

MULTI- YEAR ACCESSIBILITY PLAN

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1. CORE PRINCIPLES OF AODA

a. DIGNITY:

Policies, procedures and practices that respect the dignity of a person with a disability are those that treat them as customers and clients who are as valued and as deserving of effective and full service as any other customer. They do not treat people with disabilities as an afterthought or force them to accept lesser service, quality, or convenience. Service delivery needs to take into account how people with disabilities can effectively access and use services and show respect in these methods.

b. INDEPENDENCE:

In some instances, independence means freedom from control or influence of others – freedom to make your own choices. In other situations, it may mean the freedom to do things in your own way. People who may move or speak more slowly should not be denied an opportunity to participate in a program or service because of this factor. A staff person should not hurry them or take over a task for them if they prefer to do it themselves in their own way.

c. INTEGRATION:

Integrated services are those that allow people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other customers. Integration means that policies, practices and procedures are designed to be accessible to everyone including people with disabilities. Sometimes integration does not serve the needs of all people with disabilities. Alternative measures, rather than integration, might be necessary because the person with a disability requires it or because you cannot provide another option at the time. If you are unable to remove a barrier to accessibility, you need to consider what else can be done to provide services to people with disabilities.

d. EQUAL OPPORTUNITY:

Equal opportunity means having the same chances, options, benefits and results as others. In the case of services it means that people with disabilities have the same opportunity to benefit from the way you provide goods or services as others. They should not have to make significantly more effort to access or obtain service. They should also not have to accept lesser quality or more inconvenience.

Kerry's Place will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensuring that all customers receive the same value and quality;
- Allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- Using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- Taking into account individual needs when providing goods and services; and
- Communicating in a manner that takes into account the customer's disability.

2. ACCESSIBILITY OBJECTIVES

Identified Barriers	Prevention, Removal, Minimization	Completion Date Progress
<p>Attitudinal barriers are those that discriminate against people with disabilities.</p> <ul style="list-style-type: none"> thinking that people with disabilities are inferior assuming that a person who has a speech impairment can't understand you 	<p>Barrier removed by training of staff in AODA customer service.</p> <p>Policy development and implementation.</p> <p>Training on Discrimination and Human Rights Code</p>	<p>January 1, 2012 all staff were trained on AODA Customer Service.</p> <p>Training is provided to all new staff.</p> <p>Human Rights Code and AODA training will be provided to all staff prior to January 1, 2015 deadline.</p> <p>Discrimination is subject to discipline.</p>
<p>Information or communications barriers happen when a person can't easily understand information.</p> <ul style="list-style-type: none"> print is too small to read signs are not clear or easily understood websites that can't be accessed by people who are not able to use a mouse 	<p>Barrier removed, Kerry's Place will provide all communication in accessible formats upon request.</p> <p>Kerry's Place is seeking a new support to update the website to the accessible format. Assistance and help with the website is available upon request.</p>	<p>January 1, 2012</p> <p>In Progress</p>
<p>Technology barriers occur when a technology can't be modified to support various assistive devices.</p> <ul style="list-style-type: none"> a website that doesn't support screen-reading software a hiring process that is not open to people with disabilities 	<p>Kerry's Place is seeking a new support to update the website to the accessible format</p> <p>Hiring process is open and available to all individuals and accommodations for disabilities are provided upon request.</p>	<p>In Progress</p> <p>January 1, 2014</p>
<p>Architectural and physical barriers are features of buildings or spaces that cause problems for people with disabilities.</p> <ul style="list-style-type: none"> telephones that are not equipped with telecommunications devices 	<p>Kerry's Place has some group homes and treatment centers that accessible to wheelchairs and walkers</p> <p>Kerry's Place some public spaces</p>	<p>In Progress</p>

for people who are deaf, deafened or hard of hearing	are accessible by wheelchair and walker	
	Counters at the reception desk at Kerry's Place need to be lowered or cut-out to accommodate individuals using wheelchairs or other accommodation will be made.	In Progress

Our objective is to prevent and remove barriers to accessibility and to meet the requirements under the AODA and its Regulations.

