



MULTI-YEAR ACCESSIBILITY PLAN

March 2020/2021

CHATS is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are 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 Accessibility for Ontarians with Disabilities Act.

This accessibility plan includes a summary of the accessibility initiatives that CHATS has completed to meet requirements under the Accessibility for Ontarians with Disabilities Act and outlines the actions that will put in place to continue to meet accessibility laws and improve opportunities for people with disabilities.

CURRENT ACHIVEMENTS

INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)

Information and Communication

Accessible Website

CHATS website and content on the site conform to WCAG 2.0, Level A. Our website provides features that makes it compatible with screen readers, allows users to change the size of text online to suit their preference, provides text alternatives for images and videos, navigation allows accessibility by keyboard or mouse and other assistive technologies; and design is not seizure inducing.

CHATS Will take the necessary steps to make the website and content on the site conform with WCAG 2.0, Level AA by May 31, 2021.

CHATS makes sure all publicly available information is provided in accessible formats upon request in a timely manner.

CHATS communicates the availability of accessible formats and communication supports on the website.

Feedback

A process was developed for receiving and responding to feedback from people with disabilities, this includes:

- AODA feedback form available in all locations, including an online submission form on the website.
- Several options and accessible formats for providing feedback (in person, in writing or by the phone)
- An AODA Ad hoc committee to be assembled to respond to accommodation requests.
- Available technology (pocket talker, cctv) or one-on-one support

Accessible Emergency Information

CHATS is committed to providing the customers and persons served with publicly available emergency information in an accessible way upon request. We provide employees with disabilities individualized emergency response information when necessary.

A disruption of service is posted on the website that includes reason for disruption, expected duration, contact information and any alternative services or facilities.

Training

All new staff are required to participate in and complete an online AODA Customer Service Training, and Human Rights Code & Accessibility.

An AODA Volunteer Customer Service Training module was developed, made available to all existing volunteers, and incorporated into the orientation process.

Training on the AODA Employment Standards was provided to staff as it relates to the duties and responsibilities of their position.

Training on the AODA Information and Communication Standards was provided to staff that are involved in developing or disseminating information internally or externally on behalf of the organization.

Employment

CHATS is committed to fair and accessible employment practices and to comply with the Employment Standards set out within the Accessibility for Ontarians with Disabilities Act, Regulation 191/11 has developed the AODA Employment Standard Policy. The policy is reviewed annually.

The recruitment and assessment process include a notice to the public and staff indicating that, when requested, accommodation for people with disabilities is provided. Assessment and accommodation are also provided to employees with disabilities after they are hired.

CHATS has implemented existing return to work and accommodation practices as per legislation (WSIA, OHSA, Human Rights). A process is in place to develop individual accommodation plans and return to work policies for employees that have been absent due to a disability.

Performance management, career development and redeployment processes consider the accessibility needs of employees with disabilities. These processes have been reviewed to ensure that there are no barriers (attitudinal, information, communication, technology, organizational, architectural, physical) that would make these processes inaccessible.

Customer Service

CHATS has developed and implemented an AODA Customer Service Standard Policy to meet the Accessibility Standard for Customer Service Ontario Regulation 429/07. The policy is reviewed annually.

ANNUAL ACCESSIBILITY PLAN UPDATE 2019- 2020

To meet the requirements of the Accessibility for Ontarians with Disabilities Act, a working group was formed with members from management and leadership teams, to identify barriers, develop strategies to address them and improve accessibility for clients, employees, and other stakeholders. This plan will be review annually by the management team to monitor progress and prepare an annual status report.

	BARRIER	ACTION	STATUS March 2021	RESPONSIBLE
Architecture	Adult Day Programs are not all secured (Friuli / SA / Korean)	Improve safety of all Adult Day Programs by seeking out secured and locked spaces	Ongoing	Adult Day Programs Manager

	Some sites for community programs are not wheelchair accessible	When possible, seek out accessible spaces for outreach programs during lease renewal	Ongoing Completed Full access to CHATS programs has been provided via virtual offerings during Covid.	Community Programs Manager
V Attitudinal	Some drivers cannot recognize individuals with dementia, responsive behaviours, or mental health issues	Provide training to paid Drivers to interact and communicate effectively with clients with dementia, responsive behaviours, and mental illness	Completed Drivers have had dementia, responsive behaviour, and mental health training. Ongoing Pursue training offered by LOFT, AS York Embed mental health, dementia, and responsive behaviour training in in core training.	Transportation Manager / HR
Finance	Lack of budget to address accessibility issues (make upgrades and purchase equipment or technology, accommodation)	To budget for emerging accessibility needs	Completed All PSWs provided cell phones and email access. Technology needs of work from home arrangements met. Small HR budget protected for accessibility requests. Ongoing Maintain an active list of prioritized needs in the event funding becomes available.	Director, Finance & Administration
Employment	Accommodation not embedded in all processes of day-to-day work. Measurable work standards/outcomes required to provide accommodation (flex work, work for home)	Provide training and support to supervisors and employees to build effective accommodation plans, ensuring employees do their jobs successfully and organizational objectives are met.	Ongoing flexibility and work from home options provided as needed during COVID	Human Resources /Supervisors

