

The Career Foundation's Multi-year Accessibility Plan

[In accordance with the Accessibility for Ontarians with Disabilities Act](#)

Effective date: January 1, 2014

Last modified: December 19, 2018

Next review and update required by: December 19, 2023

Introduction:

The purpose of The Career Foundation's Multi-year Accessibility Plan is to set out the steps that our agency has taken and plans to take in the future in order to prevent and remove accessibility barriers in accordance with the Accessibility for Ontarians with Disabilities Act (AODA).

Requirements:

Not all organizations in Ontario must comply with all of the same requirements or deadlines under the AODA, as some requirements and deadlines differ based upon the size and type of the organization. The requirements outlined in this document reflect the legal obligations that are applicable to non-profit agencies with 50+ employees.

Accomplishments and Initiatives:

The Career Foundation's various accomplishments to date related to preventing and removing accessibility barriers are outlined in this document. Steps that The Career Foundation plans to take in the future with respect to accessibility are also outlined.

Modifications:

This Accessibility Plan is a living document that will be updated to reflect our compliance with the AODA. We may also modify it to reflect any changes that are made to our related business practices. The date on which this document was last modified will be indicated at the top of the first page.

AODA Requirements, Compliance & Planning

Part 1: The Customer Service Standard

The Customer Service Standard is intended to help lead the way to an accessible Ontario. Ontario’s accessible Customer Service Standard provides legal obligations that people, businesses and other organizations in Ontario must do to make the provision of their goods and services more accessible to people with disabilities. The following chart outlines requirements under the AODA’s Customer Service Standard that apply to The Career Foundation, a non-profit organization with 50+ employees, and the deliverables completed by our agency to ensure compliance:

Customer Service Standard Requirements – <u>January 1, 2012 Deadline</u>	Compliance Deliverables	Future Planning/Deliverables (if applicable)
<p>Establish policies, practices and procedures on providing goods or services to persons with disabilities according to principles set out in the regulation. Make reasonable efforts to ensure that policies, practices and procedures are consistent with the principles of <i>independence, dignity, integration and equality of opportunity</i></p> <p>Have a policy dealing with people’s use of their own assistive devices to access goods or services or any other measures the organization offers to enable an individual access to the goods or services. Let people with disabilities bring their service animals onto the parts of the premises open to the public or other third parties, except where the animal is otherwise excluded by law from the premises.</p> <p>Let people with disabilities be accompanied by their support persons while on the parts of the provider’s premises open to the public or other third parties.</p>	<p>Our agency implemented a new Customer Service Policy for Providing Services to Persons with Disabilities that went into force on December 8, 2011. The policy outlines that the services provided by The Career Foundation to persons with disabilities will be provided with the key principles of dignity, independence, equality of opportunity and integration. It also incorporates the requirements pertaining to assistive devices, service animals and support persons.</p> <p>In addition, we created written procedures for our workers and volunteers to follow in accordance with the provisions set out in our policy.</p>	<p>All accessibility policies and procedures in place at The Career Foundation will be kept up-to-date to accurately reflect our organization and its practices.</p>
<p>Train anyone who interacts with the public or other third parties on the provider’s behalf on topics outlined in the customer service standard.</p> <p>Train anyone who is involved in developing the provider’s customer service policies, practices and procedures on topics outlined in the customer service standard.</p>	<p>A training program was developed for our agency’s employees, volunteers and contractors that went into force on December 8, 2011. The program is a combination of written materials that we developed, including procedures specific to our workplace, and videos provided by the Ontario Ministry of Community and Social Service’s Accessibility Office.</p>	<p>Ongoing: Training for all new workers and volunteers to be completed within 2 weeks of their start date.</p> <p>All accessibility policies and procedures in place at The Career Foundation will be kept up-to-date to</p>

