



**Niijaansinaanik**  
Child and Family Services

# Accessibility for Ontarians with Disabilities Act, (AODA) Multi Year Accessibility Plan

**NIIJAANSINAANIK CHILD AND FAMILY SERVICES**

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*Image Caption: Niijaansinaanik Logo*

## AODA Multi Year Accessibility Plan

As required under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), all public sector, private and non-profit organizations will provide a multi-year accessibility plans to prevent and remove barriers for all persons, working toward a barrier free province.

This accessibility plan will outline policy, achievements and actions that Niijaansinaanik Child and Family Services have taken, and future work to be implemented to improve opportunities for all people including staff, clients, volunteers and service community members. This current plan strives to meet requirements under the Integrated Accessibility Standards Regulation (IASR) (O.Reg. 413/12: Integrated Accessibility Standards) by identifying the measures taken and those in development from agency inception up to 2025.

### IASR Standards of Accessibility

#### **Integrated Accessibility Standards Regulation – Employment Standard**

The standard requires that employers must make their workplace and employment practices accessible to potential or current employees with disabilities. For example, employers that make an offer of employment to a successful job applicant must inform the applicant of their organization's policies for accommodating employees with disabilities.

#### **Integrated Accessibility Standards Regulation – Information & Communication Standard**

The standard outlines requirements for organizations to create, provide, and receive information and communications that are accessible for people with disabilities. For example, organizations must provide information and communications in an accessible format to people with disabilities upon request and in a timely manner.

#### **Integrated Accessibility Standards Regulation – Transportation Standard**

The transportation standard sets out the requirements for transportation service providers. Particularly, features and equipment on vehicles, routes, and services offered must be accessible to people with disabilities. For example, no conventional or specialized transportation service is permitted to charge a fare to a support person who is accompanying a person with a disability.

#### **Integrated Accessibility Standards Regulation – Design of Public Spaces Standard**

The design of public spaces standard outlines the need for newly constructed or redeveloped public spaces to be accessible for people with disabilities. For example, organizations must provide accessible parking for people with disabilities when building new or redeveloping existing parking spaces.

## **Integrated Accessibility Standards Regulation – Customer Service Standard**

The standard outlines requirements for removing barriers for people with disabilities so they can access goods, services, and/or facilities. For example, a person who requires the use of a service animal must be permitted to enter the premises. They also must be allowed to keep the service animal with them, unless excluded by law.

### **Niijaansinaanik Child and Family Services:**

Our agency is a culture-based organization responsive to the holistic needs of all children, youth and families. Niijaansinaanik provides services that reflect values, beliefs, and principles rooted within the Anishinabek culture. We believe the care of children and youth is the responsibility of an entire community. While working in the present, we acknowledge history and its impacts on our people in relations to outside influences, and strive to build a strong, healthy future for all children, youth, families and communities.

We are committed to providing culturally centered protection, prevention, advocacy, care and cultural services for all children and families. Our fundamental values emphasize maintaining strong culture and language values, that teach us how to live *Mino Bimaadiziwin: The Good Life*. We operate around a Culture-Based Service Model framed around caring for our children, and based on *Mino Bimaadiziwin – the Good Life*, diversity, our elders, the Clan System and Accountabilities, culturally restorative practices and the seven Grandfather teachings.

### **Statement of Commitment**

Niijaansinaanik Child and Family Services strives to treat all people in a way that allows them to maintain both independence and dignity. Our agency is committed to compliance with accessibility standards and strives to ensure equal access and participation for all people.

Niijaansinaanik is committed to meeting the needs of all people in equal time. We strive for development and improvement regarding elimination and prevention of all barriers to accessibility and meeting the accessibility requirements under [Ontario Regulation 413/12: Integrated Accessibility Standards](#).

### **Key Objectives**

Annual review and assessment of policies, and service provisions to ensure any barriers, existing and potential, to be removed, identified and prevented.

Describe measures our agency will take in coming years to work towards accessibility and ensure communication of the accessibility plan to staff and public is available in various forms and formats upon request.

This will be updated at least once every five years or as required by legislation and shared with all staff via email or online accessibility

### **Methodology**

All staff, external service providers and service users will have equal opportunity to provide input to aid in accessibility compliance. This will be provided on forms via website, or hard copy survey.

One on one information sessions with persons with disabilities as they are identified by applicants, potential employees, existing staff or service users.

## i.Milestones in Achieving Accessibility

### **Customer Service Standards**

- Develop a Statement of commitment from Agency
- Ensure ongoing assessment of policies and actions regarding accessibility while keeping regard for basic principles (dignity, independence equality and opportunity) and ensure each are met
- Monitoring of barriers, changes in service and environment and identification of long-term and short-term objectives to ensure client / public needs are met.
- Employee training administration on AODA requirements Including customer service standards, employment standards etc.

### **Information and Communication:**

- Accessible Communication and documents, materials and policy accessible in variety of formats upon request
- Accessible website design and audits meeting meet Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. Site created by Web Design North, Original by Design De Plume and audited using AChecker.
- Agency will ensure ongoing accessibility of feedback forms / methods by provision and supports as requested. Public will have access and notification of this via website and/or follow up documentation when appropriate

### **Training:**

- Implemented mandatory training re: AODA. This is comprised of myOACAS learning modules (Customer Service Awareness, Employment Standards, Information and Communications Standards, and Understanding Human Rights. This is essential for all employees, volunteers and agency representatives offered at orientation and to be completed within the first month of employment. Certifications are documented and tracked within the agency.