Communication	<p>Accessibility feedback form is not easy to find in website. Lack of knowledge that there is a feedback form (web or hard copy)</p>	<p>Ensure Accessibility Feedback form is readily available in all locations and easy to find on the website. Create an online form.</p>	<p>Completed Feedback form is available in paper format at all locations and online. Ongoing Marketing and Communications to find a more prominent place on new website.</p>	<p>Human Resources Marketing & Communications</p>
	<p>How to identify & relay to others that accommodation is required in first interaction with the public</p>	<p>Incorporate into process of greeting customers (customer service training) and in onboarding for reception</p>	<p>Ongoing SCs to participate in refresher Customer Service Training Customer Service regarding accommodation to be added to Service Coordinator position manual and captured in GoldCare.</p>	<p>Client Care, Operations & Quality Improvement Manager</p>
	<p>Employees lack of awareness of resources /devices available (screen magnifier, pocket talkers)</p>	<p>Remind current employees of resources/devices available as per AODA Customer Service Standard Policy. Add to personnel manual for new employees</p>	<p>Ongoing Update AODA Customer Service policy Appendix A to add new technology currently available to staff. Add Appendix to Personnel Manual for new Employees.</p>	<p>Human Resources</p>
	<p>People with disabilities who do not reach person on live answer have difficulties understanding /following instructions of automatic message.</p>	<p>The message system and script will be reviewed and recorded more slowly and louder and create an option to press '0' to reach to reception desk.</p>	<p>Ongoing Contact phone company to re-record message</p>	<p>Client Care, Operations & Quality Improvement Manager</p>
	<p>Other versions of the printed marketing materials are not available (other languages, larger font, without images)</p>	<p>A funding request has been submitted for translation of materials – response pending (Nancy/Hillary)</p>	<p>Completed Translated materials available in several languages. Ongoing Add different languages, Bill of Rights and Client Survey translated New Website will have better functionality for translation</p>	<p>Marketing & Communication /Client Services</p>

Technology	There is not a procedure that ensures new technology, purchases take into consideration accessibility needs	Include in Safe Purchasing Policy/AODA Customer Service Policy	Complete Added to Safe Purchasing Policy	Human Resources
	Work from home accommodation arrangements not supported by current technology (OTN, Go To Meeting, Skype for business)	Enable virtual connectivity to support work teams	Completed Work from home arrangements and accompanying technology accommodated for all staff during COVID	Director, Finances & Administration
Transportation	Current vehicles pose hazards, getting in/out. Moving to the back seat of a van can be difficult.	CHATS is leasing a van where the middle seat folds and moves right out of the way to see if this will be easier.	Completed All vehicles have custom step stools to assist getting in and out. With client's feedback, 3 new SUV RAV 4s purchased to add a lower vehicle as a choice for greater accessibility. Ongoing As leases turn over, options for accessibility considered.	Transportation Manager
Community Integration	Limited physical access to some program sites (SA ADP, Russian Program, Holland Landing, Friuli)	As opportunities arrive periodic work with sites to support upgrades, Advocacy, letters of support, etc.	Ongoing Continue to seek out accessible space for any new or relocating programs.	ADP Manager / Community Programs Manager
Other	Regular review and progress report by management team quarterly meeting	Incorporate into management meeting agenda for annual review and development of progress report	Ongoing To assign to Management Team agenda	HR Director
	Effective process to consult with clients, employees and other stakeholders on their accessibility needs	Include accessibility as an outstanding item in the Client Advisory Group agenda. Present on AODA legislation at the next meeting.	Completed Presentation on AODA at Client Advisory meeting, feedback obtained. Ongoing Add Accessibility to Agenda for Client Advisory when meetings resume post Covid	Marketing & Communication

		Incorporate question on Client, Volunteer and Employment Experience Survey	<p>Completed Accessibility question incorporated into annual performance appraisal process.</p> <p>Ongoing Accessibility Question to be included with Annual Client, Volunteer and Staff Experience Surveys</p>	Human Resources
Other	Notice on new website of disruption of services	Develop a notice to be posted on website during disruption of services that includes reason for disruption, expected duration, contact information and any alternative services or facilities.	<p>Completed Notice developed to be posted on website and social media and visible locations to advise of disruption, duration, contact information and alternates</p>	Marketing & Communication

For more information on the CHATS Accessibility plan and for accessible formats of this document, please contact:

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