

The Scott Mission **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

1. 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:

Year	Customer Service Standard	Responsible	Action Plan	Status		
				In Progress	Ongoing	Complete
2014	Services will be provided in a way that allows the person with a disability to maintain self-respect and the respect of other people	Human Resources Front Line Managers Front Line Staff	<ol style="list-style-type: none"> 1. Designed, selected, and provided education and training to all staff, and volunteers regarding the Accessibility Policy that states the standard for TSM Staff and Client interactions regarding person's with disabilities. 2. Policy stating TSM's commitment to provide services for person's with disabilities will be made available to the public (via website and postings in public areas) 			X
2014/ 2020	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	Human Resources Front Line Managers Front Line Staff	<ol style="list-style-type: none"> 1. Designed, selected, and provided education and training to all staff, volunteers, and contractors regarding the Accessibility Policy that states that persons with a disability will receive the same service as any other client. 2. Accessibility Training is held for every new hire and an organizational wide online training is being conducted (2020) for all staff which states that any person 			X

			with a disability must benefit from the same service as any other client.			
2014	Services will be provided to 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	Human Resources Front Line Managers Front Line Staff	<ol style="list-style-type: none"> 1. Review of Basic Accessibility Training was held at the November All Staff Meeting, as well the Accessibility Policy which states TSM's commitment to: <ul style="list-style-type: none"> - Provide equal opportunity, goods, and services for clients with disabilities as is provided for all other clients. 			X
2014/ 2020	Persons with disabilities may use assistive devices, support persons, service animals in the access of goods and services unless otherwise excluded by law	Human Resources Front Line Staff	<ol style="list-style-type: none"> 1. Review of Basic Accessibility Training was held at the November All Staff Meeting which included: <ul style="list-style-type: none"> - An overview of the Guest Services Plan which communicates TSM's commitment to supporting persons using assistive devices, support persons, service animals while accessing goods and services. 2. TSM's Accessibility Policy states the commitment and specific tips on how to assist persons with disabilities that may be using assistive devices, support persons, and/or service animals. 3. Accessibility Training is held for every new hire and an organizational wide online training is being conducted (2020) for all staff which shares tips on how to 			X

			help persons with disabilities that may be using assistive devices, support persons, and/or service animals.			
2014	The Scott Mission's employees will communicate to persons of disabilities in ways that take into account their disability	Human Resources Front Line Staff	1. TSM's accessibility policy states our commitment to acknowledge a disability and communicate with the person in an appropriate manner.			X
2019	In the event the accessibility features or services are temporarily out of service, we will provide public notice in a prompt manner	Human Resources Managers	1. Signs were created and sent to Front Line Managers to post in case of a service disruption.			X
2014	The Scott Mission's client's feedback process is accessible for persons with disabilities in accessible formats and communication support upon request	Human Resources	1. A Guest Services Plan which communicates TSM's Feedback Process was created. 2. Accessible versions of the Feedback Form such as large print, verbal communication, or another kind which takes the specific disability into account will be made available upon request in all service areas.		X	X

2. Information and Communications Standard

This section of the Regulation includes requirements related to:

- Accessible feedback processes

- Accessible formats and communication support
- Publicly available emergency procedures, plans, public safety information
- Accessible websites and web content

Year	Information and Communications Standard	Responsible	Action Plan	Status		
				In Progress	Ongoing	Complete
2015	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	Human Resources	<ol style="list-style-type: none"> 1. Education and training on evacuation and emergency procedures/plans is conducted annually. 2. Upon request, HR or Department Heads will provide information on emergency procedures/plans in an accessible format. 3. Accessibility Policy has been made available to the public (via TSM website). 4. Yearly training of emergency procedures including specific procedures for employees with disabilities, where applicable, are ongoing. 		X	X
2020		Human Resources Managers Operations				X

			been conducted (2015).			
2017	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	Public Relations	1. TSM website as well as TSM camp website were upgraded according to World Wide Web consortium Web Content Accessibility Guidelines 2.0 Level A.			X
2021	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	Public Relations	1. TSM website is in the process of being upgraded according to World Wide Web Consortium Web Content Accessibility Guidelines Level AA. 2. TSM camp website has been upgraded according to World Wide Web Consortium Web Content Accessibility Guidelines Level AA.	X		X
2014	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	Human Resources Front Line Staff	1. A Guest Feedback Form was created for any persons with disabilities to share their feedback with TSM Management. 2. Determine what kind of accessible formats can be provided, such as large print, verbal communication, accessible PDFs, closed captioning, text to speech or other kinds and provide them upon		X	X