<p>Keep a record of the number of people who are trained and when.</p>	<p>We also created a template for the purpose of recording when our workers and volunteers complete the training as per the requirement.</p>	<p>accurately reflect our organization and its practices.</p>
<p>Customer Service Standard Requirements – January 1, 2012 Deadline</p>	<p>Compliance Deliverables</p>	<p>Future Planning/Deliverables (if applicable)</p>
<p>Provide notice when facilities or services that people with disabilities usually use to access goods or services are temporarily disrupted.</p> <p>Communicate with a person with a disability in a manner that takes into account their disability.</p>	<p>These requirements were incorporated in our Customer Service Policy for Providing Services to Persons with Disabilities and in the mandatory training program for our workers and volunteers.</p>	<p>Ongoing: Training for all new workers and volunteers to be completed within 2 weeks of their start date.</p> <p>All accessibility policies and procedures in place at The Career Foundation will be kept up-to-date to accurately reflect our organization and its practices.</p>
<p>Customer Service Standard Requirements – January 1, 2012 Deadline</p>	<p>Compliance Deliverables</p>	<p>Future Planning/Deliverables (if applicable)</p>
<p>Establish a process for receiving and responding to feedback about the way the organization provides goods or services to people with disabilities, including the actions to be taken if a complaint is received, and make information about the process readily available to the public.</p>	<p>A feedback process, including actions that will be taken if a complaint is received, is part of our Customer Service Policy for Providing Services to Persons with Disabilities, which is publicly viewable on our website. The feedback process and procedures to handle complaints is also part of the mandatory training that our workers and volunteers complete.</p>	<p>Ongoing: Training for all new workers and volunteers to be completed within 2 weeks of start date.</p> <p>All accessibility policies and procedures in place at The Career Foundation will be kept up-to-date to accurately reflect our organization and its practices</p>
<p>Customer Service Standard Requirements – January 1, 2012 Deadline</p>	<p>Compliance Deliverables</p>	<p>Future Planning/Deliverables (if applicable)</p>
<p>Document in writing all policies, practices and procedures for providing accessible customer service to persons with disabilities.</p> <p>Let customers know that the documents are available upon request.</p> <p>Upon request, provide the documented information to a person with a disability in a format that takes into account their disability.</p>	<p>All our policies and procedures for providing accessible customer service are documented in writing. Our Customer Service Policy for Providing Services to Persons with Disabilities informs the public that the policy and other documents related to how The Career Foundation provides services to persons with disabilities will be made available upon request. It also states that the documents can be made available upon request in an alternative format that is mutually agreeable.</p> <p>Handling requests for alternative formats is also part of the mandatory training program for our workers and volunteers.</p>	<p>Ongoing: Training for all new workers and volunteers to be completed within 2 weeks of start date.</p> <p>All accessibility policies and procedures in place at The Career Foundation will be kept up-to-date to accurately reflect our organization and its practices.</p>

Customer Service Standard Requirements – <u>December 31, 2012</u>	Compliance Deliverables	Future Planning/Deliverables (if applicable)
Register and file a compliance report via Service Ontario’s One-Key reporting system to confirm compliance with the Customer Service Standard.	The Career Foundation filed its first compliance report on December 11, 2012 and subsequent reports in 2014 and 2017.	Our next compliance report, as per the Accessibility Directorate of Ontario, will be filed in 2020.

Part 2: The Integrated Accessibility Standards Regulation

The AODA’s Integrated Accessibility Standards Regulation (IASR) consolidates accessibility standards in the areas of *employment, information & communications, transportation* and *design of public spaces*. The IASR is being phased in over time, to give smaller organizations and private businesses time to prepare.

The following chart outlines requirements under the IASR that apply to The Career Foundation, a non-profit organization with 50+ employees, and the deliverables that have been completed or will be completed by our agency to ensure compliance prior to the applicable deadlines.

Integrated Accessibility Standards Regulation (As per its Employment Standard) Requirement – <u>January 1, 2012</u> Deadline	Compliance Deliverables	Future Planning/Deliverables (if applicable)
<p>By January 1, 2012, provide individualized workplace emergency response information to disabled employees in circumstances where you are aware that a disabled employee has a need to be accommodated, and where the employee has a disability that would require individualized information.</p> <p>Employers must obtain the employee’s consent before sharing the information with anyone designated to help the disabled employee in an emergency. Employers must then review the emergency response information when the employee changes work locations, the employee’s overall accommodation needs need to be reviewed, or the organization’s emergency response policies are reviewed.</p>	Our agency implemented a Workplace Emergency Response Information Policy to meet these requirements. In fact, rather than having the policy apply only to employees, we exceeded the obligation by extending it to volunteers and independent contractors.	All accessibility policies and individualized emergency response information plans will be kept up-to-date.
Integrated Accessibility Standards Regulation (As per its Information and Communication Standard) Requirement – <u>January 1, 2012</u> Deadline	Compliance Deliverables	Future Planning/Deliverables (if applicable)
For emergency or safety information that is made available to the public, organizations need to provide such information in an alternative format to a person with a disability when asked. The law does not tell you what	Should a person with a disability request an alternative format of any emergency or safety information that we have available to the public, our agency will work with the individual to provide a format that is mutually	Not applicable.