Kerry's Place will comply with the following five objectives in developing the Accessibility Plan:

1. Describe the process by which Kerry's Place will identify, quantify, remove and prevent barriers to people with disabilities.
2. Review the initiatives pursued by Kerry's Place to remove and prevent barriers in the past, and identify the extent to which Kerry's Place has met those initiatives.
3. List areas by-laws, policies, programs, practices and services that Kerry's Place will review in the upcoming fiscal year to identify barriers to persons with disabilities.
4. Describe the measures that Kerry's Place will pursue in the upcoming fiscal year to identify, quantify, remove and prevent barriers to people with disabilities
5. Describe how Kerry's Place will make its accessibility plan available to the public

Kerry's Place is responsible for:

- Preparing an annual accessibility plan
- Making it public
- Preparing and updating accessibility policies including other policies within the Agency that touch upon this topic to ensure standardization

3. ACCESSIBILITY BARRIERS with PLAN FOR PREVENTION, REMOVAL or MINIMIZATION

The Facilities Manager with the JHSC will be responsible to review the Multi-Year Accessibility Plan annually and update it as necessary.

The plan will be updated annually using the following process:

1. Any barriers identified via feedback from employees, visitors, volunteers, students, residents, contractors or other stakeholders who visit the facility, environmental audits, observation etc. will be reviewed and logged in the below table and updated with the progress and completion notes.
2. Any relevant policies will be reviewed annually and updated as necessary.

4. ACCESSIBILITY AT KERRY'S PLACE

a. ASSISTIVE DEVICES

Customer's own assistive device(s):

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Kerry's Place.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business. Or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer for example meeting on the main floor instead of upstairs

Wheelchair access information:

Some public entrances to Kerry's Place are accessible by wheelchair.

Wheelchair-accessible washrooms are located in the following areas:

- Down the hall of the main entrance to Kerry's Place (main floor) head office
- On 2nd floor (no access to 2nd floor for wheelchair)

Magnifying:

Magnifying devices are currently not available

Elevators:

Kerry's Place is not equipped elevators

b. GUIDE DOGS, SERVICE ANIMALS AND SERVICE DOGS

A customer with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs, service animals and/or service dogs.

The customer that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, Kerry's Place may request verification from the customer.

Verification may include:

- a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;

- a valid identification card signed by the Attorney General of Canada; or,
- a certificate of training from a recognized guide dog or service animal training school.

Exclusion Guidelines:

If a guide dog, service animal or service dog is excluded by law (see applicable laws below), Kerry's Place will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

Applicable Laws:

The *Health Protection and Promotion Act, Ontario Regulation 562 Section 60*, normally does not allow animals in places where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale. It does allow guide dogs and service dogs to go into places where food is served, sold or offered for sale. However, other types of service animals are not included in this exception.

Dog Owners' Liability Act, Ontario: If there is a conflict between a provision of this Act or of a regulation under this or any other Act relating to banned breeds (such as pitbulls) and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails.

c. SUPPORT PERSONS

If a customer with a disability is accompanied by a support person, Kerry's Place will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations Kerry's Place will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

If a customer needs a support person provided by Kerry's Place to assist, this will be provided at no cost.

d. EMERGENCY ACCOMMODATIONS

Kerry's Place is committed to ensuring the safety of all parties in the Agency. In the event of an emergency, Kerry's Place will develop individual accommodation emergency plans with employees, students, volunteers and frequent visitors who have a disability that could prevent them from remaining safe in the event of an emergency. Human Resources' is responsible for the development and maintenance of the plan.

e. NOTICE OF DISRUPTIONS IN SERVICE

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Kerry's Place. In the event of any temporary disruptions to facilities or services that customer's with disabilities rely on to access or use Kerry's Place' goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Notifications will include:

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- goods or services that are disrupted or unavailable
- reason for the disruption
- anticipated duration
- a description of alternative services or options

Notifications Options:

When disruptions occur, Kerry's Place will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance (Front Desk) and the nearest accessible entrance to the service disruption
- contacting customers with appointments
- posting on the webpage
- verbally notifying customers when they are making appointment; or
- by any other method that may be reasonable under the circumstances.

f. FEEDBACK

Kerry's Place shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available on the Kerry's Place external website on the premises at Reception.

