



## **AODA – Multi Year Accessibility Plan 2021-2024**

<b>PLAN NAME</b>	AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR) 2021-2024
<b>DATE</b>	November 2021
<b>DATE REVIEWED OR REVISED</b>	
<b>REFERENCES</b>	<i>Accessibility for Ontarians with Disabilities Act, 2005 (AODA). O. Reg. 191/11 Integrated Accessibility Standards (IASR) AODA – Integrated Accessibility Standards Regulation (IASR) Policies, Ottawa Salus</i>

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#### **Intent**

This accessibility plan (2021 to 2024) outlines the policies and actions that Ottawa Salus will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

#### **Statement of Commitment**

As a provider of supportive housing, Ottawa Salus is committed to ensuring a safe, dignified, and welcoming environment for everyone who has a physical or mental health disability. With a focus on supporting our client /tenant’s recovery and ongoing wellness we provide accessible environments for all stakeholders, including our clients, employees, job applicants, and any visitors who may enter our public premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*, and its associated regulations.

# Accessibility Plan

**Legend:** (ED) Executive Director                      (HR) Human Resources  
 (BD) Board of Directors                                (MG) Management Team  
 (Admin) Administration Team                        (Housing) Housing Team

## Part I – General Requirements

<b>Accessibility Requirement:</b>	<b>Establishment of accessibility policies</b>		
Current or Potential Barriers:	<ul style="list-style-type: none"> <li>Level of involvement of disabled groups at Salus in the AODA policy development/ review process.</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>To increase involvement, Salus will create an 'Accessibility Advisory Committee' which includes representatives from disabled groups. This committee shall be consulted on matters surrounding accessibility.</li> </ul>		
Responsible Authority:	HR & ED	Timeline:	Spring 2022
Results:			

<b>Accessibility Requirement:</b>	<b>Training on IASR and the Human Rights Code</b>		
Current or Potential Barriers:	<ul style="list-style-type: none"> <li>Lack of internal capacity to provide AODA training.</li> <li>Outdated training procedures.</li> <li>Inefficient process for tracking AODA training provided to staff, volunteers and other persons who provide goods, services or facilities on behalf of Salus.</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>Salus will evaluate the possibility of training internal trainers to supplement the external training currently offered to staff.</li> <li>Update training procedures/materials to align with current best practices.</li> <li>Salus will review and improve the process for tracking AODA training.</li> </ul>		
Responsible Authority:	HR & MG	Timeline:	Spring 2024
Results:			

## Part II – Information and Communications Standards

<b>Accessibility Requirement:</b>	<b>Feedback Process</b>		
Current or Potential Barriers:	<ul style="list-style-type: none"> <li>Outdated process for receiving client feedback. (Has not been updated in recent years)</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>Salus will update and simplify the feedback policies and forms. In addition, we will make the updated feedback forms available on our website.</li> </ul>		
Responsible Authority:	HR & MG	Timeline:	Spring/ Fall 2023
Results:			

<b>Accessibility Requirement:</b>	<b>Accessible formats and communication supports</b>		
<b>Current or Potential Barriers:</b>	<ul style="list-style-type: none"> <li>Ensuring the public is clearly notified of the availability of accessible formats upon request.</li> <li>Lack of written procedures for Admin staff explaining how to convert/ acquire accessible versions of documents.</li> </ul>		
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>Salus will develop messaging to be included on our website, signage, pamphlets or other communication channels, to notify the public of the availability of accessible formats.</li> </ul>		
<b>Responsible Authority:</b>	HR and Admin	<b>Timeline:</b>	Fall 2022
<b>Results:</b>			

<b>Accessibility Requirement:</b>	<b>Emergency procedures, plans or public safety information</b>		
<b>Current or Potential Barriers:</b>	<ul style="list-style-type: none"> <li>Increasing digital access to important emergency procedures.</li> </ul>		
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>Salus will make an effort to develop and include digital copies of important emergency procedures (such as evacuation procedures) on our website.</li> </ul>		
<b>Responsible Authority:</b>	Admin	<b>Timeline:</b>	Spring 2023
<b>Results:</b>			

### Part III - Employment

<b>Accessibility Requirement:</b>	<b>Recruitment, assessment and selection processes</b>		
<b>Current or Potential Barriers:</b>	<ul style="list-style-type: none"> <li>Ensuring that in addition to written notification, candidates are also notified verbally during the phone screening call and interview of the availability of accommodation upon request.</li> <li>Lack of formal procedures detailing how to handle accommodations during online/ videoconference interviews.</li> </ul>		
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>Salus will update procedures/ scripts to ensure that these verbal notifications of accommodation are always given.</li> <li>Salus will develop formal procedures for administering accommodations during videoconference interviews.</li> </ul>		
<b>Responsible Authority:</b>	HR	<b>Timeline:</b>	Fall 2022
<b>Results:</b>			