<p>formats to use; it is flexible so you can work with the public to figure out what they need when asked.</p>	<p>agreeable like we do for customer service related documents as outlined in our Customer Service Policy for Providing Services to Persons with Disabilities.</p>	
<p>Integrated Accessibility Standards Regulation Requirements – January 1, 2014 Deadline</p>	<p>Compliance Deliverables</p>	<p>Future Planning/Deliverables (if applicable)</p>
<p>Develop a multi-year accessibility plan that sets out how your organization will:</p> <ul style="list-style-type: none"> - meet its accessibility requirements under the IASR on time - address any current barriers to accessibility, and - prevent and remove future barriers. <p>Organizations need to review and update their organization’s plan every five years. When you update the plan, you may want to highlight your organization’s accomplishments to date.</p> <p>Once you have created your plan:</p> <ul style="list-style-type: none"> - post it on your organization’s website or in another public location - give the information to anyone who asks for it, and - provide it in an accessible format, when asked. 	<p>This multi-year accessibility plan will put our agency in compliance with this requirement. The most current version of the plan will be posted on our website. We will also give it to anyone who asks for it and provide it in an accessible format that is mutually agreeable when asked.</p>	<p>Our plan will be reviewed and updated when required, and at least once every five years.</p>
<p>Integrated Accessibility Standards Regulation Requirements – January 1, 2014 Deadline</p>	<p>Compliance Deliverables</p>	<p>Future Planning/Deliverables (if applicable)</p>
<p>Develop a statement of commitment that establishes your organization’s vision and goals for accessibility. The statement must confirm your commitment to meeting the accessibility needs of people with disabilities in a timely manner. The statement of commitment can be combined with other related information.</p> <p>A formal policy for each of Ontario’s accessibility laws is <u>not</u> required. Organizations need to consider if creating a policy could help achieve compliance. The law is also flexible in that organizations can create new policies, or integrate them into existing ones, such as those that were created for the Customer Service Standard.</p>	<p>The Career Foundation already has in place written policies and procedures to help us achieve compliance.</p> <p>A Statement of Commitment has been part of our Customer Service Policy for Providing Services to Persons with Disabilities since December 2011. We have updated it to further expand upon our agency’s visions and goals for accessibility, and how we are dedicated to meeting needs of people with disabilities in a timely manner as per the requirement.</p>	<p>Any other formal policies that our agency develops related to Ontario’s accessibility laws will be made available to the public upon request as required. All accessibility policies will be kept up-to-date to accurately reflect our organization and its practices.</p>

<p>All organizations — except private sector and non-profit organizations with 1-49 employees — must put their statement of commitment and any policies in writing and make them available to the public. You <u>do not</u> have to post them on your website, but if requested, you need to provide your polices in an accessible format.</p> <p>Accessibility policies need to be kept up-to-date to make sure they accurately reflect your organization and its practices.</p>		
<p>Integrated Accessibility Standards Regulation Requirements – January 1, 2014 Deadline</p>	<p>Compliance Deliverables</p>	<p>Future Planning/Deliverables (if applicable)</p>
<p>The IASR requires government and public sector organizations to include accessibility features in self-service kiosks they design or buy. All other organizations in the province must consider the accessibility of their kiosks.</p> <p>A self-service kiosk is an interactive electronic terminal. People use them to access many kinds of products and services, for example:</p> <ul style="list-style-type: none"> - paying parking fees - validating tickets - buying groceries, and - renewing licences. <p>Often people can pay for the products and services with a debit or credit card.</p>	<p>Compliance with this requirement is not applicable to our agency as we do not provide self-service kiosks.</p>	<p>If we ever do implement such in the future, we will consider the accessibility of them as per the requirement for our organization.</p>
<p>Integrated Accessibility Standards Regulation (As per its Information and Communication Standard) Requirements – January 1, 2014 Deadline</p>	<p>Compliance Deliverables</p>	<p>Future Planning/Deliverables (if applicable)</p>
<p>The World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 sets out guidelines for organizations to follow to make their websites more accessible for people with disabilities. The guidelines cover things like writing web content in clear language and making sure someone can navigate your website with just a keyboard. Each guideline has three</p>	<p>Our current website, which was launched in December 2017, conforms to the WCAG 2.0, Level A.</p> <p>If asked, we will also work with individuals to make our content even more accessible, as per the requirement, such as large print.</p>	<p>We will ensure that our website conforms to the WCAG 2.0 Level AA, as per the requirement, prior to January 1, 2021.</p>

