



GOOD SHEPHERD

MULTI-YEAR INTEGRATED ACCESSIBILITY PLAN 2022-2026



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STATEMENT OF COMMITMENT

In fulfilling our mission, Good Shepherd strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other clients.

GOOD SHEPHERD'S VISION, MISSION AND VALUES

We are called to Never Stop Loving. Inspired by the Hospitality of St. John of God and rooted in Catholic teachings, Good Shepherd provides person-centred health, housing and human services. Guided by our Faith in People, we are committed to working together to build healthy and resilient communities founded on the principle of social justice for all. Hospitality, as inspired by St. John of God is at the heart of Good Shepherd's mission. This means that we welcome all people with compassion, acceptance and a spirit of generosity; creating opportunities for transformation. Hospitality embodies our values of Responsibility....Availability...Adaptability...Quality...Dignity.

GENERAL

ESTABLISHMENT OF ACCESSIBILITY POLICIES (S.3)

Implementation Deadline: January 1, 2014

Action Required:

- Develop, implement and maintain policies that govern how the organization will achieve the required accessibility standards.
- Policies will include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner, will be available to the public and will be provided in accessible formats.

Status: complete

ACCESSIBILITY PLANS (S.4)

Implementation Deadline: January 1, 2014

Action Required:

- Create, implement and document a multi-year accessibility plan that outlines the organization's strategy to prevent and remove barriers.
- Post the plan on the organization's website and make it available in accessible formats upon request.
- Maintain the plan by reviewing and updating at least once every five years.

Status: complete

TRAINING (S.7)

Implementation Deadline: January 1, 2015

Action Required:

- Training regarding the requirements of the accessibility standards under the AODA and the *Human Rights Code* must be provided to:
 - (a) all employees, and volunteers;
 - (b) all persons who participate in developing the organization's policies;
 - (c) all other persons who provide goods, services or facilities on behalf of the organization
- Training shall be appropriate to the duties of the employees, volunteers and other persons and shall be provided as soon as feasible.
- A record of training must be maintained that includes training dates and the number of participants.

Status: **complete**

INFORMATION AND COMMUNICATION STANDARDS

FEEDBACK (S.11)

Implementation Deadline: January 1, 2013

Action Required:

- Feedback processes must be made accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.
- The public shall be made aware of the availability of accessible formats and communication supports.

Status: **completed-upon request**

ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS (S.12)

Implementation Deadline: January 1, 2016

Action Required:

- Upon request accessible formats and communication supports for persons with disabilities shall be provided, or a provision arranged, in a timely manner that takes into consideration the individuals accessibility needs and at no additional cost above the regular cost charged to other persons.
- In determining the appropriate accessible format or communication support, the organization shall consult with the individual making the request.
- The public shall be made aware of the availability of accessible formats and communication supports.

Status: **complete-upon request**

EMERGENCY PROCEDURES, PLANS OR PUBLIC SAFETY INFORMATION (S.13)

Implementation Deadline January 1, 2012

Action Required:

- Any emergency procedures, plans or public safety information that is prepared by the organization and made available to the public must be made available in an accessible format or with appropriate communication supports upon request.

Status: **complete-individual locations have plans in accordance with GS Health and Safety Policies and Procedures**

ACCESSIBILITY WEBSITES AND WEB CONTENT (S.14)

Implementation Deadline:

WCAG 2.0 Level A – January 1, 2014

WCAG 2.0 Level AA – January 1, 2021

Action Required:

- Internet websites and web content must conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0.
- Applies to websites and web content, including web-based applications, than the organization controls directly or through a contractual relationship that allows for modification of the product, and to web content published on a website after January 1, 2012.

Status: **Level AA completed**

EMPLOYMENT

RECRUITMENT, GENERAL (S.22)

Implementation Deadline: January 1, 2016

Action Required:

- Notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.

