

## **AODA Multi-Year Accessibility Plan**

### **AODA Standards:**

The Ontario government set the goal of a “barrier-free Ontario by 2025” by creating the Accessibility for Ontarians with Disabilities Act, 2005 as a process to develop and enforce accessibility standards. It includes five areas of daily life:

1. Customer service standard
2. Information and communications standard
3. Transportation standard (does not apply to TSM)
4. Employment standard
5. Design of public spaces standard

### **Statement of Commitment:**

The Scott Mission is committed to working towards full compliance with all standards under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). We affirm our commitment to improve accessibility for individuals with disabilities by providing services in a manner that respect the dignity and independence of individuals with disabilities. It is the Scott Mission’s goal to ensure persons with disabilities are treated in an equitable manner and establish policies and practices which are consistent with AODA (2005) to identify, prevent and remove barriers to accessibility.

In accordance with the requirements set out in AODA and Integrated Accessibility Standards Regulation (IASR), The Scott Mission will:

- Establish, review and update this plan in consultation with persons with disabilities;
- Post this plan on its website;
- Report as required on its website on the progress of the implementation of this plan;
- Provide this plan in an accessible format, upon request; and
- Review and update this plan at least once every five years.

### **Customer Service Standard**

The Customer Service Standard (Ontario Regulation 429/07) was the first standard under the AODA to be legislated. It ensures that people with disabilities can receive goods and services in a manner that takes into account one’s disability. The Scott Mission use reasonable efforts to ensure that its policies, practices, and procedures are consistent with the following principles:

- Services will be provided in a way that allows the person with a disability to maintain self-respect and the respect of other people

- Services will be provided in a way that allows the persons with a disability to benefit from the same services and in the same or similar way as other clients, unless a different way is necessary to enable them to access goods, services, or facilities
- Services will be provided to a persons with a disability in such a way that they have an equal opportunity to access our goods, services or facilities as what is given to others
- Persons with disabilities may use assistive devices, support persons, service animals in the access of goods and services unless otherwise excluded by law
- The Scott Mission's employees will communicate to persons of disabilities in ways that take into account their disability
- In the event the accessibility features or services are temporarily out of service, we will provide public notice in a prompt manner
- The Scott Mission's client's feedback process is accessible for persons with disabilities in accessible formats and communication support upon request

The following measures have been implemented by The Scott Mission:

- Developed accessibility policies and procedures to meet the needs of persons with disabilities
- Designed, selected, and provided education and training to all staff, volunteers, and contractors on the purpose of AODA and policies and procedures on accessibility in accordance to AODA
- Implemented a feedback process by using an accessibility guest feedback form

### **Information and Communications Standard**

This section of the Regulation includes requirements related to:

- Accessible feedback processes
- Accessible formats and communication supports
- Publically available emergency procedures, plans, public safety information
- Accessible websites and web content

The Scott Mission is committed to providing customers and clients with emergency and public safety information in an accessible way. We will ensure compliance by following these steps:

- Provide information on emergency procedures, plans and public safety information in an accessible format or with appropriate communication supports, as soon as practicable upon request
- Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability

- Make new internet websites and web content (published after 2012) conform with the World Wide Web consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A
- Make new internet websites and web content conform with the World Wide Web consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA by Jan 1, 2021
- Ensure that any process for receiving and responding to feedback is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports
- Provision of accessible formats and communication supports for persons of disabilities will be provided or arranged upon request

The following measures have been implemented by the Scott Mission:

- Education and training on evacuation and emergency procedures/plans is conducted annually
- Upon request, HR or Department Heads will provide information on emergency procedures/plans in an alternative format
- An organizational wide survey on emergency evacuation assessment has been conducted
- An individual accommodation plan process is developed
- A "Guest feedback form" is available in accessible formats and communication support upon request

### **Employment Standard**

The section of the Regulation includes requirements related to:

- Recruitment, assessment and selection
- Accessible formats and communication supports for employees
- Workplace emergency response
- Individual accommodation plans and return to work processes
- Performance management, career development and redeployment

The Scott Mission is committed to fair and accessible employment practices that attract and retain employees with disabilities. This includes providing accessibility across all stages of the employment cycle. We will use reasonable efforts to ensure that our policies, practices, and procedures are consistent with the following principles:

- Review and update existing recruitment policies, procedures and processes
- Specify that accommodation is available for applicants with disabilities on job postings
- Notify internal and external job applicants that accommodation for disabilities will be provided to support their participation in the recruitment process
- Notify selected applicants that accommodations are available on request
- Inform current employees and new hires as soon as practicable after they begin employment of policies supporting employees with disabilities

- Keep employees up to date on changes to policies/procedures relating to accommodation
- Consult with the employee with a disability when requested and provide/arrange for the provision of suitable accessible formats and communication supports needed to perform the job
- Develop written individual accommodation plans for employees with disabilities
- Have in place a documented process for supporting employees who return to work after being away for reasons related to their disability
- Use performance management processes that take into account the accessibility needs of employees with disabilities
- Take the accessibility needs of employees with disabilities into account; provide them with career development, advancement opportunities and redeployment if necessary

The Scott Mission has taken the following measures to ensure compliance:

- Review, assess and modify existing policies, procedures and practices as necessary
- Take the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans into account during: 1) Assessing performance 2) Managing career development and advancement 3) Redeployment if required

#### **Design of Public Spaces Standard**

This section of the Regulation includes requirements related to:

- recreational trails & beach access routes
- outdoor public use eating areas & outdoor play spaces
- exterior paths of travel
- parking
- obtaining service
- maintenance

This includes:

- Making beach access routes and recreational trails accessible if building new trails or beach access routes and planning to maintain them or making major changes to existing ones or planning to maintain them
- Making new and redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose (includes stairs, ramps, curb ramps, depressed curbs, pedestrian signals, rest areas and not to provide a recreational experience) meet certain technical requirements in accordance with the provisions of the IASR
- Where practicable, making new and redeveloped parking areas meet the technical requirements in accordance with the provision of IASR

- Making new and redeveloped outdoor public eating areas meet the technical requirements in accordance with the provision of IASR
- Making all indoor or outdoor newly constructed service counters and fixed queuing guides and all newly constructed or redeveloped waiting areas will conform to all of the required elements in accordance with the provisions of the IASR
- Providing preventative and emergency maintenance to the accessible parts of the organization's public space, such as putting up signs for temporary disruptions and providing alternative solutions

The Scott Mission is committed to designing public spaces that are free from barriers and accessible to all persons we serve. We will comply with the accessibility standard for built environment outlined in AODA when undertaking new construction or significant planned alterations of public spaces.

The Scott Mission

By   
Peter Duraisami, CEO

For more information on this accessibility plan, please contact:

The Scott Mission  
502 Spadina Ave, Toronto, ON M5S 2H1  
Phone: (416)923-8872 Fax: (416)923-1067

Standard and accessible formats of this document are available free upon request.