<p>levels of accessibility: A, AA and AAA. Level AAA is the highest level of accessibility.</p> <p><u>Beginning January 1, 2014:</u> If you <i>launch</i> a new public website or your existing site undergoes a <i>significant refresh</i>, the site and any of its web content published after January 1, 2012, must conform to WCAG 2.0, Level A.</p> <p><u>Beginning January 1, 2021:</u> All public websites and all web content on those sites published after January 1, 2012, must conform to WCAG 2.0 Level AA, other than providing captions on live videos or audio descriptions for pre-recorded videos.</p> <p><u>If it is not possible for your organization to do so:</u> Sometimes it may not be possible to meet the WCAG 2.0 requirements. For example, you used software and other tools that predate WCAG 2.0 to develop your website. You may be able to update or repair the products you used to support accessibility. If this is not possible, make sure you use software that supports accessibility the next time you revamp your site.</p> <p>If asked, you will need to work with individuals to make the content accessible to them in some way, like large print or Braille.</p>		
Integrated Accessibility Standards Regulation Requirements – January 1, 2015 Deadline	Compliance Deliverables	Future Planning/Deliverables (if applicable)
<p>By January 1, 2015 non-profit organizations with 50+ employees must train their staff on:</p> <ul style="list-style-type: none"> - the IASR requirements that apply to their organization’s business, and - what must be done under the Ontario Human Rights Code related to disabilities. <p>Training must be provided to:</p>	<p>The Career Foundation implemented this training requirement prior to December 31, 2014.</p> <p>We maintain appropriate records of this training as required.</p>	<p>Ongoing: Training for all new workers and volunteers to be completed within 2 weeks of their start date.</p>

<ul style="list-style-type: none"> - all employees and volunteers, including paid and unpaid positions, - anyone who is involved in developing the organization’s policies, including managers, senior leaders, directors and owners, and - anyone who provides goods, services or facilities on the organization’s behalf, such as facilities management and contact centres. <i>Note: For those who provide goods, services or facilities on behalf of the organization, the organization must ensure that they are trained, but the organization is not required to provide the training.</i> <p>You have the flexibility to decide the best way to provide training for your organization. You can provide the training in many ways. For example, you could include it as part of an orientation session or staff meeting, or incorporate it into your overall training program. You can use handouts or presentations at sessions or staff meetings, or offer online training modules.</p> <p>All organizations — except private sector and non-profit organizations with 1-49 employees — must also keep a record of the number of people who are trained and when.</p>		
<p>Integrated Accessibility Standards Regulation (As per its Information and Communication Standard) Requirements – January 1, 2015 Deadline</p>	<p>Compliance Deliverables</p>	<p>Future Planning/Deliverables (if applicable)</p>
<p>By January 1, 2015 non-profit organizations with 50+ employees are required to make the ways they receive and respond to feedback accessible when asked. When asked, you must be able to receive and respond to feedback from your customers, your employees and members of the public who have a disability.</p> <p>Most organizations in Ontario are already required to set up a way for the public to give feedback about customer service as per the Customer Service Standard regulation of the AODA.</p> <p>If you do not receive and respond to feedback about other topics, you are not required to start doing so.</p>	<p>In addition to receiving and responding to feedback about customer service for persons with disabilities as per the Customer Service Standard and as outlined in our Customer Service Policy for Providing Services to Persons with Disabilities, The Career Foundation receives and responds to feedback about our customer service in general, as well as our privacy practices.</p> <p>Therefore, we will make the ways that we receive and respond to general customer service feedback and our privacy practices more accessible when asked, as per this requirement.</p> <p>Any feedback received and responded to from employees who have a disability will also be made more accessible when asked.</p>	<p>All accessibility policies and procedures in place at The Career Foundation will be kept up-to-date to accurately reflect our organization and its practices.</p>