Submitting Feedback:

1. Reception can receive feedback in the following manner:
 - Feedback forms which can be submitted (anonymous or not) in the feedback box
 - Verbally (in person or by telephone)
 - Written (hand written by customer, written by Reception on behalf of customer, delivered)
2. The Human Resources Department can receive feedback in the following manner:
 - Submission by website
 - Email
 - Mail
 - Feedback forms which can be submitted (anonymous or not) in the HR's mailbox

- Verbally (in person or by telephone)
- Written (hand written by customer, written by support person on behalf of customer, delivered)

Human Resources Department
 34 Berczy St Aurora ON L4G 1W4
 Phone 905 841-6611 ext 307 Fax 905 841 7346
 email: hradmin@kerrysplace.org

Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted provided they leave their personal contact information (this is option and not mandatory).

Kerry's Place will make every effort to respond within three (3) business days.

g. TRAINING

Training will be provided to:

- a) All employees, volunteers, students, agents and/or contractors who deal with the public or other third parties that act on behalf of Kerry's Place.
- b) Those who are involved in the development and approval of customer service policies, practices and procedures.

Training Provisions:

As reflected in *Ontario Regulation 429/07*, regardless of the format, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - use assistive devices;
 - require the assistance of a guide dog, service dog or other service animal; or
 - require the use of a support person (including the handling of admission fees).
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- Kerry's Place's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Training Schedule:

Kerry's Place will provide training as soon as practicable. Training will be provided to new employees, volunteers, students, agents and/or contractor who deal with the public or act on our behalf during orientation.

Revised training will be provided in the event of changes to legislation, procedures and/or practices.

Record of Training:

Kerry's Place will keep a record of training that includes the dates training was provided and the number of employees who attended the training. Training records will be kept by the Human Resources Department.

h. NOTICE OF AVAILABILITY AND FORMAT OF DOCUMENTS

Kerry's Place shall notify customers that the documents related to the *Accessibility* are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place owned and operated by Kerry's Place, the Kerry's Place' website and/or any other reasonable method.

5. TABLE OF ACCESSIBILITY STANDARDS, TIMELINES & ACTION TAKEN BY Kerry's Place

ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE			
ITEM / BARRIER	DEADLINE	ACTION TAKEN	PLANNED ACTION
<p>The Accessibility Standards for the Customer Service Regulations were created to establish accessibility standards for customer service in Ontario. In keeping with this regulation, the organization is committed to providing respectful services that focus on the unique needs of the individual.</p> <p>To achieve this, the organization makes reasonable efforts to ensure that its policies, procedures and practices pertaining to the provision of goods and services to the public and other third parties adhere to the following guiding principles as set out in Accessibility Standards for Customer Service: Ontario Regulation 429/07.</p> <p>Our goods and services must be provided in a manner that respects the dignity and independence of persons with disabilities'</p> <p>The provision of our goods or</p>	<p>January 1, 2012</p>	<p><u><i>Kerry's Place has been in compliance with the Accessible Customer Service Regulation under the AODA since January 1, 2012.</i></u></p> <p>Kerry's Place ensures all persons that deal with the public or other 3rd parties and all those who are involved in the development and approval of customer services policies, practices and procedures as well as all other providing services to our customers are trained to communicate and provide the best possible customer service to all customers, including persons with disabilities</p> <p>Ensure staff are trained and familiar with various assistive devices that may be used by customers with disabilities who are accessing Kerry's Place goods or services</p> <p>Ensuring completion of accessibility training is tracked and recorded</p> <p>Ensuring customers accompanied by a guide dog or service animal in areas of Kerry's Place open to the public and other 3rd parties are accommodated</p> <p>Ensuring that if a person with a disability</p>	<p>Report continued compliance with the customer service standard on the Accessibility Compliance Reporting tool at Service Ontario's One-Source for Business website.</p> <p>2014 Compliance Date</p>

