



# ESS Support Services

## Multi-Year Accessibility Plan

### Introduction and Statement of Commitment

ESS Support Services (ESS) is committed to providing a barrier-free environment for our clients, caregivers, employees, volunteers, students, job applicants, suppliers, visitors and other stakeholders who enter our premises, access our information, or use our programs and services. As an organization, we respect and uphold the requirements set forth under Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

The Integrated Accessibility Standards (IASR) under the AODA require that effective January 01, 2014, ESS establish, implement, maintain, and document a multi-year accessibility plan which outlines the organization's strategy to prevent barriers and improve opportunities for persons with disabilities and to meet the requirement under the IASR.

The intent of this Accessibility Plan is to guide ESS in meeting the requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The multi-year plan also outlines policies, achievements and actions that ESS have taken and the work underway to improve opportunities for people with disabilities under AODA.

The following AODA standards set certain requirements that are applicable to ESS:

### Accessibility Standards under AODA:

#### 1. General Requirements

Accessibility Standards Requirement	Date of Completion	Status
Create policies with statement of organizational commitment in written form.	2014	Complete
Establish, implement, maintain and document a multi-year accessibility plan. Post plan on website.	2014	Complete
Make policies and multi-year plan available to public and provide alternate format when requested.	2014	Complete
Continue to work on accessibility plan, review progress and update regularly and conduct a thorough review every five years.	2014-2024	Complete/Ongoing

Train 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 on applicable IASR requirement and the organization's responsibilities under the Human Rights Code (as it pertains to person with disabilities).	2014-2022	Complete/Ongoing
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## 2. Customer Service Standards

<b>Accessibility Standards Requirement</b>	<b>Date of Completion</b>	<b>Status</b>
Establishment and review of accessibility policies and procedures. <ul style="list-style-type: none"> <li>• How to interact and communicate with people with various types of disabilities.</li> <li>• How to interact with people with disabilities who use assistive devices; require the assistance of a service animal; or require a support person.</li> <li>• How to use equipment or devices that are available at the premises or that may assist people with disabilities.</li> <li>• Instructions on what to do if a person with a disability is having difficulty accessing ESS services.</li> </ul>	2014	Complete
Training <ul style="list-style-type: none"> <li>• Ensuring 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 are trained to communicate and provide the best possible customer service to all customers, including persons with disabilities.</li> <li>• Ensuring staff are trained and familiar with various assistive devices; the use of guide dogs, service animals and service dogs; the use of support</li> </ul>	2014	Complete/Ongoing

<p>persons; notice or service disruption; customer feedback; notice of availability and format of documents.</p> <ul style="list-style-type: none"> <li>• Ensuring completion of accessibility training is tracked and recorded.</li> </ul>		
<p>Feedback Process Created</p> <ul style="list-style-type: none"> <li>• 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 support, upon request.</li> <li>• Notification to the public about the availability of accessible formats and communication supports.</li> </ul>	2014	Complete

### 3. Information and Communication Standards

<b>Accessibility Standards Requirement</b>	<b>Date of Completion</b>	<b>Status</b>
<p>Accessible Formats and Communication Support</p> <ul style="list-style-type: none"> <li>• Upon request, provide or arrange to provide accessible formats and communication supports for persons with disabilities: <ul style="list-style-type: none"> <li>○ In a timely manner that takes into account the person's accessibility needs;</li> <li>○ At a cost that is no more than the regular cost charged to other person.</li> </ul> </li> <li>• We will consult with person making the request to determine the suitability of an accessible format or communication support.</li> </ul>	2014	Ongoing
<p>Feedback Process Created</p> <ul style="list-style-type: none"> <li>• Receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or</li> </ul>	2014	Complete