			request in a timely manner.			
2020	Provision of accessible formats and communication supports for persons of disabilities will be provided or arranged upon request	Human Resources	<ol style="list-style-type: none"> 1. Accessible formats and communication support for persons with disabilities such as large print, verbal communication, accessible PDFs, closed captioning, text to speech or other kinds of formats will be made available in a timely manner upon request. 2. TSM website is in compliance with current accessibility standards to communicate to persons with disabilities. 3. Policy states that accessible formats and communication supports will be made available in a timely manner upon request. 		X	X

3. Employment Standard

The section of the Regulation includes requirements related to:

- Recruitment, assessment, and selection
- Accessible formats and communication support 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.

Year	Employment Standard	Responsible	Action Plan	Status		
				In Progress	Ongoing	Complete
2021	Review and update existing recruitment policies, procedures and processes	Human Resources	1. A new recruitment program is being developed that reviews and updates existing recruitment processes and procedures.	X		
2015	Specify that accommodation is available for applicants with disabilities on job postings	Human Resources	1. All job postings specify that accommodations are available for those with disabilities.			X
2015	Notify internal and external job applicants that accommodation for disabilities will be provided to support their participation in the recruitment process	Human Resources	1. All job applicants are notified that accommodations are available to provide support regarding any disability. 2. All recruitment processes accommodate for persons with a disability.			X
2015	Notify selected applicants that accommodations are available on request.	Human Resources	1. Applicants that are selected to be hired are notified that accommodations are available upon request in regard to any disability.			X
2014/ 2020	Inform current employees and new hires as soon as practicable after they begin employment of policies supporting	Human Resources	1. New hires and current employees have been informed of policies regarding disabilities and the organization's commitment to supporting employees		X	

	employees with disabilities.		with disabilities. 2. Accessibility Policies have been created and made available to all staff.			
2020	Keep employees up to date on changes to policies/procedures relating to accommodation	Human Resources	1. Any policy update on procedures regarding accommodation are sent to the staff to whom it applies.		X	
2020	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	Human Resources Managers	1. The Individualized Accommodation Plan has been created which assesses for the need for additional supports that an employee with a disability may need in order to perform their job.			X
2020	Develop written individual accommodation plans for employees with disabilities	Human Resources Managers	1. An Individualized Accommodation Plan Process was created. The plan states the steps to be taken and the form to fill out for staff to complete with their managers to accommodate any disabilities.			X
2012	Have in place a documented process for supporting employees who return to work after being away for reasons related to their disability	Human Resources	1. An "Early and Safe Return to Work" policy was created which includes staff that may return to work after a short- or long-term disability.			X

2021	Use performance management processes that take into account the accessibility needs of employees with disabilities	Human Resources	1. Performance management processes will be created in 2021 that will take into account accessibility needs of employees with disabilities.	X		
2021	Take the accessibility needs of employees with disabilities into account; provide them with career development, advancement opportunities and redeployment if necessary	Human Resources	1. A policy stating TSM's commitment to employee's with disabilities opportunities for career development, advancement and redeployment will be created in 2021.	X		

4.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
- 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

Year	Employment Standard	Responsible	Action Plan	Status		
				In Progress	Ongoing	Complete
N/A	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	N/A	N/A			
N/A	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	N/A	N/A			

N/A	Where practicable, making new and redeveloped parking areas meet the technical requirements in accordance with the provision of IASR	N/A	N/A			
N/A	Making new and redeveloped outdoor public eating areas meet the technical requirements in accordance with the provision of IASR	N/A	N/A			
N/A	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.	N/A	N/A			
2019/2020	Providing preventative and emergency maintenance to the accessible parts of the organization's public space, such as putting up	Human Resources Maintenance Contractors	<ol style="list-style-type: none"> 1. Signs are posted in the event of a temporary service disruption and alternative solutions are provided by frontline staff. 2. Maintenance staff are contacted in the 			

	signs for temporary disruptions and providing alternative solutions	Frontline Staff	event of a service disruption that needs repair (i.e. elevators, washrooms, etc.) 3. In the event that a maintenance staff is unable to end the service disruption, a contractor is contacted.		X	
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