

Multi-Year Accessibility Plan

Roberts/Smart Centre Multi-Year Accessibility Plan

The Roberts/Smart Centre is a tertiary provider and provincial leader in the delivery of inclusive, community-based, individualized treatment and clinical services in both official languages to improve the lives of youth and their families from across Ontario living with complex mental health and behavioural needs.

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Introduction and Statement of Commitment

The Ontario government passed the *Accessibility for Ontarians with Disabilities Act* (hereafter referred to as the “AODA”) in 2005. It is the goal of the government of Ontario to make Ontario accessible by 2025. The Roberts/Smart Centre (‘the Centre’) is committed to complying with the AODA and all of the standards under it, in order to meet the accessibility needs of persons with disabilities in a timely manner.

We are committed to our plan of providing a barrier-free environment for all stakeholders, including our youth and their families, employees, volunteers, job applicants, suppliers and any visitors who may enter our premises, access our information or use our services. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)*, and its associated standards and regulations.

The Roberts/Smart Centre understands that we have a responsibility for ensuring a safe, dignified and welcoming environment for everyone. We are committed to ensuring our organization’s compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training and best practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. AODA multi-year plan, policies and procedures will be reviewed by the Human Resources and Operations offices. Updates will be indicated in RSC Policies and Procedures manuals.

Providing an accessible and barrier-free environment is a shared effort, and as an organization, the Centre is committed to working with the necessary parties to make accessibility for all a reality. For more detailed information on our accessibility policies, plans, and training programs, please contact info@rsc-crs.com or 613-728-1946 ex. 0. The regulations associated with the Integrated Accessibility Standards (hereafter referred to as the “IASR”) under the AODA require that the Centre establish, implement, maintain and document a multi-year accessibility plan which outlines the Centre’s strategy to prevent and remove barriers for persons with disabilities and to meet its requirements under the Act.

Under the AODA, the following accessibility standards set certain requirements that are applicable to The Roberts/Smart Centre:

- Customer Service;
- Employment; and
- Information and Communications

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This multi-year plan outlines The Roberts/Smart Centre's strategy to prevent and remove barriers to address the current and future requirements of the AODA, and in order to fulfill our commitment as outlined in The Centre's policies.

This Multi-Year Accessibility Plan applies to all Centre premises both owned and rented.

In accordance with the requirements set out in the IASR, The Roberts/Smart Centre will:

- Post this plan on its website (www.robertssmartcentre.com);
- Provide this plan in an accessible format, upon request; and
- Review and update this plan at least once every five years

Overview

- Accessibility Standards for Customer Service
- Integrated Accessibility Standards Regulations
 1. Emergency Procedure, Plans or Public Safety Information
 2. Workplace Emergency Response Information
 3. Training
 4. Employment Standards
 - (i) Recruitment
 - (ii) Informing Employees of Supports
 - (iii) Documented Individual Accommodation Plans/Return to Work Process
 - (iv) Performance Management, Career Development and Redeployment
 5. Information and Communication Standards
 - (i) Feedback, Accessible Formats and Communication Supports
 - (ii) Accessible Websites and Web Content

Accessibility Standards for Customer Service

Commitment:

The Accessibility Standards for the Customer Service Regulation were created to establish accessibility standards for customer service in Ontario. In keeping with the regulation, The Centre is committed to providing respectful services that focus on the unique needs of the individual.

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:

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- Our services must be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of our services to persons with disabilities, and others, must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with disability to obtain, use or benefit from the services.
- Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the services.

Required compliance date: January 1, 2010

Status: Complete

The following measures have been implemented by The Roberts/Smart Centre:

- Ensuring all persons who, on behalf of The Roberts/Smart Centre, deal with the clients or other third parties, and all those who are involved in the development and approvals of practices and procedures, as well as all others providing services to our clients, are trained to communicate and provide the best possible service to all clients including persons with disabilities;
- Ensuring staff are trained and familiar with various assistive devices that may be used by clients with disabilities who are accessing the Centre's services;
- Ensuring completion of accessibility training is tracked and recorded;
- Ensuring clients and family members or stakeholders who are accompanied by a guide dog or other service animal in areas of The Centre open to the public and other third parties are accommodated;
- Ensuring that if a person with a disability is accompanied by a support person, the support person is accommodated;
- Issuing a public notice in a timely manner in the event of a planned or unexpected disruption of service or inaccessibility of facilities used by persons with disabilities. The notice must include the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if any, that may be available;
- Continuing to welcome and appreciate feedback from persons with disabilities through multiple communication methods;

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- Reporting compliance with the customer service standard on the Accessibility Compliance Reporting tool at Service Ontario's One-Source for Business website.