<b>Accessibility Requirement:</b>	<b>Informing employees of supports</b>		
<b>Current or Potential Barriers:</b>	<ul style="list-style-type: none"> <li>Ensuring all employees with disabilities know they are encouraged to request accommodation (and that requests are kept confidential).</li> </ul>		
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>Salus will create and distribute annual all-staff emails, reminding staff of Salus' accommodation policy and encouraging them to make use of it when needed.</li> </ul>		
<b>Responsible Authority:</b>	HR and MG	<b>Timeline:</b>	Winter 2023

Results:	
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Accessibility Requirement:	<b>Accessible formats and communication supports for employees</b>		
Current or Potential Barriers:	<ul style="list-style-type: none"> <li>Lack of awareness among employees on the availability of accessible communication supports upon request.</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>Salus will create and distribute bi-annual all-staff emails reminding everyone that accessible versions of communications are available upon request for employees with disabilities.</li> </ul>		
Responsible Authority:	HR and MG	Timeline:	Summer 2023
Results:			

Accessibility Requirement:	<b>Documented individual accommodation plans &amp; Return to Work</b>		
Current or Potential Barriers:	<ul style="list-style-type: none"> <li>Salus' current employee accommodation policy only focuses on short-term disability, long-term disability, and return to work related concerns.</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>Salus will update/ create a general accommodation policy to address disabilities and pre-existing conditions (Ex. For scenarios where an employee needs an accommodation plan to use a wheelchair in the workplace).</li> </ul>		
Responsible Authority:	HR	Timeline:	Winter 2023
Results:			

Accessibility Requirement:	<b>Performance management and Career development</b>		
Current or Potential Barriers:	<ul style="list-style-type: none"> <li>Ensuring PIPs (performance improvement plans) consider any potential accommodations that the employee has in place.</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>Salus will amend the PIP process to ensure that HR notifies the manager (with employee consent) of any existing accommodation plans that may affect the employee's performance at work.</li> </ul>		
Responsible Authority:	HR and MG	Timeline:	Fall 2023
Results:			

## Part IV.1 – Design of Public Spaces

Accessibility Requirement:	<b>Maintain the accessible parts of our public spaces</b>		
Current or Potential Barriers:	<ul style="list-style-type: none"> <li>Existing Maintenance Service Standards do not specifically reference Salus' AODA policy and other legislated requirements.</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>Salus will update Maintenance Service Standards to reference Salus' AODA policies and ensure compliance with 2021 AODA policy revisions</li> </ul>		
Responsible Authority:	MG	Timeline:	Winter 2022
Results:			

## Part IV.2 – Customer Service Standards

Accessibility Requirement:	<b>Prepare one or more documents describing the accessible customer service policies, provide on request, and notify that the documents are available on request</b>		
Current or Potential Barriers:	<ul style="list-style-type: none"> <li>Lack of a summary sheet/ pamphlet indicating the key points from Salus' Customer Service policy.</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>Salus will develop a brief summary sheet for our customer service standards policy, and make copies publicly available on our website in both official languages.</li> </ul>		
Responsible Authority:	HR and Admin	Timeline:	Spring 2023
Results:			

Accessibility Requirement:	<b>Ensure that a person with a disability is permitted to enter the premises with their support person or service animal and remain with them.</b> (Unless the animal is otherwise excluded by law, in which case, other measures should be implemented to accommodate the individual)		
Current or Potential Barriers:	<ul style="list-style-type: none"> <li>Improving the training provided to staff on procedures for dealing with service animals and support persons.</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>Salus will offer additional training and send out periodic all-staff reminder emails as needed. This will ensure staff are aware of the proper procedures to follow in regards to service animals and support persons.</li> </ul>		
Responsible Authority:	HR and MG	Timeline:	Ongoing
Results:			

Accessibility Requirement:	<b>Provide accessible customer service training to all staff &amp; Training on any policy changes. Also, keep track of training attendance.</b>		
Current or Potential Barriers:	<ul style="list-style-type: none"> <li>Additional training is needed for staff due to the updates and changes to the policy in 2021.</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>Salus will ensure that all our accessibility policies are reviewed annually and as legislative requirements change.</li> <li>Salus will ensure that during an all-staff Town Hall meeting in 2022, the policy changes are reviewed with staff and that necessary training is provided.</li> </ul>		
Responsible Authority:	HR and ED	Timeline:	Fall 2022
Results:			

## Review and Update

This document will be reviewed annually at the end of each calendar year. A formal update, including reassessment of all the items on this plan, will be conducted at the beginning of the calendar year in 2025 (*prior to the legislated 5-year review requirement*).