

**WELLKIN CHILD & YOUTH MENTAL
WELLNESS**
(formerly Oxford Elgin Child & Youth Centre)

Accessibility Plan 2012-2025

WELLKIN Accessibility Advisory Committee
November 2012

WELLKIN Accessibility Plan 2012-2025

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SECTION 1: INTRODUCTION

The Wellkin Child & Youth Mental Wellness (WELLKIN) formerly Oxford Elgin Child & Youth Centre [OECYC] is responsible for ensuring the agency's adherence to Accessibility Standards under the Accessibility for Ontarians with Disabilities Act (AODA) and by creating an Accessibility Advisory Committee provides a mechanism for the planning, reviewing and evaluating the implementation of the AODA Accessibility Standards within the agency. WELLKIN is responsible for addressing identified barriers and developing a plan for the removal and prevention of barriers. The agency will also review work from the previous year to determine if all objectives have been met, identify reasons for unaddressed objectives, and specify how these objectives can be re-instituted going forward. WELLKIN shall review its Accessibility Advisory Committee membership on an annual basis to ensure adequate representation from persons with disabilities.

This continually expanding 2012-2025 document is but one snapshot of a series of successive plans, and remains to be a model for future accessibility plans. The document retains a progressive plan of activities that forecast full implementation of the AODA standards by 2025. This Plan will be updated annually to reflect progress made towards full compliance with the AODA. Each year, the plan for the current year will be addressed through the WELLKIN Accessibility Committee.

SECTION 2: AREAS OF ACCESS TO BE ADDRESSED

In 2005, the provincial government enacted the Accessibility for Ontarians with Disabilities Act, (AODA). The goal of this Act is to make Ontario fully accessible to persons with disabilities by 2025.

The following categories arise from the AODA and shall also be reported in the agency's annual plan:

1. Customer Service Standard
2. Employment
3. Information and Communication Systems
4. Transportation
5. Built Environment

As each of the above standards of the AODA are codified into regulations, creating legal obligations for the agency, the annual Accessibility Plan will compare its accomplishments by complying with the spirit and intent of enhancing accessibility with the formal requirements of each standard.

As of September 2012, the Customer Service Standard (O. Reg. 429/07) and the Integrated Accessibility Standards Regulation (O. Reg. 191/11) have been finalized into regulation, The agency has met its primary obligations under those regulations, namely the provision of mandatory training for those engaged in providing services to members of the public, and the establishment of policies and practices to promote and safeguard accessibility.

Efforts are currently underway to ensure compliance in the areas of Employment, Information and Communication Systems, Transportation and the Built Environment through the development of tools and resources to provide accessible course materials and training initiatives to support same.

SECTION 3 THE AGENCY'S ACCESSIBILITY PLAN

3 (a) This portion of the Accessibility Plan reflects those initiatives that are contained in the standards currently finalized and in force.

AODA Standard/ Regulation Section References	Initiative/Action	Description	WELLKIN's Completion Status	AODA Compliance Date
Customer Service Standard O. Reg 429/07	Establishment of Policies, Practices and Procedures	<p>Policies and Practices must be compatible with the following principles:</p> <ol style="list-style-type: none"> 1. Dignity 2. Independence 3. Integration 4. Equal Opportunity <p>To provide accessible customer service, organizations need to create and put in place a plan that:</p> <ol style="list-style-type: none"> 1. Considers a person's disability when communicating with people 2. Allows assistive devices 3. Allows service animals 	January, 2012 and on-going	January 1, 2012

AODA Standard/ Regulation Section References	Initiative/Action	Description	WELLKIN's Completion Status	AODA Compliance Date
		<ol style="list-style-type: none"> 1. Lets customers know when accessible services are not available 2. Train staff on accessible customer service 3. Put their plan in writing 4. Let customers know how to find the organization's plan 5. Offer the plan in accessible formats 6. Report the organization's progress 	2012 and ongoing	January 1, 2012

