☐ Created accommodation request statement for event notices
- ☐ Updated standard as part of Alliance Employment Services review process
- ☐ Ensured compliance by 2018
- ✓ Statement about availability of accessible formats and communication supports maintained on website and key documents posted on organization's website in accessible format

- ☐ Statement created about availability of accessibility supports for organizational meetings, events, surveys and any instance when feedback is requested by the organization

2018 – 2023 Key Actions:

- ☐ Provide training to staff on creating accessible documents, as required
- ☐ Update Accessible Information and Communication procedure by 2020 as part of organizational policy review process
- ☐ Ensure ongoing compliance

## **Accessible websites and web content, WCAG level A**

January 1, 2014 Requirements: (applies to web content published on websites after January 1, 2012)

- Ensure new internet websites and web content conforms to WCAG 2.0 Level A.

2017 – 2018 Accomplishments:

- ☐ Re-launched Alliance Employment Services website in compliance with WCAG 2.0 guidelines
- ☐ Created 100% HTML 5 standards compliance website
- ☐ Regularly evaluated compliance through accessibility quality tool
- ☐ Met level A -WCAG requirements
- ☐ Conducted training for staff as required
- ☐ Ensured ongoing compliance

2018 – 2023 Key Actions:

- ☐ Provide training to staff, as required
- ☐ Ensure ongoing compliance

## **Accessible websites and web content, WCAG level AA**

January 1, 2021 Requirements:

- Ensure internet websites and web content conforms with WCAG 2.0 level AA, other than success criteria 1.2.4 captions (live) and success criteria 1.2.5 audio descriptions (pre-recorded)

2017 – 2018 Accomplishments:

- ☐ Incorporated level A requirements

2018 – 2023 Key Actions:

- ☐ Incorporate WCAG 2.0 Level AA requirements on all Alliance Employment Services web properties
- ☐ Develop and provide templates and guidance to staff on accessible web content
- ☐ Develop and update standards and guides for accessible digital, marketing and media content
- ☐ Provide training to staff, as required
- ☐ Ensure ongoing compliance

## **PART III - EMPLOYMENT STANDARDS**

Outlines how Alliance Employment Services will make employment practices and its workplace more accessible to potential and existing employees with disabilities.

### **Recruitment**

January 1, 2017 Requirements:

- Incorporate accommodation language into recruitment and selection documents

2014 - 2017 Accomplishments:

- ☐ Created Accessible Employment standard to incorporate all requirements of the IASR.
- ☐ Implemented standard organization wide
- ☐ Updated posting templates to include accessibility statement
- ☐ Updated standard by 2017
- ☐ Ensured ongoing compliance

2018 – 2023 Key Actions:

- ☐ Update Accessible Employment standard and Accommodation/work reintegration procedures by 2020 as part of organizational policy review process
- ☐ Ensure ongoing compliance

### **Recruitment, Assessment or Selection Process**

January 1, 2017 Requirements:

- Notify job applicants that accommodations are available in relation to the materials or processes used during the recruitment process, upon request.

2017 – 2018 Accomplishments:

- ☐ During the recruitment process, ensured applicants are notified if selected for an interview or assessment that accommodations are available, upon request
- ☐ Ensured ongoing compliance

2018 – 2023 Key Actions:

- ☐ Update Accessible Employment standard and Accommodation/work reintegration procedures by 2020 as part of organizational policy review process
- ☐ Ensure ongoing compliance

### **Notice to successful applicants**

2017 Requirements:

- Notify successful applicants of policies for accommodating employees with disabilities, when making job offers.