<p>arranging for the provision of accessible formats and communication support, upon request.</p> <ul style="list-style-type: none"> <li>• Notification to the public about the availability of accessible formats and communication supports.</li> </ul>		
<p>All website and web contents</p> <ul style="list-style-type: none"> <li>• Internet and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A, in 2016.</li> <li>• Website update to conform with WCAG 2.02 Level AA in accordance with Section 14(3) schedule.</li> </ul>	<p>2016</p> <p>2019</p>	<p>Complete</p> <p>Complete</p>

#### 4. Employment Standards

<b>Accessibility Standards Requirement</b>	<b>Date of Completion</b>	<b>Status</b>
<p>Recruitment Policy &amp; Procedures</p> <ul style="list-style-type: none"> <li>• Notification about available policies and accommodation for applicants with disabilities.</li> <li>• Provide suitable accommodation that takes into account the applicant's accessibility needs due to disability.</li> </ul>	2016	Complete
<p>Informing employees of supports</p> <ul style="list-style-type: none"> <li>• Inform all employees of policies used to support employees with disabilities.</li> <li>• Provide new employees the information required.</li> <li>• Provide updated information to employees whenever there is a change to an existing policy on the provision of job accommodation that take into account an employee's accessibility needs due to disability.</li> </ul>	2016	Ongoing
<p>Accessible formats and communication support for employees</p> <ul style="list-style-type: none"> <li>• Information to perform their job.</li> </ul>	2016	Ongoing

<ul style="list-style-type: none"> <li>Information that is generally available to employees in the workplace.</li> </ul>		
<p>Workplace emergency response information process</p> <ul style="list-style-type: none"> <li>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.</li> <li>Individualized workplace emergency response information shall be reviewed when the employee moves to a different location in the organization; their overall accommodation needs or plans are reviewed; or when ESS reviews its general emergency response policies.</li> </ul>	2016	Ongoing
<p>Documented Individual Accommodation Plans process including the following:</p> <ul style="list-style-type: none"> <li>Employees requesting individual accommodation plans may participate in the development of the plan;</li> <li>Means by which the employee is assessed on an ongoing basis;</li> <li>The manner in which ESS can request an evaluation by an outside medical or other expert, at ESS' expense, to assist in determining if accommodation can be achieved and if so, how it can be achieved;</li> <li>Steps taken to protect the privacy of employee's personal information;</li> <li>The frequency in which the individual accommodation plan will be reviewed and updated, and the manner in which it will be done;</li> <li>If a plan is denied, the manner in which the reasons for the denial will be provided to the employee;</li> </ul>	2016	Ongoing

<ul style="list-style-type: none"> <li>Individual Accommodation plans are in the format that takes into account the employee's accessibility needs due to disability.</li> </ul>		
<p><b>Return to Work Process</b></p> <ul style="list-style-type: none"> <li>Develop and have in place a return to work process.</li> <li>Outline the steps the organization will take to facilitate the return to work of employees who were absent because their disability required them to be away from work.</li> <li>Use documented individual accommodation plans.</li> </ul>	2016	Ongoing
<p><b>Performance Management, Career development and Redeployment</b></p> <ul style="list-style-type: none"> <li>Take the accessibility needs of employees with disabilities and, as applicable their individualized accommodation plans, into account when: <ul style="list-style-type: none"> <li>assessing performance;</li> <li>managing career development and advancement;</li> <li>redeployment is required.</li> </ul> </li> <li>Continue to proactively remove barriers across employment life cycle, allowing employees to reach their full potential.</li> </ul>	2016	Ongoing

## 5. Design of Public Spaces

<b>Accessibility Standards Requirement</b>	<b>Date of Completion</b>	<b>Status</b>
<ul style="list-style-type: none"> <li>ESS will establish plans to meet the Accessibility Standards for the Design of Public Spaces when building or making major modification to public spaces.</li> </ul>	Ongoing	Ongoing

## Accessibility Report Compliance Submission

<b>Compliance Report Submission Schedule</b>	<b>Date of Completion</b>
December 2014	Complete
December 2016	Complete
December 2017	Completed Feb 2017 via pilot
December 2020	Completed June 2021 (deadline extended due to pandemic)