

Multi-Year Disability Accessibility Plan

Introduction

Children's Aid Society of London & Middlesex statement of Commitment:

The Children's Aid Society of London & Middlesex (CASLM) supports the full inclusion of persons with disabilities as set out in the *Canadian Charter of Rights and Freedoms*, *The Ontario Human Rights Code*, *the Ontarians with Disabilities Act (ODA) 2001* and *the Accessibility for Ontarians with Disabilities Act (AODA) 2005*. The CASLM is committed to complying with the accessibility standards set out in the *AODA's Integrated Accessibility Standards Regulations (IASR)* and *the Accessibility Standards for Customer Service Regulations*.

Regulations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* include accessibility standards in:

- Customer Service
- Information and Communications
- Employment
- Transportation
- The Built Environment

The *IASR* under the *AODA* was enacted in June 2011. Section 4(1) of the *IASR* requires public sector organizations, including CASLM, to create, maintain and make publicly available a multi-year accessibility plan. The accessibility plan must be created, reviewed and updated in consultation with persons with disabilities. The multi-year accessibility plan must also be reviewed at least once every five (5) years, and all organizations are required to prepare an annual status report on the progress that the organization has made to implement their accessibility plan and comply with the *IASR*. The status reports must be made available to the public. The CASLM is guided by our [Policy and Guidelines on disability and the duty to accommodate](#).

Strategies and Actions Planned to 2020

General

The CASLM is committed to advancing the human rights of persons with disabilities using our mandate under the *Code*, through activities such as education, policy development, and public inquiries. The CASLM makes the following commitments on promoting the human rights of persons with disabilities.

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- The CASLM will continue to update its [Policy on Accessibility for People with Disabilities](#) to promote and advance the understanding of human rights law and principals
 - **Timeline: 2011-ongoing review (compliant)**
- The CASLM will take steps to ensure that its workspaces and common areas are accessible for persons with disabilities.
 - **Timeline: 2011-ongoing (compliant)**
 - **All updates and new builds meet IASR requirements**

Client/Customer Service

The CASLM is committed to providing customer service in a way that best respects the dignity and independence of persons with disabilities. The CASLM will continue to adhere to its policies and procedures on assisting people with disabilities and the [Accessibility Standards for Customer Service Regulation](#).

- **Timeline: 2011-ongoing (compliant)**

All staff of CASLM will be trained in **AODA Customer Service Awareness Training**, through the OACAS training platform. Record of this completed training will be kept by CASLM Human Resources Department.

- **Timeline: 2011-ongoing (compliant)**

In compliance of Section 14 (web accessibility) of the Information and Communications Standards, all updates and redesigns of the CASLM website will be in compliance with Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.

- **Timeline: 2015-ongoing (compliant)**

Employment

Sections 22-32 of the IASR require that employers take steps to ensure that employees are offered appropriate accommodation throughout their careers in a way that best respects their dignity and supports their full inclusion and advancement. The CASLM is committed to accessible employment practices and policies to attract and retain employees with disabilities. The CASLM is also committed to providing accommodation to employees with disabilities in a way that allows them to take part fully and meaningfully in the CASLM's work, in a way that best respects their dignity. The CASLM also believes that inclusive design and integration are preferable to individual accommodations, where possible.

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The CASLM will continue to adhere to its Accessibility for People with Disabilities policies and procedures on employment accommodation for both current and prospective employees with disabilities, as well as the standards outlines in the IASR

- **Timeline: 2011-ongoing (compliant)**

The CASLM is committed to ensuring that the recruitment process for new and existing staff is accessible. For example, all internal and external job postings will include the comment “Accommodation is available for those with a disability”. These accommodations will be set by the CASLM Human Resources Department

- **Timeline: 2015-ongoing (compliant)**

Accessibility Training

The CASLM will continue to provide training on disability and the duty to accommodate as well as Human Rights training as it pertains to people with disabilities, to all staff. This training is found on the OACAS web portal and records of training are held by the Human Resources Department.

- **Timeline: 2015-ongoing (compliant)**

Customer Service training is noted above under subheading ‘Customer Service’

Feedback Process

The CASLM encourages feedback about its accessibility, including customer service, website, employment practices, operations, etc. Feedback regarding the way in which the CASLM provides services to people with disabilities can be made, in person to the Human Resources Department, by email (hrdepartment@caslondon.on.ca) or by telephone. Anyone providing the feedback can expect to hear back from a Human Resources Consultant within four business days.

Conclusion

The CASLM will report annually progress made on these commitments to identify and remove barriers for persons with disabilities, and the steps we have taken to comply with the requirements of the IASR. The CASLM will also report publicly on any barriers for persons with disabilities that are raised through the feedback process, and will identify the steps it is taking to address them, where possible.