2017 – 2018 Accomplishments:

- ☐ Updated Accommodation procedure to reflect the IASR requirements

- ☐ Implemented and updated Accommodation procedure in 2017
- ☐ Updated offer Terms and Conditions template templates
- ☐ Updated On boarding materials to reflect the IASR requirements
- ☐ Updated standard by 2017 as part of organizational policy review process
- ☐ Ensured ongoing compliance

2018 – 2023 Key Actions:

- ☐ Update Accessible Employment standard and Accommodation/work reintegration procedure by 2020 as part of organizational policy review process
- ☐ Ensure ongoing compliance

## **Informing employees of supports**

2017 Requirements:

- Inform employees of policies to support employees with disabilities

2017 – 2018 Accomplishments:

- ☐ Implemented and updated Accommodation procedure organization wide
- ☐ Updated On boarding materials
- ☐ Updated standard by 2017 as part of organizational policy review process
- ☐ Ensured ongoing compliance

2018 – 2023 Key Actions:

- ☐ Update Accessible Employment Standard and Accommodation/work reintegration procedures by 2020 as part of organizational policy review process
- ☐ Ensure ongoing compliance

## **Accessible formats and communication supports for employees**

2017 Requirements:

- Provide or arrange for accessible formats and communication supports for information needed to perform job duties and information generally available to employees in the workplace, upon request.

2017 – 2018 Accomplishments:

- ☐ Updated policies to ensure employees are aware of accessible supports available upon request
- ☐ Implemented Accessible Employment Standard
- ☐ Updated standard in 2017 as part of organizational policy review process
- ☐ Ensured ongoing compliance

2018 – 2023 Key Actions:

- ☐ Update Accessible Employment standard and Accommodation/work reintegration procedure by 2020 as part of organizational policy review process
- ☐ Ensure ongoing compliance



## **Workplace emergency response information**

2017 Requirements:

- Provide individual workplace emergency response information to employees who have a disability, as required.

2017 – 2018 Accomplishments:

- ☑ Created individual accommodation plans for employees needing assistance
- ☑ Ensured individual emergency plans are updated as required

2018 – 2023 Key Actions:

- ☑ Review and update emergency plans and individual accommodation plans annually or as required
- ☑ Update Accessible Employment standard and Accommodation/work reintegration procedures by 2020 as part of organizational policy review process
- ☑ Ensure ongoing compliance

## **Documented individual accommodation plans**

2018 – 2023 Key Actions:

- ☑ Support employees who need temporary or permanent work accommodation
- ☑ Update Accessible Employment standard and Accommodation/work reintegration procedures by 2020 as part of organizational policy review process
- ☑ Ensure ongoing compliance

## **Return to work process**

2017 Requirements:

- Update current return to work procedure for employees who have been absent from work due to a disability related accommodation to return to work

2017 – 2018 Accomplishments:

- ☑ Reviewed, updated and documented existing return to work process

2018 – 2023 Key Actions:

- ☑ Work with employees returning to work who require accommodations
- ☑ Update Accessible Employment standard and Accommodation/work reintegration procedures by 2020 as part of organizational policy review process
- ☑ Ensure ongoing compliance

## **PART V – CUSTOMER SERVICE STANDARDS**

Outlines how Alliance Employment Services will make it easier for everyone to use its goods, services and facilities.

### **Policies**

January 1, 2017 Requirements:

- Develop policies on the provision of goods, services and facilities, that are consistent with the principles of dignity, independence, integration and equality, make them available to the public, and provide them in an accessible format, upon request.

2017-2018 Accomplishments:

- ✓ Created Accessible Customer Service standard
- ✓ Posted Accessibility Policy and Accessible Customer Service standard on Alliance Employment Services website and provided in an accessible format, upon request
- ✓ Implemented policy and procedure organization wide

2018-2023 Key Actions

- Update Accessible Customer Service standard by 2020 as part of organizational policy review process
- Ensure ongoing compliance

### **Service animals**

2017 – 2018 Requirements:

- Ensure guide dogs and other service animals are permitted to be used in Alliance Employment Services areas/premises that are open to the public unless otherwise prohibited by law. If a service animal is prohibited by law from the premises, ensure other measures are available to enable the individual the ability to obtain, use or benefit organizational goods, services or facilities.
- Ensure new requirements for documentation for confirmation on service animals are implemented

2017 – 2018 Accomplishments:

- ✓ Created Accessible Customer Service standard
- ✓ Updated standard to incorporate the province's amended Customer Service Standard requirements

2018 – 2023 Key Actions:

- Update Accessible Customer Service procedure by 2020 as part of organizational policy review process
- Ensure ongoing compliance

## Support persons

2017 – 2018 Requirements:

