

**CLH DEVELOPMENTAL SUPPORT SERVICES**



**MULTI YEAR ACCESSIBILITY PLAN  
2020 Status Report**

January 1, 2014  
Updated: December 2020

Year	General Requirements	Deliverables	Activities	Lead (s)	Status		
					Complete	In Progress	Ongoing
2012	Feedback	Accessible process for receiving and responding to feedback	Provide or arrange for accessible formats and communications supports, upon request.  Continue to monitor CLH's feedback.  Feedback form added to website	HR  Full Management Team	✓		
2014	Procurement	Incorporate accessibility design, criteria and features, wherever possible.	Update procurement process and policy with requirements for accessibility features.	Senior Management Team  Tendering Committee			✓
2014	Employment	Review current employee HR accommodation process.	Incorporate accessibility accommodations within all HR functions	HR	✓		
2014	Facilities Manager  IT	Planned purchase of new equipment with added accessibility features.	Accessibility accommodations integrated into the purchasing process	Tendering Committee  IT / Facilities Manager			✓

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2014	Recruitment	Enhance accessibility of job application process.	Accessibility accommodations integrated into the application process.  All postings indicate accommodation is available and contact information	HR	✓		
2014	Recruitment	Notify all applicants being interviewed that CLH provides accommodations, in a manner that takes into account their disabilities.	Applicants contacted for an interview, are notified that accommodations are available upon request, and in a manner that takes into account the applicant's accessibility needs.	Full Management Team	✓		
2014	Accessibility Policies	Develop, implement, revise and maintain policies that outline CLH's activities to meet the IASR requirements and become more accessible.	Policies to be reviewed and updated.  Ensure documents are in accessible digital format  Continue to develop strategy to communicate and improve policies for staff, volunteers and students.	HR  Senior Management Team	✓		
2014	Multi Year Plan.	Create 5 year plan outlining strategic direction to prevent and remove barriers, post plan and make accessible.	Multi-year plan prepared and vetted  Plan posted and made accessible  Receive regular input.  Prepare status report on portions of the plan that are completed or	Full Management Team			✓

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			being implemented at least annually				
2014	Accessibility Plans	a) Annual Status Report  b) Status Report on website	Prepare an annual status report on the progress of measures taken to implement Accessibility.  Post the status report on CLH's website, and provide the report in an accessible format upon request.	HR collects data and writes report for posting.  2021-2026 Multi-year plan developed			✓
2014	Offer of Employment	At the offer of employment, successful applicants must be notified of CLH's policies of accommodation.	Offers of employment to successful applicants includes notification of CLH's policies of accommodation  Newly hired employees are advised that accommodations are available upon request during orientation	HR	✓		
2014	Informing Employees of Supports	CLH will provide its up-to-date policies on disabilities and information on its supports as soon as practicable after their employment	Employees are informed of CLH's policies and the supports it provides to employees with disabilities prior to commencing employment  Employees are notified whenever there is a change to policies or accommodations.	HR  Full Management Team	✓		
2015	Training	Enhance AODA and accessibility awareness	Continue to update and review AODA polices in line with changing needs.	Full Management Team			✓

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2015	Training	Apply Human Rights Code to the AODA	Incorporate into current Customer Service Regulation Training	HR	✓		
2015	Return to Work Process	CLH will revise, update and document the steps in a return to work process where absenteeism is due to a disability that requires disability-related accommodations.  This process does not replace or override any other return to work process created by or under any statute.	Steps to the return to work process are revised, updated and documented for occupational and non occupational injuries and illnesses.	HR Managers Supervisors	✓		
2015	Performance Management	Consider IAPs and accessibility, and improving employee performance, productivity and effectiveness for Performance management	IAPS, accessibility and activities related to assessing and improving employee performance, productivity and effectiveness are considered during performance management	HR Managers Supervisors	✓		
2015	Career Development and Advancement	Consider accessibility needs and IAPs for career development and advancement; greater responsibilities at current position; moving to a position higher in pay, level, or responsibilities; or any combination.	Accessibility needs and IAPs are taken into account for career development and advancement of employees with disabilities.	Full Management Team	✓		

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2015	Redeployment	Consider accessibility needs and IAPs when: redeploying; reassignment and/or when a job or location changes.	Accessibility needs and IAPs are taken into account when deploying employees with disabilities.	HR Managers Supervisors	✓		
2016	Emergency Response Information	Individualized workplace emergency response information (IWRI)	Information is provided at the commencement of employment as part of the HR orientation  HR reviews the IWRI and ensures accommodation needs  HR issues memo to all employees annually.  Safety Coordinator and Supervisor explore emergency procedures for location and integrates employee accommodation as required  Safety Coordinator and Facilities Manager review location emergency plans annually or as required	HR Safety Coordinator Supervisor Facilities Manager	✓		
2016	Accessible formats and communications supports	Formats and communication supports that ensure existing feedback processes are accessible to people with disabilities and to make sure all publicly available	Provide or arrange for supports, upon request and in consultation with the person. Notify the public about accessible formats and communication supports. Examples: • HTML and Word • Braille	Full Management Team	✓		

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Year	General Requirements	Deliverables	Activities	Lead (s)	Status		
					Complete	In Progress	Ongoing
		information is made accessible upon request.	<ul style="list-style-type: none"> <li>• Audio formats</li> <li>• Large print</li> <li>• Text transcripts</li> <li>• Reading information aloud</li> <li>• Written notes</li> <li>• Note taker or communication assistant</li> <li>• Captioning or audio description</li> <li>• Assistive listening systems</li> <li>• Augmentative communication methods (letter, word or picture boards; speaking devices )</li> <li>• Sign language</li> <li>• Repeating, or clarifying</li> </ul>				
2016	Website	Websites and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, starting at Level A and increasing to Level AA by 2021.	Website will implement the WCAG 2.0, Level A with their next update.	IT	✓		
2016	Accessible formats and communication supports	Consult with employees on the provision and suitability of accessible formats and communication supports for information needed to perform their duties, which are generally available to all employees	Employees are consulted on their needs for accessible formats and communication supports.	Full Management Team	✓		

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2016	Documented Individual Accommodation Plans (IAP)	<p>CLH develops and has a written process for the development of documented IAPs for employees, which includes</p> <ol style="list-style-type: none"> <li>1. Employee participation in developing IAP.</li> <li>2. Employee assessment.</li> <li>3. CLH's privacy of information protocol.</li> <li>4. Updating schedule and protocols for IAPs.</li> <li>5. Protocols on informing employees why an employee's request for an IAP is denied,</li> <li>6. Protocol for providing the IAP in an appropriate accessible format.</li> </ol>	Protocols are developed and documented.	HR	✓		
2016	An Individual Accommodation Plan (IAP) shall:	<ol style="list-style-type: none"> <li>a. If requested, provide information on accessible formats and communication supports</li> <li>b. If required, include individualized workplace emergency response information</li> <li>c. Identify other accommodations.</li> </ol>		HR Supervisors	✓		

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2016	Design of Public Spaces	Implement the Accessibility Standards when building or making major modifications to public spaces.		Facilities Manager Senior Management Team			✓
2021	Accessible website and web content	Website compliant with WCAG 2.0 Level AA		IT	✓		