AODA Standard/ Regulation Section References	Initiative/Action	Description	WELLKIN's Completion Status	AODA Compliance Date
	Training	<p>Customer Service training must be provided for:</p> <ol style="list-style-type: none"> 1. Those who interact with members of the public on behalf of the agency 2. Persons who participate in developing the agency's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties. 	<p>2012 and ongoing</p> <p>In-house training has been provided to all present staff.</p> <p>Training will be provided to newly hired employees and when policies change</p>	January 1, 2012
	Feedback Process	<p>Establish an accessible process for receiving and responding to feedback about the manner in which the agency provides goods or services to persons with disabilities.</p> <p>The information about the process will be readily available to the public.</p>	2012 and ongoing	January 1, 2012

AODA Standard/ Regulation Section References	Initiative/Action	Description	WELLKIN's Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 3	Part I General Establishment of Accessibility Policies	s. 3(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation	2012 and ongoing WELLKIN's Accessibility Policy is available at 1. 912 Dundas Street, Woodstock, Ontario, N4S 1H1 2. By telephone: [519] 539-0463 ext. #224 3. In writing, to Payroll & Benefits Administrator 4. Electronically to: SRutledge@wellkin.ca	January 1, 2012
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 4	Accessibility Plans	s. 4(1) Designated public sector organizations shall, (a) establish, implement, maintain and	1. 2012 and ongoing Accessibility Plan is available at 912 Dundas Street,	January 1, 2012

AODA Standard/ Regulation Section References	Initiative/Action	Description	WELLKIN's Completion Status	AODA Compliance Date
		<p>document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation</p> <p>(b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and</p> <p>(c) review and update the accessibility plan at least once every five years</p>	Woodstock, Ontario, N4S 1H1	
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 4		s. 4(2) Designated public sector organizations shall establish, review and update their accessibility plans in consultation with persons with disabilities and if they have established an accessibility advisory committee, they shall consult with the committee.	2012 and ongoing	January 1, 2013
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 4		s. 4(3) Designated public sector organizations shall,		

AODA Standard/ Regulation Section References	Initiative/Action	Description	WELLKIN's Completion Status	AODA Compliance Date
		<p>(a) prepare an annual status report on the progress of measures taken to implement the strategy referenced in clause (1)(a); and</p> <p>(b) post the status report on their website, if any, and provide the report in an accessible format upon request.</p>		January 1, 2013
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 5	Procuring or acquiring goods, services or facilities	s. 5(1) Public sector organizations shall incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.		January 1, 2013
		s. 5(2) If a designated public sector organization determines that it is not practicable to incorporate accessibility criteria and features when procuring or acquiring good, services or facilities, it shall provide, upon request, an explanation.		January 1, 2013

AODA Standard/ Regulation Section References	Initiative/Action	Description	WELLKIN's Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 7	Training	<p>s. 7(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities to,</p> <p>(a) all employees, and volunteers;</p> <p>(b) all persons who participate in developing the organization's policies; and</p> <p>(c) all other persons who provide goods, services or facilities on behalf of the organization.</p>	2012 and on-going	January 1, 2014
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 11	Part II Information and Communication Standards Feedback	<p>s. 11 (1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.</p>	2012 and ongoing @ srutledge@wellkin.ca	January 1, 2014

AODA Standard/ Regulation Section References	Initiative/Action	Description	WELLKIN's Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 12	Accessible formats and Communication Supports	<p>s. 12 (1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,</p> <p>(a) in a timely manner that takes into account the person's accessibility needs due to disability; and</p> <p>(b) at a cost that is no more than the regular cost charged to other persons.</p>	2012 and on-going	January 1, 2015
		s. 12 (2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.		January 1, 2015
		s. 12 (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports		January 1, 2015
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 13	Emergency procedure plans, or public safety information	s. 13 (1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall	2012 and on-going	January 1, 2012

AODA Standard/ Regulation Section References	Initiative/Action	Description	WELLKIN's Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 14	Accessible websites and web content	<p>provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request</p> <p>s. 14 (2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA</p>	<p>Dec. 18, 2017</p> <p>June 30, 2021</p>	<p>January 1, 2014 – new internet websites and web content on those sites must conform with WCAG 2.0 Level A.</p> <p>January 1, 2021 – all internet websites and web content must conform with WCAG 2.0 Level AA, other than,</p> <p>i. success criteria 1.2.4 Captions (Live), and</p> <p>ii. success criteria 1.2.5 Audio Descriptions (Pre-recorded).</p>
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 22	Part III Employment Standards	s. 22 Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	2012 and on-going	January 1, 2014