- Ensure people with disabilities can access their support persons when using goods, services or facilities provided by the organization. Provide advance notice when a fee for the support person may be applicable. Consult the person with a disability if the organization requires a Support person to accompany them to protect the individual's health and safety or of others on the premises.
- Ensure new requirements for support person and applicable fare are reflected

2017 – 2018 Accomplishments:

- ✓ Created Accessible Customer Service standard
- ✓ Updated procedure to incorporate the province's amended Customer Service Standard requirements

2018 – 2023 Key Actions:

- Update Accessible Customer Service standard by 2020 as part of organizational policy review process
- Ensure ongoing compliance

## Temporary disruptions

January 1, 2017 Requirements:

- Provide notice of a service disruption to any service or facility, including the reason for the disruption, its anticipated duration and a description of alternative facilities or services that may be available, on a website and posted at the location, where possible.

2017 – 2018 Accomplishments:

- ✓ Created Accessible Customer Service standard
- ✓ Posted service disruptions on organization's website and provided in an accessible format, upon request
- ✓ Provided alternative facilities or services where possible

2018 – 2023 Key Actions:

- Update Accessible Customer Service standard by 2020 as part of organizational policy review process
- Ensure ongoing compliance

## Training

2017 - 2018 Requirements:

- Ensure training is provided to employees, volunteers, contractors and those who act on behalf of the organization for the purpose of the AODA, requirements of the organization's Accessible Customer Service standard including how to interact and communicate with people with various types of disabilities in accessing organization's goods, services or facilities.

- Ensure employees, volunteers, contractors and those who act on behalf of the organization for the purpose of AODA, are trained on the amended Customer Service standards.

#### 2017 – 2018 Key Accomplishments:

- ✓ Provided training on the AODA and Customer Service Standard for staff, contractors, volunteers and those who provide goods, services or facilities on organization's behalf
- ✓ Created Accessible Customer Service procedure to incorporate all requirements of the Customer Service Standard
- ✓ Updated standard and training materials to incorporate the province's amended Customer Service Standard requirements

#### 2018 – 2023 Key Actions:

- Continue training to all staff, volunteers, contractors and those who provide goods, services or facilities on the organization's behalf in 2018 and on an ongoing basis, as required
- Update Accessible Customer Service standard by 2020 as part of organizational policy review process
- Ensure ongoing compliance

## Feedback process

#### January 1, 2017 Requirements:

- Establish a process for receiving and responding to feedback about the manner in which goods, services and facilities are provided to persons with disabilities, and the actions taken if a complaint is received
- Ensure the process is accessible for persons with disabilities by providing/arranging for accessible formats and communication supports, upon request.
- Prepare a document about the feedback process and notify the public about availability of the document and post it on the organization's external website.

#### 2017 – 2018 Accomplishments:

- ✓ Created Accessible Customer Service standard
- ✓ Developed multi-channel options for providing and responding to feedback
- ✓ Posted statement about availability of accessible formats and communication supports on organization's website
- ✓ Created statement about availability of accessibility supports for Alliance Employment Services meetings, events, surveys and any instance when feedback is requested by the Alliance Employment Services
- ✓ Created a customer feedback form in both Word and PDF fillable form, which is also available in accessible format upon request

#### 2018 – 2023 Key Actions:

- Update Accessible Customer Service standard by 2020 as part of organizational policy review process

- Ensure ongoing compliance

## **Format of documents**

January 1, 2017 Requirements:

- Provide or arrange for the provision of a document, or the information contained in a document, in a timely manner after consulting with the individual, taking into account the person's accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons, upon request.

2017 – 2018 Accomplishments

- ✓ Created Accessible Customer Service standard
- ✓ Implemented organization wide process for responding to requests for accessible documents and communications supports
- ✓ Created statement about availability of accessible formats and communication supports on website
- ✓ Created statement about availability of accessibility supports for organizational meetings, events, surveys and any instance when feedback is requested by the organization

2018 – 2023 Key Actions:

- Continue training staff on providing accessible documents, as required
- Update Accessible Customer Service procedure by 2020 as part of organization's policy review process
- Ensure ongoing compliance