Required compliance date: January 1, 2012

Status: Complete

Planned Action:

Report continued compliance with the customer service standard on the Accessibility Compliance Reporting tool at Service Ontario's One-Source for Business website.

Required compliance date: December 31, 2014

Status: Complete

Integrated Accessibility Standards Regulation

1. Emergency Procedure, Plans or Public Safety Information

Commitment:

The Roberts/Smart Centre is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of making Centre premises safer for persons with disabilities during emergency circumstances.

Action Taken:

The Centre moved its head office to 104-1737 Woodward Drive, in Ottawa. This site is fully accessible to persons with disabilities. The Centre can also serve the family members who have disabilities as well as stakeholders in our Secure program, main level.

- Emergency procedures, plans and public safety information that are prepared by the Centre and made available to the public, will be made available in an accessible format or the appropriate communication supports, as soon as practicable (this means that RSC will provide this as soon as any necessary resources are acquired, or within 1-5 days of the request) and upon request. RSC will consult the person/organization who requested the information about the best format that meets their needs.

Required compliance date: January 1, 2012

Status: Complete

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2. Workplace Emergency Response Information

Commitment:

Where the Roberts/Smart is aware that an employee has a disability and that there is a need for accommodation, individualized workplace emergency response information will be provided to the employee as soon as practicable if such information is necessary given the employee's disability.

Action Taken:

The following measures were implemented by the Centre:

- Where the Centre becomes aware of the need to accommodate an employee's disability, and if the employee's disability is such that the individualized emergency response information is necessary, the Centre will provide individualized workplace emergency response information to the employee with the disability as soon as practicable after it becomes aware of the need. This necessity will be communicated, with the employee's consent, to the senior management team and placed in the central directory for Emergency Responses (Directory A) which includes all contact information for Board Members, front-line staff and other employees;
- With the employee's consent, the Centre will provide the workplace emergency response information to the person designated to provide assistance to the employee;
- The Centre will review the individualized workplace emergency response information when:
 - The employee moves to a different location in the organization;
 - The employee's overall accommodations needs or plans are reviewed; and/or
 - The Centre reviews its general emergency response policies.

Required compliance date: January 1, 2012

Status: Complete

3. Training

Commitment:

The Roberts/Smart Centre is committed to implementing a process to ensure that all employees, volunteers, and all other persons who provide services and facilities on the Centre's

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behalf and persons participating in the development and approval of the Centre's policies, are provided with appropriate training on the requirements of the IASR and on the Ontario Human Rights Code as it pertains to persons with disabilities, and are provided with such training as soon as practicable.

Planned Action:

In accordance with the IASR, The Roberts/Smart Centre will:

- Determine and ensure that appropriate training on the requirements of the IASR and on the Ontario Human Rights Code as it pertains to persons with disabilities, is provided to all employees, volunteers, third-party contractors who provide services and facilities on the Centre's behalf, and persons participating in the development and approval of the Centre's policies;
- Ensure that the training is provided to persons referenced above as soon as practicable;
- Keep and maintain a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided;
- Ensure that training is provided on any changes to the prescribed policies on an ongoing basis.
- Atlas – Citation (formerly HRdownloads).

Required compliance date: January 1, 2015

Status: Complete (On-going for New Hires/Volunteers etc.)

4. Employment Standards

(i) Recruitment

Commitment:

The Roberts/Smart Centre is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of making the recruitment process accessible to persons with disabilities.

Planned Action:

In accordance with the IASR, the Centre will do the following:

Recruitment General

The Roberts/Smart Centre will notify employees and the public of the availability of accommodation for applicants with disabilities in the recruitment process. This will include:

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- A review and, as necessary, modification of existing recruitment policies, procedures, processes and templates;
- Specifying that accommodation is available for applicants with disabilities on the Roberts/Smart Centre's website and on job postings.

Recruitment, Assessment and Selection

The Roberts/Smart Centre will notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available, upon request, in relation to the materials or processes to be used in the assessment/selection process. This will include:

- A review and, as necessary, modification of existing recruitment policies, procedures, processes and templates;
- Inclusion of availability of accommodation notice as part of the script in the scheduling of an interview and/or assessment;
- If a selected applicant requests an accommodation, consult with the applicant and arrange for provision of suitable accommodations in a manner that takes into account the applicant's accessibility needs due to disability.