<p>services to person with disabilities and others must be integrated unless an alternate measure is necessary, whether temporary or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.</p> <p>-Person with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services</p>		<p>is accompanied by a support person, the support person is accommodated</p> <p>Issuing public notice in the event of a planned or unexpected disruption of service or inaccessibility of facilities used by persons with disabilities. The notice will include the reason for the disruption, approximate duration, and a description of alternate services that may be available</p> <p>Providing and maintaining communication methods from persons with disabilities that wish to provide feedback, comments, complaints</p> <p>Reporting compliance with the customer service standard on the Accessibility Compliance Reporting tool at Service Ontario's One-Source for Business website.</p>	
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INTEGRATED ACCESSIBILITY STANDARDS REGULATION

ITEM	DEADLINE	ACTION TAKEN	PLANNED ACTION
<p>Emergency Procedure, Plans or Public Safety Information – Kerry's Place is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of making our company premises safer for persons with disabilities during emergency circumstances</p>	<p>January 1, 2012</p>	<p><u><i>Kerry's Place has been in compliance since January 1, 2012.</i></u></p> <p>Emergency procedures, plans and public safety information that are prepared by Kerry's Place and made available to the public will be made available in an accessible format or with appropriate communication supports as soon as possible when requested</p> <p>Training to all staff</p>	<p>Completed</p>
<p>Workplace Emergency Response Information – For employees with a disability</p>	<p>January 1, 2012</p>	<p><u><i>Kerry's Place has been in compliance since January 1, 2012.</i></u></p>	<p>Completed</p>

<p>and where there is a need for accommodation, Kerry's Place will create individualized workplace emergency response plans and provide the information to the employee</p>		<p>Templates and tools have been created to help comply in this area</p> <p>For employees with a disability and where there is a need for accommodation, Kerry's Place will create individualized workplace emergency response plans and provide the information to the employee</p> <p>Consent is obtained to ensure designated people within the organization have the relevant information to provide assistance to the employee</p> <p>Review periodically the plan to ensure it is up to date, remains relevant (if disability is temporary) and that it continues to meet the needs of the party</p> <p>Kerry's Place will offer to create individualized workplace emergency response plans to frequent visitors, students and volunteers if a request is made</p>	
<p>Procuring or Acquiring Goods and Services or Facilities</p>	<p>January 1, 2014</p>	<p>Kerry's Place has incorporated accessibility criteria and features when procuring or acquiring goods and services where practical to do so</p>	<p>In Progress</p>
<p>Self-Serve Kiosks</p>	<p>January 1, 2014</p>	<p>Kerry's Place currently does not have any self-service kiosks on its premises. Kerry's Place will ensure accessibility features are incorporated when procuring or acquiring self-service kiosks. This applies to the procuring of new kiosks after January 1, 2014. Kerry's Place will always be aware of these accessibility features of service kiosks for persons with disabilities.</p>	<p>Not applicable</p>
<p>Training – Kerry's Place will</p>	<p>January 1,</p>	<p>Determine and ensure appropriate</p>	<p>In Progress</p>