AODA Standard/ Regulation Section References	Initiative/Action	Description	WELLKIN's Completion Status	AODA Compliance Date
	Recruitment, general			January 1, 2014
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 23	Recruitment, assessment or selection process	<p>s. 23 (1) 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>(2) 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>	2012 and on- going	January 1, 2014
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 25	Informing employees of support	<p>s. 25 (1) Every employer shall inform its employees of its policies used to support its 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 disability.</p>	2012 and on- going	January 1, 2014

AODA Standard/ Regulation Section References	Initiative/Action	Description	WELLKIN's Completion Status	AODA Compliance Date
		s. 25 (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.		January 1, 2014
		s. 25 (3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.		January 1, 2014
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 26	Accessible formats and communication supports for employees	s. 26 (1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,	2012 and on- going	January 1, 2014
		(a) information that is needed in order to perform the employee's job; and (b) information that is generally available to employees in the workplace.		January 1, 2014

AODA Standard/ Regulation Section References	Initiative/Action	Description	WELLKIN's Completion Status	AODA Compliance Date
		s. 26 (2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.		January 1, 2014
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 27	Workplace emergency response information	s. 27 (1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.	2012 and on- going	January 1, 2014
		s. 27 (2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.		January 1, 2012
		s. 27 (3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.		January 1, 2012

AODA Standard/ Regulation Section References	Initiative/Action	Description	WELLKIN's Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 28	Documented individual accommodation plans	<p>s. 27 (4) Every employer shall review the individualized workplace emergency response information,</p> <p>(a) when the employee moves to a different location in the organization;</p> <p>(b) when the employee's overall accommodations needs or plans are reviewed; and</p> <p>(c) when the employer reviews its general emergency response policies.</p>	2012 and on-going	January 1, 2012
		<p>s. 28 (1) Employers shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p>		January 1, 2014
		<p>s. 28 (2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 		

AODA Standard/ Regulation Section References	Initiative/Action	Description	WELLKIN's Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 29	Return to work process	<p>3. The manner in which the employer can request an accommodation can be achieved.</p> <p>4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</p> <p>5. The steps taken to protect the privacy of the employee's personal information</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p>	2012 and on-going	January 1, 2014
	Return to work	s. 29 (1) Every employer, other than an employer that is a small organization,		January 1, 2014

AODA Standard/ Regulation Section References	Initiative/Action	Description	WELLKIN's Completion Status	AODA Compliance Date
		<p>(a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and</p> <p>(b) shall document the process.</p>		January 1, 2014
		<p>s. 29 (2) The return to work process shall,</p> <p>(a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</p> <p>(b) use documented individual accommodation plans, as described in section 28, as part of the process.</p>		January 1, 2014
		<p>b) use documented individual accommodation plans, as described in section 28, as part of the process</p> <p>s. 29(3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>		January 1, 2014

AODA Standard/ Regulation Section References	Initiative/Action	Description	WELLKIN's Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 30	Performance management	s. 30 (1) An employer that uses performance management in respect of its employees shall 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.	2012 and on- going	January 1, 2014
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 31	Career development and advancement Redeployment	s. 31 (1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	2012 and on- going	January 1, 2014
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 32		s. 32 (1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	2012 and on- going	January 1, 2014

Conclusions

3 (b) This portion of the Accessibility Plan provides an overview of the proposed standards that are not yet finalized or in force. This section reflects that despite the lack of final detail, the agency is aware of what actions and initiatives, broadly speaking, it will be required to implement in order to meet the spirit and intent of the standards once they are finalized.

Proposed Built Environment Standard

As of September 2012, the Built Environment Standard for the interior spaces is still under development. However in August 2012, a proposed regulation for (exterior) Public Spaces was circulated for comment. Most notable about this draft are the requirements related to Accessible Parking, outdoor public eating areas, as well as service counters and waiting areas in locations where services are provided.

The Built Environment standard relevant to interior spaces is still being developed by the Ministry, and will likely be closely related to the Building Code. In the meantime, Wellkin Child & Youth Mental Wellness continues to address accessibility issues on an as needed basis.

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