

Tropicana Community Services AODA - Multi-Year Accessibility Plan

Year	Description	Activities	Responsibility	Status
2012				
	CUSTOMER SERVICE STANDARD			
	Policies & Procedures	Establish Policies & procedures on providing services to people with disabilities.		Completed
		Set a policy on allowing people to use their own personal assistive devices to access your goods and use your services and about any other measures your organization offers (assistive devices, services, or methods) to enable them to access your goods and use your services.		Completed
		Use reasonable efforts to ensure that your policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity.		Completed
		Document in writing all your policies, practices and procedures for providing accessible customer service and meet other document requirements set out in the standard.		Completed
	Communication	Communicate with a person with a disability in a manner that takes into account his or her disability.		Completed
		Notify customers that documents required under the customer service standard are available upon request.		Completed
		When giving documents required under the customer service standard to a person with a disability, provide the		Completed

		information in a format that takes into account the person's disability.		
		Establish a process for people to provide feedback on how you provide goods or services to people with disabilities and how you will respond to any feedback and take action on any complaints. Make the information about your feedback process readily available to the public.		Completed
		Provide notice when facilities or services that people with disabilities rely on to access services are temporarily disrupted.		Completed
	Training	Train staff, volunteers, contractors and any other people who interact with the public or other third parties on your behalf on a number of topics as outlined in the customer service standard.		Completed
		Train staff, volunteers, contractors and any other people who are involved in developing your policies, practices and procedures on the provision of goods or services on a number of topics as outlined in the customer service standard.		Completed
	Support & Assistance	Allow people with disabilities to be accompanied by their guide dog or service animal in those areas of the premises you own or operate that are open to the public, unless the animal is excluded by another law. If a service animal is excluded by law, use other measures to provide services to the person with a disability.		Completed
		Permit people with disabilities who use a support person to bring that person with them		Completed

		while accessing goods or services in premises open to the public or third parties.		
	Review			Annually
2013				
INFORMATION & COMMUNICATION				
	Policies & Procedures	Establish policies & procedures on communicating with people with disabilities. Receive approval of Policy	ED & HR HR & PR Committees & Board	Completed Approved Dec 4, 2014
	Multi-Year Plan	Develop multi-year plan for implementation of requirements	ED & HR	Completed
	Registration	Register requirements with Ministry	ED	Completed
EMPLOYMENT STANDARDS				
	Policies & Procedures	Establish policies & procedures on communicating with people with disabilities. Receive approval of Policy	ED & HR HR Committee & Board	Completed Approved Dec, 2014
	Multi-Year Plan	Develop multi-year plan for implementation of requirements	ED & HR	Completed
	Registration	Register requirements with Ministry	ED	Completed
2014				
INFORMATION & COMMUNICATION				
	Procuring or Acquiring Goods and Services, or Facilities	Develop and implement accessibility criteria and features for procuring or acquiring goods, services or facilities.	ED	In progress
		Ensure that staff responsible for procuring of goods and services and renting of facilities is aware of criteria	HR	In progress
	Training Requirements	Ensure training for employees and volunteers regarding the IASR and the Ontario <i>Human Rights Code</i> is available in an accessible format. Keep track of completion of required training	HR	On-going

	Accessible Formats and Communication Supports	Develop overall Agency Program brochure in alternate formats Provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and at no additional cost to the individual	Mgr. Community Resources	Completed. Brochure will be placed on website and read on computer.
	Accessible Websites and Web Content	Ensure web content conforms to the Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA. Ensure that TCS' AODA information policy is noted on the website through a statement	Mgr. Community Relations Mgr. Community Relations	Completed In Progress
	Education and Training Resources	Provide training materials or other documents in accessible, or conversion-ready formats where required	Mgr. Youth & Education	In Progress
	Emergency Procedures	Provide public emergency procedures, plans or public safety information in an accessible format or with appropriate communication supports as soon as practicable, upon request	HR	In Progress
	Review		ED & HR	Annually
EMPLOYMENT STANDARDS				
	Recruitment, Assessment and Selection	Determine what accessibility mechanisms can be provided to employees and job applicants who have disabilities. Develop mechanisms to notify employees and the public about the availability of accommodation for job applicants who have disabilities. Inform interviewees and the successful applicant that these accommodations are available.	ED & HR ED, HR & CRRD Program Managers	In Progress & on-going Completed Completed
	Accessible Formats and	Provide or arrange for the provision of accessible formats	HR & Employee	On-going

	Communication Supports for Employees	and communication supports for employees for: <ul style="list-style-type: none"> Information needed in order to perform their job; Information that is generally available to all employees in the workplace. 		
	Plans and Processes	Respect the accessibility needs of its employees with disabilities when developing and implementing process pertaining to performance management tools or career development.	Employee's Supervisor	Ongoing
		Report on Compliance	ED	
2015				
INFORMATION & COMMUNICATION				
	Accessible Formats and Communication Supports	Develop specific program brochures in alternate formats. Provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and at no additional cost to the individual Train staff on Ontario's accessibility laws	Mgr. Community Resources HR	
	Feedback	Ensure processes for receiving and responding to feedback will be accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request. Notify the public about the availability of these accessible formats.	Program Managers & HR	
EMPLOYMENT STANDARDS				
	Documented Individual Accommodation Plans	Develop and have in place written processes for documenting individual accommodation plans for employees with disabilities.	HR, Employee's Supervisor & Employee	
Review				Annually

