



victim services toronto

Accessibility Policy and Multi-Year Accessibility Plan

In compliance with Ontario Regulation 191/11 under the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”)

Introduction

The Integrated Accessibility Standards Regulations (“IASR”) under the AODA require that Victim Services Toronto (“VST”) establish, implement, maintain and document its accessibility policies and multi-year accessibility plan (the “Accessibility Plan”), which outlines VST’s strategy for preventing and removing barriers for persons with disabilities and to meet our requirements under the IASR and the AODA.

The Accessibility Policy and Multi-Year Accessibility Plan will be publicly available, including in an accessible format upon request. The Accessibility Plan will be reviewed and updated, if applicable, at least once every five years.

Application

The Accessibility Policy and Multi-Year Accessibility Plan applies to all employees and volunteers of VST.

Our Commitment

In fulfilling our mission, VST strives to treat all individuals in a manner that allows them to maintain their dignity and independence. VST promotes integration and equal opportunity and is committed to meeting the needs of people with disabilities in a timely manner. We will seek to achieve this by preventing and removing barriers to accessibility and by meeting accessibility requirements under the AODA. This Accessibility Policy and Multi-Year Accessibility Plan sets out VST’s policy on how we will achieve accessibility generally, as well as in employment, and information and communications.

Under the IASR, the following accessibility strategies set out the requirements that are applicable to VST:

1. Training;

2. Information and Communication;
3. Kiosks
4. Employment; and
5. Design of Public Spaces Standards.

Accessibility Standards for Customer Service

In accordance with its customer service standard requirements under the IASR, VST is committed to providing exceptional customer service to all of its customers and clients. For more information, please refer to VST's *Accessible Customer Service Policy*.

Accessible Emergency Information

VST is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request.

VST will also provide employees with disabilities with individualized emergency response information when necessary.

Integrated Accessibility Standards Regulations (IASR)

The following sets out how VST is committed to complying with the IASR.

1. Training

VST is committed to providing training on the requirements of the accessibility standards referred to in the IASR and on the *Human Rights Code*, as it pertains to persons with disabilities.

In accordance with the IASR, VST will:

- determine and ensure that appropriate training on the requirements of the IASR and on the *Human Rights Code* as it pertains to persons with disabilities, is provided to all employees and volunteers of VST, all persons providing goods, services or facilities on behalf of VST, and persons participating in the development and approval of VST's policies;
- ensure training is appropriate to the duties of the persons referenced above;
- ensure that the training is provided to persons referenced above as soon as practicable;
- keep and maintain a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided; and

- ensure that training is provided on any changes to VST's policies on an ongoing basis.

Legislative Compliance: January 1, 2015

2. Information and Communication

VST is committed to making company information and communications accessible to persons with disabilities. VST will incorporate new accessibility requirements under the information and communication standards to ensure that its information and communications systems and platforms are accessible and are provided, upon request, in accessible formats that meet the needs of persons with disabilities.

a. Feedback, Accessible Formats and Communication Supports

In accordance with the IASR, VST will:

- ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request and in a timely manner;
- more broadly, as a general principle where accessible formats and communication supports for persons with disabilities are requested:
 - provide or arrange for the provision of such accessible formats and communication supports;
 - consult with the person making the request to determine the suitability of the accessible format or communication support;
 - provide or arrange for the provision of accessible formats and communication supports in a timely manner that takes into account the person's accessibility needs due to disability, and at a cost no more than the regular cost charged to other persons; and
- notify the public about the availability of accessible formats and communication supports.

Legislative Compliance: January 1, 2015 – feedback

January 1, 2016 – accessible formats and communication supports.

Accessible Websites and Web Content

VST's existing website is currently compliant with the WCAG 2.0 Level A guidelines. In accordance with the IASR, VST will take reasonable steps to ensure that all new websites controlled by VST, and web content on those sites published after January 1,

2012, will conform with the World Wide Consortium Web Content Accessibility Guidelines (WCAG 2.0) Level AA, except where meeting the requirement is not practicable .

In accordance with the IASR, VST will take reasonable steps to ensure that all internet websites controlled by VST, and web content on those sites published after January 1, 2012 will be compliant with the WCAG 2.0, Level AA, by January 1, 2021, except where meeting the requirement is not practicable.

Legislative Compliance:

January 1, 2021: WCAG 2.0 Level AA – all Internet websites and web content, except for exclusions set out in the IASR.

3. Kiosks

While VST does not utilize kiosks in providing its services to the general public, VST recognizes its obligations under the IASR should it choose to utilize kiosks for this purpose in the future.

4. Employment

a. Recruitment

VST is committed to fair and accessible employment recruiting practices that attract and retain employees with disabilities. This includes providing accessibility across all stages of the employment cycle.

