

AODA Multi-Year Accessibility Plan 2019-2024

Introduction

TransForm is committed to working towards full compliance with current standards of the Integrated Accessibility Standards Regulation (IASR) Policy, Regulation 191/11, under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). In doing so, we affirm our commitment to providing quality services in a manner that respects the dignity and independence of persons with disabilities.

Accessibility for Ontarians with Disabilities Act (AODA)

The AODA Multi-Year Accessibility Plan outlines the policies, achievements and actions that TransForm has taken and the work underway to improve opportunities for people with disabilities. The current plan covers a five-year period (2019-2024), to align with our strategic plan.

Statement of Commitment

TransForm is committed to treating all people in a way that allows them to maintain their dignity and independence. TransForm believes in integration and equal opportunity. TransForm is committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA.

TransForm is committed to develop, implement and maintain policies that govern how the organization achieves or will achieve accessibility through meeting this Regulation. To facilitate this commitment, TransForm has established, maintained and documented a multi-year accessibility plan, that is reviewed and updated at least once every five years to identify progress made in addressing barriers and will be posted on our website.

AODA STANDARDS:

I. General Requirements

(i) Accessible Emergency Information

TransForm is committed to providing clients with publicly available emergency information, plans or public safety information in an accessible way upon request. This information will also be available to the public.

TransForm has provided and will continue to provide employees with disabilities with individualized emergency response information when necessary, and as soon as practically possible. If an employee who receives individualized workplace emergency response information requires assistance, with the employee's consent the workplace emergency response information will be given to the designated employee.

TransForm has created a process for documenting issues of accessibility and recording and providing accommodation for individualized accessible emergency response information. TransForm will continue to review the individualized workplace emergency response plans when necessary.

(ii). Accessibility Policies and Plans

TransForm has developed, implemented and maintained a multi-year plan that outlines strategies and actions to identify, prevent and remove barriers for people with disabilities.

The IASR is incorporated into TransForm's Code of Conduct. Our policy requires all employees to pledge that they will act in good faith and be active participants in creating a civil community of respect, inclusion and understanding for the people with who they work, including colleagues, customers and stakeholders.

(iii). Training

Accessibility and inclusion of people with disabilities is a core value for TransForm and for that reason, we provide training to employees and volunteers on Accessibility Standards and on the Human Rights Code as it relates to people with disabilities. Training is provided in a way that best suits the duties and needs of employees, students, and third parties agents who represent TransForm. In addition, employees may require training on one or more of the standards—information and communications, employment or transportation, as it relates to the duties and responsibilities of their position.

TransForm has taken the following steps to ensure employees are provided with the training needed to meet current standards and legislation:

- Provide educational or training resources in an accessible format that takes into account the accessibility needs of a person with a disability.
- Ensure new employees, students, and third parties agents who represent TransForm complete training within 30 days of employment or placement.
- Keep and maintain a database of the training participant's names and dates of training completion.

II. Customer Service Standard

TransForm use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- Goods or services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods or services to persons with disabilities, and others, is integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
- Persons with disabilities are given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- Persons with disabilities may use assistive devices and/or support persons in the access of goods and services.
- Persons with disabilities and their service animals are accommodated in all aspects of service provision unless the animal is otherwise excluded by law.
- TransForm employees, when communicating with a person with a disability, will do so in a manner that takes into account the person's disability.

- Accessibility Advisory Committee represented by the PEP Committee will present and/or revise as required practices and procedures.
- The Accessibility Standards for Customer Service policy was published on our website.
- Notice will be provided on the website, over the phone, or in writing where applicable when a service disruption occurs and will be done as quickly as possible if the disruption is unexpected.
- AODA Customer Service Standards, Human Rights Code, Code of Conduct and Diversity Awareness training are required training that addresses how to better interact with, and/or accommodate persons with disabilities. Employees will gain understanding of their responsibilities in creating an inclusive and accessible environment, accepting and respectful of the differences between people. These individual learning activities allow training participants to apply learned concepts to a variety of workplace scenarios. The course is based on the principles and practices we believe are necessary to guide our employees in supporting TransForm's strategic priorities "We will create an environment that support our people as they strive for personal excellence" and supporting our core Values; collaboration, accountability, respect and teamwork.
- Completion of training is tracked and recorded.
- Comments relating to customer service are welcomed and appreciated. A process has been established to encourage feedback regarding the way TransForm provides goods and services to people with disabilities. This feedback can be made: verbally, by e-mail, by phone or in writing. All feedback is directed to the Manager of Human Resources.
- A process is in place to ensure that all feedback collected from clients, staff or the general public is reviewed and analyzed to identify potential gaps in customer services, and to ensure appropriate actions are taken.
- Any person with a disability who is accompanied by a support person or by a service animal will be allowed to ensure TransForm's premises with their support person and service animal. At no time will a person with a disability who is accompanied by a support person or service animal be prevented from having access to his or her support person and/or service animal while on our premises.
- Report compliance on the Accessibility Compliance Reporting tool at Service Ontario's One-Source for Business website.