<p>ensure that all employees, volunteers and all other persons who provide goods and services and persons participating in the development of approval of policies are provided with appropriate training on the requirements of the IASR and the Ontario Human Rights Code as it pertains to person with disabilities and are provided with such training as soon as possible</p>	<p>2015</p>	<p>training is provided to applicable parties</p> <p>Keep and maintain records of training provided (who attended, dates, times)</p> <p>Ensure training is provided on any changes made on an ongoing basis</p>	
<p>Information and Communication Standards – Kerry’s Place is committed to complying with the provisions of this requirement with the objective of making applicable company information and communication accessible to persons with disabilities</p> <p>Feedback: Ensure feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications support upon request. This will be done in a timely manner that takes into account the persons accessibility needs. Consultation may be needed to determine the suitability of an accessible format or communication support. The public will be notified about</p>	<p>January 1, 2015 or otherwise were noted with *</p>	<p>Required compliance date January 1, 2014 – WCAG 2.0 Level A for new internet websites or websites that are extensively changed. If Kerry’s Place makes changes, the website will need to be compliant immediately. Otherwise January 1, 2021.*</p> <p>Feedback processes through email, mail, phone, website in place as of January 1, 2012.</p>	<p>In Progress</p>

<p>the availability of accessible formats and communications support.</p>			
<p>Employment Standards</p> <p><u>Recruitment:</u> Kerry's Place will comply with the provisions of the AODA in respect of this requirement with the objective of making the recruitment process accessible to persons with disabilities.</p> <p><u>Employee Support:</u> 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. Kerry's Place will provide information required to new employees as soon as they begin their employment. Kerry's Place will provide employees with updated information when it changes and will provide this information in an appropriate manner. Where an employee with a disability requests it, Kerry's Place will consult with the employee to provide or arrange for the provision of accessible formats and</p>	<p>January 1, 2016</p>	<p>Kerry's Place is committed to complying with the provisions set out in this requirement with the objective of accommodating applicants and employees in any and all manners appropriate and where legally required as per AODA, Ontario Human Rights Code and where otherwise applicable.</p> <p>Kerry's Place has been reviewing and modifying existing recruitment policies, procedures, processes and templates</p> <p>Accommodation notice must be included as part of the recruitment process (scheduling of interview, assessment process, location of interview)</p> <p>If applicant selected requests an accommodation, Kerry's Place will consult with the applicant and arrange for provision of suitable accommodations in a manner that takes into account the applicants accessibility needs due to disability</p> <p>If an offer is made to an applicant, Belmont's accessibility policies will be discussed/provided and an individual accommodation plan may be created where necessary</p> <p>Accommodation reference will be added to employment letters</p> <p>Kerry's Place will take steps to ensure the</p>	<p>In Progress</p>

<p>communication support (information required to perform the job, information generally available in the workplace)</p> <p><u>Documented Individual Accommodation Plans/Return to Work Process:</u> Kerry's Place will ensure that policies are up to date and reflect processes where an employee with a disability is appropriately and fairly accommodated and to facilitate an employee's return to work program after absenteeism due to a disability.</p> <p><u>Performance Management, Career Development and Redeployment:</u> Kerry's Place will take into account the accessibility needs of employees with disabilities as well as individual accommodation plans:</p> <ol style="list-style-type: none"> 1. When using its performance management process in respect of employees with disabilities 2. When providing career development and advancement to its employees with disabilities 3. When redeploying 		<p>appropriate employee support is provided as described under "Items" to ensure the employee's needs are met as per their disability and accommodation needs.</p> <p>Kerry's Place will review and revise policies to ensure they include a process for the development of documented individual accommodation plans for employees with a disability if such plan is required</p> <p>Individual Accommodation Plans will include the following:</p> <p>employee requesting accommodation is participated in the creation of the plan</p> <p>employee is assessed on an individual basis</p> <p>Appropriate documentation will be provided by the employee to assist with creating an accurate plan.</p> <p>Kerry's Place may request a 3rd party medical expert in determining if accommodation can be achieved</p> <p>employee may include a representative of their choosing in this process (example union rep)</p> <p>steps taken to maintain the employee's privacy</p> <p>frequency plan will be revisited/reviewed/updated</p> <p>If plan is denied, an explanation will be provided</p>	
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employees with disabilities		Kerry's Place takes the accessibility needs of employees with disabilities and as applicable their individualized accommodation plans into account when assessing performance, managing career development and advancement and where redeployment is required.	