In accordance with the IASR, VST will do the following:

(i) Recruitment General

VST will notify employees and the public of the availability of accommodation for applicants with disabilities in the recruitment process. This will include:

- review and, as necessary, modification of existing recruitment policies, procedures and processes;
- specifying that accommodation is available for applicants with disabilities, on VST's website and on job postings; and

(ii) Recruitment, assessment and selection

VST will notify job applicants, when they are individually selected to participate in an assessment or selection process and inform them that accommodations are available upon request in relation to the materials or processes to be used in the assessment/selection process. This will include:

- a review and, as necessary, modification of existing recruitment policies, procedures and processes;
- inclusion of availability of accommodation notice as part of the script in the scheduling of an interview and/or assessment; and
- if a selected applicant requests an accommodation, a consultation with the applicant and arrangement for provision of suitable accommodations in a manner that takes into account the applicant's accessibility needs due to the disability; and

(iii) Notice to Successful Applicants

When making offers of employment, VST will notify the successful applicant of its policies for accommodating employees with disabilities. This will include:

- a review and, as necessary, modification of existing recruitment policies, procedures and processes; and
- inclusion of notification of VST's policies on accommodating employees with disabilities in offer of employment letters.

Legislative Compliance: January 1, 2016

b. Informing Employees of Supports and General Provision of Accessible Formats and Communications Supports

In accordance with the IASR, VST will inform all employees of policies that support employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability. This will include:

- informing current employees and new hires of VST's policies supporting employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's needs due to disability;
- providing information as soon as practicable after the new employee begins employment, specifically in the orientation process;

- keeping employees up to date on changes to existing policies on job accommodations with respect to disabilities;
- where an employee with a disability so requests it, VST will provide or arrange for provision of suitable accessible formats and communications supports for:
 - information that is needed in order to perform the employee's job;
 - information that is generally available to employees in the workplace; and
- in meeting the obligations to provide the information that is set out above, VST will consult with the requesting employee in determining the suitability of an accessible format or communication support.

Legislative Compliance: January 1, 2016

c. Documented Individual Accommodation Plans/Return to Work Process

VST will incorporate new accessibility requirements under the IASR to ensure that barriers in accommodation and return to work processes are eliminated and corporate policies surrounding accommodation and return to work are followed, where applicable.

VST's existing policies and practices include steps that VST will take to accommodate employees with disabilities and to facilitate employees' return to work after absence due to disability.

VST will review and assess existing policies to ensure that they include steps that VST will take to accommodate employees with disabilities and to facilitate employees' return to work after absence due to disability. VST will also ensure that they include a process for the development of documented individual accommodation plans for employees with disabilities, if such plans are required.

In accordance with the provisions of the IASR, VST will ensure that the process for the development of documented individual accommodation plans includes the following elements:

- information regarding the manner in which the employee requesting accommodation can participate in the development of the plan;
- information regarding the means by which the employee is assessed on an individual basis;
- information regarding the manner in which VST can request an evaluation by an outside medical or other expert, at VST's expense, to assist VST in determining if and how accommodation can be achieved;
- steps to protect the privacy of the employee's personal information;
- information regarding the frequency with which individual accommodation plans will be reviewed and updated and the manner in which this will be done;

- the reasons for a denial if an individual accommodation plan is denied;
- information regarding the means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs;
- the following will be included if individual accommodation plans are established:
 - any information regarding accessible formats and communication supports that have been provided for or arranged, in order to provide the employee with:
 - information that is needed in order to perform the employee's job;
 - information that is generally available to employees in the workplace; and
- identify any other accommodation that is to be provided to the employee.

VST will ensure that the return to work process as set out in its existing policies outlines:

- the steps VST will take to facilitate the employee's return to work after a disability-related absence;
- the development of a written individualized return to work plan for such employees; and
- the use of individual accommodation plans, as discussed above, in the return to work process.

Legislative Compliance: January 1, 2016

d. Performance Management, Career Development and Redeployment

VST will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans:

- when using its performance management process in respect of employees with disabilities;
- when providing career development and advancement to employees with disabilities; and
- when redeploying employees with disabilities.

In accordance with the IASR, the VST will:

- review, assess and, as necessary, modify existing policies, procedures and practices to ensure compliance with the IASR;
- take the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans, into account when:
 - assessing performance;
 - managing career development and advancement; and

- redeployment is required.
- review, assess and, as necessary, include in performance management workshops, accessibility criteria;
- take into account the accessibility needs of employees with disabilities when providing career development and advancement to its employees with disabilities, including notification of the ability to provide accommodations on internal job postings; and
- take into account the accessibility needs of employees with disabilities when redeploying employees, including review and, as necessary, modification of employee transfer checklist.

Legislative Compliance: January 1, 2016

5. Design of Public Spaces

While VST has no current plans to engage in new construction or significant redevelopment of its facilities at present, VST will meet the Accessibility Standards for all built obligations should any such construction take place in the future.

VST will put procedures in place to prevent service disruption to its accessible parts of public spaces. In the event of a service disruption, VST will notify the public of the service disruption and alternatives available.

Legislative Compliance: January 1, 2017

Information and Feedback

For more information on this accessibility plan or to provide feedback, please contact the AODA Coordinator at:

- Phone: 416-808-7762
- Email: AODA@victimservicestoronto.com

Accessible formats of this document are available free upon request.