Status: **complete upon employee or public request**

RECRUITMENT, ASSESSMENT OR SELECTION PROCESS (S.23)

Implementation Deadline: January 1, 2016

Action Required:

- Notify job applicants who are selected to participate in an assessment or selection process during recruitment efforts that accommodations for materials and processes are available upon request.
- If accommodation is requested, consult with the applicant and provide suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

Status: **completed**

NOTICE TO SUCCESSFUL APPLICANTS (S.24)

Implementation Deadline: January 1, 2016

Action Required:

- When making offers of employment inform successful applicants of policies regarding accommodating employees with disabilities.

Status: **completed**

INFORMING EMPLOYEES OF SUPPORTS (S.25)

Implementation Deadline: January 1, 2016

Action Required:

- Employees shall be informed of policies used to support employees with disabilities including policies surrounding job accommodations that take into account an employee's accessibility needs due to disability.
- New employees shall be given this information as soon as feasible after their employment commencement.
- Updated information shall be provided to employees when changes are made to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

Status: **complete**

ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS FOR EMPLOYEES (S.26)

Implementation Deadline: January 1, 2016

Action Required:

- If requested, employees with a disability shall be consulted and provided with accessible formats and communication supports for information that is required to perform the employee's job or information that is generally available to employees in the workplace.
- The employee making the request shall be consulted with to determine the suitability of an accessible format or communication support.

Status: **complete-upon employee request**

WORKPLACE EMERGENCY RESPONSE INFORMATION (S.27)

Implementation Deadline: January 1, 2016

Action Required:

- Individualized workplace emergency response information shall be provided 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.
- If an employee who receives individualized workplace emergency response information requires assistance, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee, with the employee's consent.
- Workplace emergency response information must be provided to employees as soon as feasible once necessary accommodation due to a disability is known.

Status: **Complete – upon employee request**

DOCUMENTED INDIVIDUAL ACCOMMODATION PLANS (S.28)

Implementation Deadline: January 1, 2016

Action Required:

- A written process shall be developed and put in place for the formation of documented individual accommodation plans for employees with disabilities.
- The documented individual accommodation plan process must include the following criteria:
 - (a) Reflection as to how an employee requesting accommodation can be involved in the creation of the plan.
 - (b) The method by which an employee will be assessed on an individual level.
 - (c) The approach needed to be taken by the employer if outside medical or expert evaluation is requested in order to determine if and how accommodation can be achieved, at the employer's expense.
 - (d) The means in which an employee can request* that a representative from their bargaining agent participate ... 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.

- (e) The measures used to protect the privacy of the employee's personal information.
- (f) In what manner, and how often, individual accommodation plans will be reviewed and updated.
- (g) The method of disclosing the rationale for denied individual accommodation plans to staff.
- (h) The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.
- Individual accommodation plans shall include:
 - (a) any information regarding* accessible formats and communication supports provided, if requested.
 - (b) individualized workplace emergency response information, if required.
 - (c) the identification of any other accommodation that is to be provided.

Status: upon employee request

RETURN TO WORK PROCESS (S.29)

Implementation Deadline: January 1, 2016

Action Required:

- Develop, document and implement a return to work process for staff that have been absent from work as a result of a disability and require accommodations in order to return to work.
- The return to work process will outline* the steps the employer must take to assist disability-related absent employees and utilize documented individual accommodation plans.
- 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.

Status: complete-upon individual employee needs-in accordance with GS Return to Work Policy/Procedures

PERFORMANCE MANAGEMENT (S.30)

Implementation Deadline: January 1, 2016

Action Required:

- The performance management process shall take into consideration the accessibility needs and individual accommodation plans of staff with disabilities.

Status: complete

CAREER DEVELOPMENT AND ADVANCEMENT (S.31)

Implementation Deadline: January 1, 2016

Action Required:

- The career development and advancement process shall take into consideration the accessibility needs and individual accommodation plans of employees with disabilities.

Status: **complete**

REDEPLOYMENT (S.32)

Implementation Deadline: January 1, 2016

Action Required:

- During redeployment the accessibility needs and individual accommodation plans of employees with disabilities shall be taken into consideration when redeploying employees with disabilities.

Status: **complete**

REFERENCE SOURCES:

Accessibility for Ontarians with Disabilities Act (AODA)