Integrated Accessibility Standards Regulation (As per its Employment Standard) Requirements – January 1, 2016 Deadline	Compliance Deliverables	Future Planning/Deliverables (if applicable)
<p>Another goal of the Employment Standard is to make hiring accessible. For non-profit organizations with 50+ employees, the compliance deadline for the following requirements is January 1, 2016.</p> <p>Recruitment, general Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.</p> <p>Recruitment, assessment or selection process During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.</p> <p>The Accessibility Directorate of Ontario provides the following examples for how job applicants can be informed that an employer will accommodate disabilities during the selection process:</p> <ul style="list-style-type: none"> - post the information on your website or include it in the job postings - call applicants directly or speak to them in person and write them a letter or send an email. <p>If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant’s accessibility needs due to disability.</p> <p>The Accessibility Directorate of Ontario provides an example of a job applicant who is Deaf and asks for accommodation for a telephone interview. In this situation, alternatives could be to conduct the interview via email or through a TTY line.</p> <p>Notice to successful applicants Every employer shall, when making offers of employment, notify the</p>	<p>We inform the public and job applicants that our agency can accommodate disabilities during our recruitment process related to the materials and processes that we use. We do this by posting a statement on our website’s “Persons With Disabilities” page to let people know that, when asked, we will consult with the applicant to provide or arrange for the provision of suitable accommodation in a manner that takes into account their accessibility needs.</p> <p>Successful applicants are notified of our policies for accommodating employees with disabilities when they receive their job offer from us because all related policies are outlined or referenced in our Policies and Procedures Employee Handbook, which all new employees receive as part of their job offer.</p>	<p>All accessibility policies and related website content will be kept up-to-date to accurately reflect our organization and its practices.</p>

<p>successful applicant of its policies for accommodating employees with disabilities. The Accessibility Directorate of Ontario states that this can be done in several ways and provides the following examples:</p> <ul style="list-style-type: none"> - include the information in the offer letter or in a separate email - call applicants directly or speak to them in person. - 		
<p style="text-align: center;">Integrated Accessibility Standards Regulation (As per its Employment Standard) Requirements – January 1, 2016 Deadline</p>	<p style="text-align: center;">Compliance Deliverables</p>	<p style="text-align: center;">Future Planning/Deliverables (if applicable)</p>
<p>As of January 1, 2016, you need to let your staff know about your organization’s policies for supporting employees with disabilities. You have the flexibility to do this in a way that best suits your organization’s culture and business practices, such as by using newsletters, emails, memos, staff meetings, one-on-one conversations, etc.</p> <p>When an employee with a disability asks for it, you must also work with them to make workplace information accessible. This means providing the information in an accessible format or with communication supports suited to the individual needs of the employee. Workplace information means:</p> <ul style="list-style-type: none"> - information that employees need to perform their jobs, and - general information that is available to all employees at work. 	<p>Our current policies for supporting staff with disabilities are referenced in our Policies and Procedures Employee Handbook and/or incorporated in our Health and Safety training program.</p> <p>The Career Foundation ensures that staff members are aware of any new or revised policies for supporting employees with disabilities by announcing them via agency-wide memorandums.</p> <p>We will also work with employees with disabilities to make workplace information more accessible when asked as per the requirement.</p>	<p>All accessibility policies will be kept up-to-date to accurately reflect our organization and its practices.</p>
<p style="text-align: center;">Integrated Accessibility Standards Regulation (As per its Employment Standard) Requirements – January 1, 2016 Deadline</p>	<p style="text-align: center;">Compliance Deliverables</p>	<p style="text-align: center;">Future Planning/Deliverables (if applicable)</p>
<p>By January 1, 2016, you need to make accommodation plans for employees with disabilities. Accommodation plans are a formal way to record and review the things you need to do to accommodate an employee with a disability. Individual accommodation plans for employees with disabilities should be developed in a clear and consistent way.</p> <p>To develop accommodation plans in a clear and consistent way, think about how you will:</p> <ul style="list-style-type: none"> - involve employees in the development of their plans - assess the accommodation needs of your employees - protect the privacy of your employees’ personal information 	<p>The Career Foundation will create accommodation plans for employees with disabilities when required. If we see that an employee with a disability may require accommodation, we will speak with them to find out how we can accommodate their needs to the extent possible, and we will work with them to develop their plan.</p> <p>All personal information of employees is always kept private and secure, regardless of whether or not he/she has a disability.</p>	<p>Any individual accommodation plans developed will be kept up-to-date.</p>