III. Information and Communications Standard

TransForm is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs. We want to achieve the most effective and efficient access to information for all users.

TransForm has undertaken the following plans to ensure compliance with this standard:

- A feedback process has been established that is accessible, alternate formats are also available such as telephone, mail and in-person. These processes have been communicated to the public and are available on our website.

- Our website has been designed to be user friendly for people with a range of needs. People are encouraged to evaluate it against their needs, and contact TransForm via email or phone if they require additional information.
- Our website also provides a feature that allows users to change the size of text to suit their preference.
- The Accessibility Standards online course that includes the Information and Communication Standard module is provided to staff that are involved in developing or disseminating information internally or externally on behalf of the organization.

TransForm has ensured all new websites and content on those sites conform to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A by January 1, 2014 and conforms to WCAG 2.0, Level AA.

TransForm has taken the following steps to ensure compliance with this standard:

- Continue to assess accessibility of existing website organization and content.
- Consult with persons requesting alternative formats.
- Internet websites and web content conforms to WCAG 2.0 Level AA.
- Post a notice on the website and of premises that information is available in a variety of accessible formats.
- Establish a plan/familiarized with resources and time-frames for formatting that is not feasible to do in-house. i.e. captioning, video-description and conversion to Braille or audio and any other formatting.

IV. Employment Standard

TransForm is committed to inclusive and accessible employment practices that attract and retain individuals with disabilities. We have taken the following steps to notify the public and employees that, when requested, TransForm will accommodate people with disabilities throughout the recruitment and onboarding process.

Recruitment

TransForm is committed to ensure that our recruitment and assessment processes are fair and accessible. All supervisors involved in staffing of any type will be provided with Accessibility Employment Standards training. TransForm has taken the following steps to ensure compliance with this standard:

- Specify that accommodation is available for applicants with disabilities in recruitment material and interviews.
- When making offers of employment, notify successful applicant of policies for accommodating employees with disabilities.
- Inform employees of policies supporting employees with disabilities at the time of onboarding.
- Notify all employees to changes of AODA policies or procedures.
- Consult with employee to determine suitability of format or support, when requested.

Individual Accommodation Plan

TransForm is committed to producing and providing documented individual accommodation that includes the following:

- The participation of the employee requiring the individual accommodation plan.

- The ability to seek outside medical evaluation, where necessary to determine if accommodation can be achieved and how.
- High level of privacy and confidentiality.
- Regular review and updates to the plan.
- Reason for denial if applicable.
- The means of providing Individual Accommodation Plans in a format that takes into account the needs of the employee.
- And if required, include individualized workplace emergency response information.

Return to Work

TransForm is committed to developing and putting in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

TransForm has developed and maintained a return to work process for our employees who have been absent from work due to a disability and require disability related accommodations in order to return to work.

The process includes steps TransForm takes to facilitate the return to work process & uses the documented individual accommodation plan.

Performance Management, Career Development & Redeployment

TransForm is committed to ensuring the accessibility needs of employees with disabilities needs are taken into account with regards to performance management, career development and redeployment processes.

TransForm has reviewed and updated the Human Resources policies and procedures to include the following elements:

- Accessibility needs of employees with disabilities, as well as individual accommodation plans are taken into account when using performance management processes.
- Accessibility needs of employees with disabilities, as well as individual accommodation plans are taken into account when providing career development and advancement opportunities.
- Accessibility needs of employees with disabilities, as well as individual accommodation plans are taken into account when redeploying employees with disabilities.

V. Transportation Standard

TransForm does not provide transportation services, however is committed to implementing policies, planning for accessibility and training staff to comply with the accessibility standards related to the Transportation Standards outlined in the Act should this change.

VI. Design of Public Spaces

TransForm will establish plans to meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

TransForm will take appropriate measures to prevent service disruptions to its accessible parts of its public spaces. In the event of a service disruption, we will notify the public of the service disruptions and alternatives made available.

Contact Details

For more information on this accessibility plan, please contact:

TransForm Shared Service Organization

Michelle Watters, Director, Stakeholder Relations, Performance & People

Email: Michelle.watters@transformsso.ca

Phone: 519-401-9043

Mail: 750 Richmond St, Chatham, ON N7M 5J5

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