### **Employment Standards:**

- Individualized Emergency Response Planning forms filled and collected at employee / volunteer onboarding process on start up. Mandatory AODA training requirements for all new staff
- Ongoing assessment of pathway accessibility, to be added to our JHSC inspection checklist and any findings to be reported to Human Resources

- Annual reassessment and review of directives, policies to reinforce accessibility as well as ongoing legislative review.
- Develop and ongoing assessment of tools and resources
- Accessibility accommodation statements and notifications throughout recruitment and hiring process via job post disclaimers, email invites to interviews and include in employment Letters of Offer.
- Document and development of personalized accommodations plans and Return to Work plans
- Office spaces and furnishings appropriate for use for all people and body types

**ii.Strategies and Action**  
To implement Integrated Regulation [Integrated Regulation \(aoda.ca\)](http://aoda.ca)

PART I - General Requirements				
Accessibility Policy and Plan				
Section info	Actions Needed	Steps	E.T.A & PROGRESS	Responsibility
<b>Section 3, 4</b>  <b>Establishment of accessibility policies and accessibility plans</b>	Develop, evaluate and implement an accessibility Policy & Multi Year accessibility Plan;	Draft completion and obtain Board approval, circulate, post		HR & Board
	Complete accessibility report (2020)	Obtain info and complete	<b>Complete upon Board Approval</b>	HR dept – an extension was granted to December 13, 2021 to submit the compliance report
	Update Plan	Review and update every 5 years	<b>ongoing</b>	HR
Training				
Section info	Actions Needed	steps	E.T.A & PROGRESS	Responsibility
<b>Section 7</b> <b>Training</b>	Train on Accessibility standards, AODA & integrated standards	access OACAS;	100%; ongoing	<b>HR / Training coordinator</b>
	Annual refresher training on Accessibility standards . .	Research platforms for refresher	January 2022	<b>HR department</b>

	Training tracking on AODA (print of certificates for files, updating HR trackers)	<b>Ongoing</b>	<b>100%; ongoing</b>	<b>HR</b>
<b>PART II : Information and Communication Standards</b>				
<b>Section info</b>	<b>Actions</b>	<b>steps</b>	<b>E.T.A &amp; PROGRESS</b>	<b>Responsibility</b>
<b>Section 11 Feedback</b>	Agency will ensure ongoing accessibility of feedback forms for public and staff will via website and/or follow up documentation when appropriate	FEEDBACK FORMS developed and available <a href="#">NCFS-AODA-Accessibility-Feedback-Form-to-be-posted-on-website-Oct-2019.pdf (netdna-ssl.com)</a>	100%; <b>Ongoing</b>	Communications, HR
	Prepare document outlining process of receiving, routing and responding to feedback	Policy: AODA-Customer Service-Feedback 32-03.0 <a href="#">NCFS-AODA-Accessibility-Feedback-Form-to-be-posted-on-website-Oct-2019.pdf (netdna-ssl.com)</a>	<b>100%</b> <b>ongoing</b>	HR
<b>Section 12 Accessibility Formats &amp; Communication Supports</b>	Provide or arrange provision of all policies, procedures / documents including accessibility plan, upon request.	Draft plan, post the policy to web  Notification of accessibility posted on Web		<b>Communications</b>
<b>Section 13 &amp; 27 Emergency Procedure, Plans or public Safety info</b>	Develop, access, implement emergency procedures for various locations	Forecast requirements, consult with impacted persons, make accessible	<b>On HR task list to do for 2022.</b>	<b>JHSC, HR, dept staff, etc</b>
<b>Section 14 Accessible Websites &amp; Web Content</b>	Review sites and content to meet requirements of WCAG 2.0 level AA	<b>Achecker verified</b>	<b>100%</b> <b>Nov 2020</b>	<b>Communications</b>

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<b>PART III : Employment Standards</b>				
<b>Section info</b>	<b>Actions</b>	<b>Steps</b>	<b>E.T.A &amp; PROGRESS</b>	<b>Responsibility</b>
Section 22 / 23 / 24 / 25 Support availability during Recruitment, Assessment/Selection and ongoing employment	Notification to employees, potential hires and public that accommodations can be made during recruitment, assessment and selection processes for people with disabilities	accommodations statements offered pre-interview, on employment offer, as well as AODA onboarding forms.  <b>Work with applicants on requested accommodations as required</b>	<b>90%; additions to HR documents to be completed by end of Jan 2022</b>  <b>Ongoing</b>	HR
Section 26 Accessible Formats and Communication Supports <u>for Employees</u>	provide accessible formats and communication supports for employees to perform their jobs and general information	<b>Policy:</b> AODA- Customer Service- Communications 32-03.0 <b>As needed upon request as promptly as feasible</b>	<b>ongoing</b>	<b>Communication</b>
Section 27, 28 Emergency response plan	Individualized plans based on AODA info received	AODA forms received during onboarding and annually updated	<b>ongoing</b>	
Section 29 Return to Work Process	Assessment and development of RTW process, & documents	Plans based on received FAF in consult with employee and practitioners	ongoing	HR
Section 30	Assessment of performance management, development	Review policy update PAs as needed, and or individual	ongoing	HR, admin,



	ensure meets needs of all people			
<b>PART IV: Transportation Standard - NA</b>				
<b>Design of Public Spaces</b>				
Section 80 to 80.44 Outdoor areas, Exterior paths of travel, Accessible parking, Obtaining Services	Make new or redeveloped spaces accessible  Maintain accessible elements of public spaces	Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required  Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order	Ongoing if new / developed areas are built – McIntyre	Administration