

Main Street Community Services Multi-Year Accessibility Plan

2014-2021

Developed By:

Created:

Main Street Community Services’ Commitment (as outlined in policy January 2014): Main Street Community Services is committed to providing environments in which all people have an equal opportunity to fully utilize and access supports and services and/or participate in organizational activities, programs, and other activities in which they have an interest. This commitment extends to people supported by Main Street Community Services, employees, volunteers, board members, and members of the general public with whom Main Street Community Services’ employees interact (e.g., donors, those seeking support information, etc.). Main Street Community Services is committed to removing barriers to accessibility or reducing their impact. As appropriate, Main Street Community Services will advocate on behalf of or with the person receiving support to address any barriers they may face.

Accessibility for Ontarians with Disability Act 2005 (AODA) and therefore this multi-year plan consists of the following regulations:

- Customer Service Standard-Ontario Regulation 429/07
- Integrated Accessibility Standard-Ontario Regulation 191/11 (which consists of Employment, Information and Communication, and Transportation)
- Built Environment Standard (not yet released)

Accessibility Regulation Requirement	AODA Due Date	Steps to Meet Requirement	Lead Department
Create Customer Service Standards policy.	January 1, 2012	<ul style="list-style-type: none"> • Complete – Main Street Community Services’ (MSCS) existing accessibility policy was revised to reflect the Customer Service Standards. 	Operations
Provide information to the public and employees, people supported, etc. on the mechanism to share Customer Service and Accessibility feedback, concerns, etc.	January 1, 2012	<ul style="list-style-type: none"> • Information regarding Main Street Community Services’ Accessibility and Customer Service policy, commitments, and process to share feedback is posted in a plain language format on MSCS’ external website. 	Operations
Train all employees, volunteers, and board members on Accessibility	January 1, 2012	<ul style="list-style-type: none"> • Employees undergo training that covers Accessibility and the Customer Service Standards and related policy. 	Educational Services

and the Customer Service Standards and related policy.		<ul style="list-style-type: none"> On an on-going basis, completing the training is part of the employee, volunteer, and board member orientation process. 	
Provide individualized emergency workplace information to employees with disabilities when necessary.	January 1, 2012	<ul style="list-style-type: none"> Human Resources did an informal scan of employee needs for individualized employee evacuation plans. Existing practices include providing employees with individualized emergency response information to accommodate any accessibility needs (e.g., verbal information vs. written information). On an ongoing basis, review emergency response policies and plans to ensure employees requiring assistance during an emergency are accommodated. On an on-going basis, observations and response times from drills are reviewed to confirm the effectiveness of the emergency response plans and to make changes if necessary. 	Human Resources & Operations
Create accessibility policies and make them publicly available.	January 1, 2014	<ul style="list-style-type: none"> Plain language version of accessibility commitment, etc. is available on Main Street Community Services' external website. On an on-going basis, policy is reviewed to ensure it reflects current practice and AODA legislative requirements as they come into effect. 	Operations Department
Make Multi-Year Accessibility Plan publicly available.	January 1, 2014	<ul style="list-style-type: none"> Finalized Multi-Year Accessibility Plan posted on Main Street Community Services' external website. 	Operations Department
Train employees, volunteers and board members on Integrated Accessibility Standard - Ontario Regulation 191/11 (which consists of Employment, Information	January 1, 2015	<ul style="list-style-type: none"> Provide additional training to employees to include additional information to meet legislative requirements. 	Educational Services

and Communication, and Transportation) and the Human Rights Code as it relates to persons with disabilities.			
Make public information accessible, upon request.	January 1, 2016	<ul style="list-style-type: none"> Upon request, provide information to people supported, family members of people supported, donors, employees, volunteers, the general public, etc. in a format that meet their needs. 	All
Notify public, employees and potential candidates with disabilities that accommodations can be made in recruitment and assessment processes.	January 1, 2016	<ul style="list-style-type: none"> Include both internal and external job postings that the position is available to all people, regardless of any Human Rights prohibited ground. Include a secondary statement that indicates that accommodations can be made in both internal and external postings. 	Human Resources
Notify new hires and employees of our policies for accommodating employees with disabilities.	January 1, 2016	<ul style="list-style-type: none"> Currently, all new employees receive orientation including a review of all policies. 	Human Resources
Put in place a written process to develop individual accommodation plans for employees with a disability.	January 1, 2016	<ul style="list-style-type: none"> Communicate to supervisors, that when the need for accommodation is identified, the supervisor can access support from their HR Manager to develop an individual accommodation plan. 	Human Resources
Put in place a return to work process for employees that have been absent due to a disability.	January 1, 2016	<ul style="list-style-type: none"> A comprehensive return to work policy and plan currently exists to support employees who have been absent due to disability. 	Human Resources
Take into account the accessibility needs of employees with disabilities in the following processes: performance management; career development or advancement; and redeploying employees.	January 1, 2016	<ul style="list-style-type: none"> Review Return to Work/Employee Disability Accommodation policy to ensure it includes accessibility needs. Review other policies and determine if additions are required regarding accessibility needs. 	Human Resources

<p>Make all websites and content conform with WCAG 2.0, Level AA.</p>	<p>January 1, 2021</p>	<ul style="list-style-type: none"> • All new internet websites and web content on those sites will conform with WCGA 2.0 Level A. • Continue to evaluate the accessibility of all Main Street Community Services websites with an external evaluation tool. • Consider implementing a product such as <i>Browse Aloud</i> on Main Street Community Services' webpages. • Leading up to January 1, 2021, all internet websites and web content will confirm with SCGA 2.0 Level AA. 	<p>Communications</p>
<p>Incorporate accessibility requirements under the Accessibility Standard for the Design of Public Spaces.</p>	<p>January 1, 2018</p>	<ul style="list-style-type: none"> • As details regarding the Built Environment Standards become available, Main Street Community Services will develop a detailed action plan related to MSCS and these specific requirements. 	<p>Operations Department</p>

<http://www.mcsc.gov.on.ca/en/serve-ability/index.aspx> (Serve-Ability online course. This course will help you better serve customers with disabilities. 20 minute course).