



ESS SUPPORT SERVICES Multi-Year Accessibility Plan 2013/2014 – 2018/2019

Intent

The intent of this Accessibility Plan is to guide ESS Support Services in meeting the requirements under the Accessibility for Ontarians with Disabilities Act (AODA). There are four key areas: Customer Service, Information & Communication, Employment and Transportation Standards.

Accessibility Requirement	Timeline	Accountability	Status
<i>Customer Service</i>			
Establishment and annual review/ update of accessibility policies and procedures: <ul style="list-style-type: none"> • How to interact and communicate with people with various types of disabilities; • How to interact with people with disabilities who use assistive devices; require the assistance of a service animal; or require a support person; • How to use equipment or devices that are available at your premises or that may assist people with disabilities; • Instructions on what to do if a person with a disability is having difficulty accessing ESS services; 	Policy established: 2014 Annual Reviews: 2015 2016 2017 2018	Director, Business Operations	completed



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<p>Training</p> <ul style="list-style-type: none"> • All employees and volunteers; • All other persons who provide goods, services or facilities on behalf of the organization; and • All persons who participate in developing the organization's policies. • Provision of goods and services to persons with disabilities; • The use of assistive devices; • The use of guide dogs, service animals and service dogs; • The use of support persons; • Notice of service disruptions; • Customer feedback; • Notice of availability and format of documents. 	<p>Initial Training completed: 2014</p> <p>Annual training: 2015 2016 2017 2018</p>	<p>Specialist, Education & Training</p>	<p>completed</p>
<p>Feedback Process Created</p> <ul style="list-style-type: none"> • 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 communication supports, upon request • Notification to the public about the availability of accessible formats and communication supports. 	<p>Initially completed: 2014</p> <p>Annual review 2015 2016 2017 2018</p>	<p>Specialist, Marketing & Promotion</p>	<p>completed</p>
<p>Accessible Formats and Communication Support</p> <ul style="list-style-type: none"> • Upon request, provide or arrange to provide accessible formats and communication supports for persons with disabilities: <ul style="list-style-type: none"> ○ In a timely manner that takes into account the person's accessibility needs; 	<p>On-going, 2018 Website update scheduled to support the</p>	<p>Specialist, Marketing & Promotion</p>	<p>On-going</p>



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<ul style="list-style-type: none"> ○ At a cost that is no more than the regular cost charged to other persons. ● We will consult with the person making the request to determine the suitability of an accessible format or communication support 	inclusion of accessible formats		
<p>Accessibility Plans</p> <ul style="list-style-type: none"> ● Establish, implement, maintain and document a multi-year accessibility plan 	<p>Initially completed 2013</p> <p>With annual reviews</p>	Director, Quality With CEO & Senior Management Team	completed
Information & Communication			
<p>Training</p> <ul style="list-style-type: none"> ● Accessibility for Ontarians with Disabilities Act, 2005; ● Accessibility Standards for Customer Service, Ontario Regulation 429/07. 	<p>Initial Training completed: 2014</p> <p>Annual training: 2015 2016 2017 2018</p>	Specialist, Education & Training	completed
Accessible websites and web content - *New Sites*	Not applicable		
<p>All websites and web content</p> <ul style="list-style-type: none"> ● Internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A initially; ● Increase to WCAG 2.02 Level AA in accordance with Section 14(3) schedule. 	<p>2016</p> <p>March 2019</p>	Specialist, Marketing & Promotion IT & Business Operations Coordinator	<p>Completed</p> <p>To be completed by March 2019</p>



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<i>Employment Standards</i>			
<p>Recruitment Policy & Procedures:</p> <ul style="list-style-type: none"> • Notification about available policies and accommodation for applicants with disabilities • Provide suitable accommodation that takes into account the applicant's accessibility needs due to disability. 	<p>Initially completed: 2014</p> <p>Annual review 2015 2016 2017 2018</p>	<p>Director, Business Operations</p>	<p>Completed</p>
<p>Informing employees of supports</p> <ul style="list-style-type: none"> • Inform all employees of policies used to support employees with disabilities • Provide new employees the information • Provide updated information to employees whenever there is a change to an existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability 			
<p>Accessible formats and communication supports for employees:</p> <ul style="list-style-type: none"> • Information to perform their job • Information that is generally available to employees in the workplace 	<p>On-going, as needed, as requested</p>	<p>Specialist, Marketing & Promotion</p>	<p>On-going</p>
<p>Workplace emergency response information process</p> <ul style="list-style-type: none"> • If an employee who receives individualized workplace emergency response information requires assistance, and with the employee's consent, the employer shall provide this information to the person designated by the employer to provide assistance to the employee 	<p>Initially completed: 2014</p> <p>Annual review 2015 2016</p>	<p>Director, Business Operations</p>	<p>Completed</p>



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<ul style="list-style-type: none"> Individualized workplace emergency response information shall be reviewed when the employee moves to a different location in the organization; their overall accommodations needs or plans are reviewed; or when the employer reviews its general emergency response policies. 	2017 2018		
<p>Documented Individual Accommodation Plans process including the following:</p> <ul style="list-style-type: none"> Employees requesting individual accommodation plans may participate in the development of the plan; Means by which the employee is assessed on an individual basis; The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist in determining if accommodation can be achieved and, if so, how it can be achieved Privacy protection of the employee's personal information Frequency with which the individual accommodation plan will be reviewed and updated, and the manner in which it will be done If a plan is denied, the manner in which the reasons for the denial will be provided to the employee Individual accommodation plans are in a format that takes into account the employee's accessibility needs due to disability 			



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<p>Return to Work Process</p> <ul style="list-style-type: none"> Develop and have in place a return to work process 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 Use documented individual accommodation plans 	<p>Initially completed: 2014</p> <p>Annual review 2015 2016 2017 2018</p>	<p>Director, Business Operations</p>	<p>Completed</p>
<p>Make Performance Management, Career Development and Advancement accessible to employees with disabilities</p>	<p>Initially completed: 2014</p> <p>Annual review 2015 2016 2017 2018</p>	<p>CEO, Director, Business Operations with Senior Management</p>	<p>Completed</p>
<p>Reporting</p>			
<ul style="list-style-type: none"> File Accessibility Report 	<p>December 2014</p>	<p>Director, Quality</p>	<p>completed</p>
<ul style="list-style-type: none"> File Accessibility Report 	<p>December 2016</p>		<p>completed</p>
<ul style="list-style-type: none"> File Accessibility Report 	<p>December 2017</p>		<p>Completed Feb. 2017 via pilot</p>
<ul style="list-style-type: none"> File Accessibility Report 	<p>December 2018</p>		