Notice to Successful Applicants

When making offers of employment, the Centre will notify the successful applicant of its policies for accommodating employees with disabilities. This will include:

- A review and, as necessary, modification of existing recruitment policies, procedures, processes and templates;
- Inclusion of notification of the Centre's policies on accommodating employees with disabilities in offer of employment email.

Required Compliance Date: January 1, 2016

Status: Complete

(ii) Employee Supports

Commitment:

The Roberts/Smart Centre is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of informing employees of available accessibility supports.

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Planned Action:

In accordance with the IASR, the Centre will:

- 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.;
- Provide the information required to new employees as soon as practicable after they begin their employment;
- Provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability;
- Where an employee with a disability requests it, consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:
 - Information that is needed in order to perform the employee's job; and
 - Information that is generally available to employees in the workplace;
 - The Centre will consult with the employee making the request in determining the suitability of an accessible format or communication support.

Required compliance date: January 1, 2016

Status: Complete

(iii) Documented Individual Accommodation Plans/Return to Work Process

Commitment:

The Roberts/Smart Centre is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of improving accommodation and return to work processes in the workplace.

Planned Action:

The Centre's existing policies will be reviewed to include processes that will accommodate an employee with a disability and facilitate an employee's return to work after absenteeism due to disability.

The Centre will review and assess the existing policies to ensure that they include a process for the development of documented individual accommodation plans for employees with a disability, if such plans are required.

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The Centre will ensure that the process for the development of documented individual accommodation plans includes the following elements:

- The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan;
- The means by which the employee is assessed on an individual basis;
- The manner in which the Centre can request an evaluation by an outside medical or other expert, at the Centre's expense, to assist in determining if accommodation can be achieved and, if so, how accommodation can be achieved;
- The steps taken to protect the privacy of the employee's personal information;
- If an individual accommodation plan is denied, the reasons for the denial will be provided to the employee;
- 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 will:

- If requested, include any information regarding accessible formats and communications supports provided, as required in the Standard;
- If required, include individualized workplace emergency response information, as required in the Standard; and
- Identify any other accommodation that is to be provided.

The Roberts/Smart Centre will ensure that the return to work process, as set out in its existing policies, outlines the steps the Centre will take to facilitate the employee's return to work after a disability related absence, outlines the development of a written individualized return to work plan for such employees, and requires the use of individual accommodation plans, as discussed above, in the return to work process.

Required compliance date: January 1, 2016

Status: Complete

(iv) Performance Management, Career Development and Redeployment

Commitment:

The Roberts/Smart Centre will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans:

- When using its performance management process in respect of employees with disabilities;

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- When providing career development and advancement to its employees with disabilities;
- When redeploying employees with disabilities.

Planned Action:

In accordance with the IASR, the Roberts/Smart Centre will:

- Review, assess and, as necessary, modify existing policies, procedures and templates to ensure compliance with the IASR;
- Take the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans, into account when:
 - Assessing performance;
 - Managing career development and advancement;
 - Redeployment is required.

Required compliance date: January 1, 2016

Status: Complete

5. Information and Communication Standard

Commitment:

The Roberts/Smart Centre is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of making applicable Centre information and communications accessible to persons with disabilities.

(i) Feedback, Accessible Formats and Communication Supports Planned

Action:

In accordance with the IASR, the Centre will:

- Ensure that feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request. The organization will notify the public about the availability of accessible formats and communication supports;
- Except as otherwise provided for under the IASR, provide or arrange for the provision of accessible formats and communication supports upon request for persons with disabilities in a timely manner that takes into account the person's accessibility needs;
- Consult with the person making the request in determining the suitability of an accessible format or communication support;
- Notify the public about the availability of accessible formats and communication supports.

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Required compliance date:

January 1, 2015 – Feedback-related provisions

January 1, 2016 – Accessible Formats & Communication Supports-related provisions

Status: Complete

(ii) Accessible Websites and Web Content

Planned Action:

In accordance with the IASR, the Roberts/Smart Centre will ensure that the organizations public websites and online content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A (new websites and online content) by January 1, 2014, to Level AA for all content by January 1, 2021.

Required compliance date:

January 1, 2014 – WCAG 2.0 Level A – new Internet websites and web content,

January 1, 2021 – WCAG 2.0 Level AA – all Internet websites and web content, except for exclusions set out in the IASR.

Status: Complete (some areas under revision)