

## Multi-Year Accessibility Plan 2019 – 2025

AODA ACTIVITIES	COMPLETED	CURRENT UPDATES AND PROJECTED
<b>Accessibility Policies</b>		
CCASH will develop, implement, and maintain policies governing how the CCASH achieves or will achieve accessibility through meeting its requirements referred to in the AODA's Integrated Accessibility Standard Regulation (IASR).	<ul style="list-style-type: none"> <li>• AODA (Accessibility for Ontarians with Disability Act) Policy and multi-year Accessibility Plan are in place</li> </ul>	Policies to be reviewed in 2022 and 2023.
CCASH will include a statement of its commitment to meet the accessibility needs of persons with disabilities in a timely manner in applicable CCASH policies.	<ul style="list-style-type: none"> <li>• The CCASH has developed an AODA Statement that is included in the AODA (Accessibility) Policy and the Multi-Year Accessibility Plan.</li> </ul>	Accessibility Statement is available on <a href="#">website</a> .
<b>Accessibility Plan</b>		
CCAH will develop, implement, maintain and document a Multi-Year Accessibility Plan that outlines plans to prevent and remove barriers and meet requirements in the IASR. <ul style="list-style-type: none"> <li>• Post the plan on our website, provide the Plan in an accessible format upon request.</li> <li>• Review and update the Plan at least once every five years.</li> </ul>	<ul style="list-style-type: none"> <li>• Accessibility Plan developed</li> <li>• Plan posted on website and intranet.</li> <li>• Accessibility Plan will be reviewed at a minimum every 5 years.</li> </ul>	Accessibility Plan is posted on website.  Accessibility Plan reviewed and updated in 2023.
<b>Customer Service</b>		
CCASH is committed to providing accessible customer service.	<ul style="list-style-type: none"> <li>• AODA (Accessibility) Policy and its procedures updated to ensure procedures are consistent with Customer Service Standard requirements.</li> </ul>	AODA standards training is provided to all staff, students, volunteers and Foster Caregivers.
<b>Training</b>		
CCASH will ensure training is provided to all employees, volunteers, and foster caregivers on the requirements of the accessibility standards in the IASR and the Ontario Human Rights Code as it pertains to persons with disabilities.	<ul style="list-style-type: none"> <li>• Mandatory AODA training - Ontario Human Rights Code in place.</li> <li>• Training will be revised and/or enhanced to respond to any changes in legislation and/or internal AODA policies or practices</li> </ul>	All staff, students and volunteers and foster care givers are required to complete the mandatory training.

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<b>Feedback</b>		
CCASH AODA (Accessibility) Policy and its procedures will outline the process for receiving and responding to feedback.	<ul style="list-style-type: none"> <li>• AODA Complaint and Feedback form updated 2023.</li> <li>• Communications receives all submitted feedback forms (hard copy or digital).</li> </ul>	Complaint and Feedback Form is maintained online <a href="https://hccas.ca/accessibility/">https://hccas.ca/accessibility/</a> and in hard copy at Reception
CCASH shall ensure the feedback process is accessible to persons with disabilities by providing or arranging for accessible formats and communication supports, upon request.	<ul style="list-style-type: none"> <li>• Feedback process will be reviewed to ensure it notes that accessible formats and communications supports are available upon request.</li> <li>• Vendor lists for accessible formats are maintained by Communications.</li> </ul>	Communications will ensure accessible formats of the Complaint and Feedback Form are available at all times.
<b>Information and Communication: Accessible Formats and Communication Supports</b>		
CCASH shall upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities: <ul style="list-style-type: none"> <li>• In a timely manner that takes into account a person's accessibility needs; and</li> <li>• At a cost that is no more than the regular cost charged to other persons.</li> <li>• Including request from employees regarding information in order to perform their job, and other general information</li> </ul>	<ul style="list-style-type: none"> <li>• The CCASH AODA Policy contains a commitment to provide or arrange for the provisions of accessible formats or communication supports upon request, in consultation with the person making the request. This includes requests from employees (included in Accommodation Policy as well as AODA)</li> </ul>	AODA Complaint and Feedback Form available on <a href="#">website</a> . Other accessible format is available on request.
CCASH shall notify the public about the availability of accessible formats and communication supports.	<ul style="list-style-type: none"> <li>• The CCASH will review methods we utilize to inform the public to ensure widespread communication. This is included in our Accessibility Statement and Policy which is available on our internet and intranet.</li> </ul>	The Agency continues to use different approaches to communicate information with regard to any accessibility concerns that may occur on the premises.
<b>Emergency Procedure, Plans or Public Safety Information</b>		
CCASH will ensure any emergency procedures, plans or public safety information which is made available to the public, will be made available in an accessible format or with communication supports upon request.	<ul style="list-style-type: none"> <li>• Agency Emergency Protocol policy and procedures maintained by Corporate Services/Property.</li> <li>• Both audio and visual Emergency/Fire evacuation alarms in place.</li> </ul>	Emergency Protocol reviewed at regular intervals to ensure compliance with IASR.

AODA ACTIVITIES	COMPLETED	CURRENT UPDATES AND PROJECTED
<b>Accessible Website</b>		
CCASH shall make internet websites and web content conform to WCAG 2.0 Level AA.	<ul style="list-style-type: none"> <li>As the website evolves and improves, the CCASH will incorporate WCAG 2.0 Level AA design.</li> </ul>	Website enabled with Accessibility support options
<b>Employment</b>		
Accommodation for applicants with disabilities is provided in all recruitment and employment processes by CCASH.	<b>Recruitment:</b> <ul style="list-style-type: none"> <li>Accommodation is actively offered for selection process and during employment</li> <li>Ongoing Accommodations requests are processed as they are requested</li> <li>Workplace Emergency response information and individual accommodation response information and individual accommodation plans</li> </ul>	All AODA policies are shared and made available on the Intranet for employees.  All job postings describe CCASH commitment to AODA in the recruitment process  Interview questions and procedures are updated to remove barriers  Accommodation needs are reviewed with all employees returning to work from sick leave and individual emergency plans are developed for emergency evacuation.
Procurement	<ul style="list-style-type: none"> <li>CCASH is committed to fair and accessible procurement procedures and processes</li> </ul>	The Agency works with a sector provider for procurement activities
Design of Public spaces	<ul style="list-style-type: none"> <li>CCASH will ensure all accessibility design principles are applied when major renovations are completed to the public spaces</li> </ul>	The 735 King Street East office will continue to be accessible for wheelchair access, elevator and Doors.
<b>Document And Vendor List</b>		
	CCASH keeps a list of vendors that will provide information in different accessible formats as required	To be maintained by Communications.