<ul style="list-style-type: none"> - tell employees why you would deny a request for an accommodation plan - provide plans in accessible formats, and - review and update the plans with your employees. <p>In most cases, employees with disabilities will tell you if they require accommodation, but employers do not need to wait for that. If you see that an employee has a disability that may require accommodation, talk to them to find out how you can accommodate their needs. When you create plans, outline:</p> <ul style="list-style-type: none"> - the accommodations you will provide - how you will help your employees stay safe in an emergency - accessible formats and communications supports your employees need, and - how and when you will review and update the plans. <p>This information should be kept private.</p>		
<p style="text-align: center;">Integrated Accessibility Standards Regulation (As per its Employment Standard) Requirements – January 1, 2016 Deadline</p>	<p style="text-align: center;">Compliance Deliverables</p>	<p style="text-align: center;">Future Planning/Deliverables (if applicable)</p>
<p>By January 1, 2016, the Accessibility Standard for Employment requires employers to support employees who have been away from work because of a disability and need some form of disability-related accommodation to return to work.</p> <p>Consideration should be given about whether or not such employees have temporary, recurring and permanent disabilities. For example, accommodations may be appropriate when an employee:</p> <ul style="list-style-type: none"> - has a broken leg after a ski trip - is undergoing cancer treatment, such as chemotherapy - has a mental illness, such as depression, or - has a disease that causes an evolving or worsening disability, such as amyotrophic lateral sclerosis (ALS, also known as Lou Gehrig’s Disease). <p>Determine whether your employees will need some form of employment-</p>	<p>The Career Foundation has an Attendance and Disability Management Policy and Program in place for employees who have been away from work and require some form of disability-related accommodation to return to employment.</p>	<p>Our related policy and procedures will be kept up-to-date to accurately reflect our organization and its practices.</p>

<p>related accommodation to effectively return to work. If so, you need to create an accommodation plan.</p> <p>You have the flexibility to help your employees return to work in a way that suits your organization’s culture and business practices. For example, you may already have a return-to-work practice in place. You can build on it to meet this new requirement.</p>		
<p>Integrated Accessibility Standards Regulation (As per its Employment Standard) Requirements – January 1, 2016 Deadline</p>	<p>Compliance Deliverables</p>	<p>Future Planning/Deliverables (if applicable)</p>
<p>If your organization uses performance management, provides employees with career development opportunities or moves staff from one job to another, the Accessibility Standard for Employment under the IASR requires you by January 1, 2016 to take into account the accessibility needs of your employees and any accommodation plans.</p> <p>You can make performance management accessible in many ways. For example, you can:</p> <ul style="list-style-type: none"> - review your employees’ accommodation plans to understand their needs and see whether you need to make adjustments to help them succeed - make performance management documents, such as performance plans, available in accessible formats, such as large print, when asked, and - provide feedback and coach your employees in a way that is accessible to them, such as using plain language for an employee who has a learning disability. <p>When you provide career development opportunities, consider what accommodations your employees with disabilities may need to:</p> <ul style="list-style-type: none"> - learn new skills, or - take on more responsibilities in their current position. <p>Also, think about what you could do to help your employees with disabilities succeed in other positions in your organization when they change jobs.</p>	<p>The Career Foundation will ensure that individual accessibility needs of employees with disabilities are taken into account with regard to performance management, career opportunities, and how they can succeed in other positions if changing jobs within our agency. We will do so by incorporating this information whenever an individual accommodation plan is developed for an employee with a disability.</p>	<p>All individual accessibility plans will be kept up-to-date.</p>