The Human Resources, Corporate Facilities Manager along with the Joint Occupational Health & Safety Committee are responsible for creating and maintaining the Accessibility Plan along with associated policies and procedures for Kerry's Place.

6. DEFINITIONS

Accessible Formats – include but not limited to large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.

Assistive Device – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Communication Supports – include but not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Conversion Ready – an electronic or digital format that facilitates conversion into an acceptable format.

Disability – the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- a condition of mental impairment or a developmental disability;

- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Educator – Is an employee who is involved in a program or course design, delivery and instruction.

Extranet Website – a controlled extension of the intranet, or internal network of an organization to outside users over the Internet.

Guide Dog – is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.

Information – includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and conveys meaning.

Internet Website – a collection of related Web pages, images, videos or other digital assets that are addressed relative to a common Uniform Resource Identifier (URI) and are accessible to the public.

Intranet Website – an organization's internal website that is used to privately and securely share any part of the organization's information or operational systems within the organization and includes extranet websites.

Kiosk – an interactive electronic terminal, including a point-of-sale device, for public use that allows users to access one or more services or products.

Mobility Aid – a device used to facilitate the transport, in a seated posture, of a person with a disability.

Mobility Assistive Device – a cane, walker or similar aid.

Performance Management – activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success.

Redeployment – the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.

Service Animal – as reflected in *Ontario Regulation 429/07*, an animal is a service animal for a person with a disability if:

- it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or

- if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service Dog – as reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog if:

- it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability;
- or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person – as reflected in *Ontario Regulation 429/07*, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

Web Content Accessibility Guidelines – refers to the World Wide Web Consortium Recommendation, dated December 2008, entitled “Web Content Accessibility Guidelines (WCAG) 2.0.”

7. REFERENCES and RELATED STATEMENTS OF POLICY AND PROCEDURE

Accessibility Statement of Commitment

Accessibility General Policy

Accessible Customer Service

Accessibility for Ontarians with Disabilities Act http://www.aoda.ca/?page_id=1192#transdefinitions

Accessibility for Ontarians with Disabilities Act, 2005 Ontario e-Laws http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm

AODA Compliance Wizard (Government of Ontario): <https://www.appacats.mcsc.gov.on.ca/eadvisor/>

Coalition for Persons With Disabilities <http://www.disabilityaccess.org>

Compliance Manual, Guide to Accessibility Standards for Customer Service
<http://209.167.40.96/page.asp?unit=cust-serv-reg&doc=workbook&lang=en>

Council of Canadians with Disabilities <http://www.ccdonline.ca>

Customer Waiting <http://www.customerwaiting.ca/index.php?module=blog&page=blog-view&bid=45>

Health Protection and Promotion Act, Ontario e-Laws http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90h07_e.htm

Ministry of Community and Social Services, *Making Ontario Accessible*
<http://www.mcsc.gov.on.ca/en/mcsc/programs/accessibility/index.aspx>

ONe-Key Service Ontario http://www.ontario.ca/en/login/ONT03_026063

Ontario Regulation 191/11, Ontario e-Laws http://www.e-laws.gov.on.ca/html/source/regs/english/2011/elaws_src_regs_r11191_e.htm#BKO

Ontario Regulation 429/07, Ontario e-Laws http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm

People Access <http://www.peopleaccess.ca/>

Training Resource AODA, 2005
<http://209.167.40.96/page.asp?unit=cust-serv-reg&doc=training&lang=en>

WWW Consortium Web Content Accessibility Guidelines 2.0 <http://www.w3.org/WAI/intro/wcag>

8. ATTACHMENTS

Attachment Feedback form

Attachment Individual Emergency Accommodation Plan template

Attachment Environmental Audit Checklist