Integrated Accessibility Standards Regulation (As per its Information & Communications Standard) Requirements – January 1, 2016 Deadline	Compliance Deliverables	Future Planning/Deliverables (if applicable)
<p>By January 1, 2016, the Accessibility Standard for Information and Communications requires all organizations in the province with at least one employee to make information about their goods, services and facilities accessible. Examples include emails, brochures, menus and video presentations.</p> <p>When someone asks for accessible information, work with them to try to meet their needs. The law is flexible, because what you provide will depend on your resources, the type of information, its current format and the person’s needs.</p> <p>You can make a document accessible by printing it in large print for someone with vision loss, for example. You can also make information accessible by helping someone to use the original document or resource by reading it aloud.</p> <p>In some cases, you may be able to make the information accessible instantly. In other cases, it may take longer – it depends on the individual’s needs, the format and your organization’s resources.</p> <p>Tell your customers that you will make information accessible upon request. You could include a note on your website or promotional materials, create a sign or post a notice on a bulletin board. The law is flexible. Use an approach that works for you.</p> <p>You do not have to have accessible formats on hand or make information that comes from another organization accessible, and this requirement doesn’t apply to products or product labels.</p>	<p>The Career Foundation’s Customer Service Policy for Providing Services to Persons with Disabilities informs the public that alternative formats of the policy and/or other documents available to the public can be made available upon request in a mutually agreeable format.</p>	<p>All accessibility policies will be kept up-to-date to accurately reflect our organization and its practices.</p>

Integrated Accessibility Standards Regulation (As per its Accessibility Standard for the Design of Public Spaces) Requirements – January 1, 2017 Deadline	Compliance Deliverables	Future Planning/Deliverables (if applicable)
<p>By January 1, 2017, the Accessibility Standard for the Design of Public Spaces requires all organizations in Ontario with 50 or more employees to maintain the accessible parts of their public spaces.</p> <p>Have your accessibility plan include preventative and emergency maintenance procedures for the accessible parts of your public spaces, such as posting when regular maintenance occurs and letting people know about alternatives.</p> <p>Procedures should be in place for handling temporary disruptions in service when an accessible part of your public spaces stops working, such as putting up a sign explaining the disruption and outlining an alternative.</p>	<p>The Career Foundation conducts monthly workplace inspections as part of our overall health and safety due diligence at all offices. Doing so allows us to make certain that any required maintenance is not overlooked.</p> <p>Our inspections cover all spaces of our offices. If one of our health and safety representatives identifies an issue that requires correction, he/she submits a recommendation report to management and appropriate action is taken.</p> <p>We also have in place procedures for handling temporary disruptions in service when an accessible part of our public space is not available – this includes posting a notice as soon as possible about the reason for the disruption, how long it is expected to last, and what alternative facilities or services exist, if any, to allow people with disabilities to access our goods or services during the disruption.</p>	<p>All accessibility policies will be kept up-to-date to accurately reflect our organization and its practices.</p>
Integrated Accessibility Standards Regulation (As per its Accessibility Standard for the Design of Public Spaces) Requirements – January 1, 2017 Deadline	Compliance Deliverables	Future Planning/Deliverables (if applicable)
<p>By January 1, 2017, the Accessibility Standard for the Design of Public Spaces requires non-profit organizations with 50+ employees to make new or redeveloped service counters, fixed queuing guides and waiting areas accessible. The standard only applies when you plan to build new or make major changes to your existing features. You <u>do not</u> have to change your organization’s service counters, fixed queuing guides or waiting areas to comply with the law.</p> <p>The standard only applies when you plan to build new or make major changes to your existing features. When you build new or make major changes to your existing service counters, you must make at least one service counter accessible to people who use mobility aids, such as wheelchairs. You can make the counter accessible by making sure it:</p>	<p>The Career Foundation will ensure that any new or major changes made to its service counters or waiting areas comply with these requirements.</p>	<p>Not applicable.</p>

<ul style="list-style-type: none"> - is low enough for someone sitting in a mobility aid, and - has enough clear space in front for a person in a mobility aid to approach the counter, including space for the person's knees. <p>When you build new or make major changes to your existing waiting areas that have seating fixed to the floor, such as in a hospital, you must make sure:</p> <ul style="list-style-type: none"> - at least three per cent of the new seating is accessible, and - no fewer than one seating space is accessible. <p>Accessible seating means a space in the waiting area where someone using a mobility aid, such as a wheelchair, can wait to receive service.</p>		
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Conclusion:

The Accessibility Plan outlined above reflects The Career Foundation's dedication to oblige with all AODA requirements in order to prevent and remove barriers.

The Career Foundation is a certified Service Excellence Organization that is committed to providing exceptional service to all individuals.

