



INTEGRATED ACCESSIBILITY STANDARDS – Multi Year Plan

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This **Multi-Year Accessibility Plan** has been developed in accordance with the Integrated Accessibility Standards Regulation under the *Accessibility for Ontario with Disabilities Act, 2005* (AODA). The plan outlines the initiatives and actions that the Company will take over the five (5) year period from 2015-2020 to address barriers to accessibility, while ensuring the Company meets its obligations under the *Ontarians with Disabilities Act, 2001*. These initiatives also support OMHS commitment to providing customer service in a manner that respects the principles of dignity, independence, integration and equal opportunity.

Part I – GENERAL REQUIREMENTS

Section	Initiative	Description	Action	Cost	Owner	Status	Final Compliance Deadline
3	Establishment of Accessibility Policy	3.(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	An Accessibility Policy has been developed and implemented. OMHS is committed to accessibility and demonstrates that commitment by preventing, identifying and removing barriers that impede accessibility for persons with disabilities.	No additional cost.	Kim Millan	Compliant	January 1, 2014
4	Accessibility Plans	4.(1) Large organizations shall,	This document represents the multi-year plan which outlines OMHS's strategy and associated initiatives to prevent and remove barriers. This plan will be reviewed and updated as required to ensure continued compliance, at minimum on an annual basis. Next Review: June 2015	No additional cost.	Kim Millan	Compliant	January 15, 2015
		a) Establish, implement, maintain and document a Multi-Year Accessibility Plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation;					
		b) Post the accessibility plan on OMHS's website and provide the plan in an accessible format upon request;					
		c) Review and update the accessibility plan at least once every five years.	While the requirement is to review and update the Multi-Year Accessibility Plan every 5 years, the OMHS Accessibility Committee will review the Plan at least annually to ensure accuracy and compliance.	No additional cost.	Kim Millan	Compliant	January 15, 2015

Section	Initiative	Description	Action	Cost	Owner	Status	Final Compliance Deadline
7	Training	<p>7.(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to,</p> <p>(a) all employees, and volunteers;</p>	<p>In line with the Integrated Accessibility Standards Regulation, OMHS has provided mandatory training on the Customer Service Standard to all new employees and continues to train each new hire as part of the orientation /onboarding process.</p> <p>By January 1, 2015, training on the Information and Communications Standard, the Employment Standard, and the Ontario Human Rights Code as it pertains to persons with disabilities will have been provided. This training will pertain to all individuals identified in 7.(1).</p>	\$\$	Kim Millan	In progress and on track to achieve compliance date.	January , 2015

PART II – Information and Communications Standards

Section	Initiative	Description	Action	Cost	Owner	Status	Compliance Date
11	Feedback	<p>11.(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications support, upon request.</p>	<p>A “Feedback and Document Request Process” will be live on OMHS’s website.</p> <p>In addition, there is a statement indicating that documents are available in various accessible formats upon request.</p>	No additional cost.	Kim Millan		January 15, 2015
12	Accessible Formats & Communication Supports	<p>12.(1) Except as otherwise provided, every obligated organization shall upon request, provide, or arrange for the provision of accessible formats and communication supports for persons with disabilities,</p> <p>a) in a timely manner that takes into account the person’s accessibility needs due to disability; and</p> <p>b) at a cost that is no more than the regular cost charged to other persons.</p>	<p>OMHS is committed to providing customer service in a manner that respects the dignity, independence, integration and equal opportunity and actively solicits feedback and comments via the website to ensure individual accessibility needs are met in a timely manner. In addition, there will be a statement on our website’s Accessibility page indicating that documents are available in various accessible formats upon request. Should an accessible format request be</p>	No additional cost.		In progress	June , 2015

Section	Initiative	Description	Action	Cost	Owner	Status	Compliance Date
		12.(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support. 12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	made by an individual, OMHS will consult with the person to identify a format and/or support that meets their needs.	No additional Cost	Kim Millan		
13	Emergency Procedures, Plans or Public Safety Info	13.(1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	OMHS has implemented an Employee Request for Emergency Assistance Form, which applies to all employees only.	No additional cost.	Kim Millan Heather White - Volunteers		
14	Accessible Websites & Web Content	14.(2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	January 1, 2016 – OMHS’s corporate website conforms with WCAG 2.0 Level A standards. January 1, 2021 All internet websites and web content must conform with WCAG 2.0 Level AA, other than success criteria 1.2.4 Captions (Live) and success criteria 1.2.5 Audio Descriptions (Pre-recorded). Work on this is underway.	Additional costs associated with WCAG 2.0 Level AA standard.	?		January 1, 2016 and January 1, 2020

PART III – Employment Standard

Section	Initiative	Description	Action	Cost	Owner	Status	Compliance Date
22	Recruitment – General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	In 2015, OMHS will update all job postings to notify potential internal and external applicants about the availability of recruitment-related accommodations for disabilities.	No additional cost.	Kim Millan		January 1, 2016

Section	Initiative	Description	Action	Cost	Owner	Status	Compliance Date
23	Recruitment, Assessment or Selection Process	<p>23.(1) During a recruitment process, an employer shall 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.</p> <p>(2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.</p>	<p>In 2015,</p> <ul style="list-style-type: none"> OMHS will update all job postings, the careers website, to notify potential internal and external applicants about the availability of recruitment-related accommodations for disabilities. OMHS will make suitable accommodations in consultation with the candidate. E.g. When inviting candidates in for an interview, as standard practice, we will ask: "At OMHS, we want to ensure that our recruitment experience is fair and equitable for all. Do you require any accommodation for this interview or testing?" 	<p>No cost for process changes.*</p> <p>*Note: Additional costs could be required based on individual's request</p>	Kim Millan		January 1, 2016
24	Notice to Successful Applicants	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	<p>In 2015, OMHS will undertake a review to refresh policies and procedures relating to accommodation for reason of disability, including its Accessibility Policy.</p> <p>Following this refresh, successful candidates will be notified of the company's policies for accommodating employees with disabilities.</p> <p>This notification language will be formalized within candidate offer letters.</p>	<p>No cost for process changes.*</p> <p>*Note: Additional costs could be required as based on individual requests.</p>	Kim Millan		January 1, 2016
25	Informing Employees of Supports	<p>25.(1) Every employer shall 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.</p> <p>25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</p>	<p>In order to ensure a fair and consistent approach when an employee experiences an injury or illness,</p> <ul style="list-style-type: none"> OMHS maintains policies and procedures, which are designed to promote employee health and recovery through early intervention and active case management. <p>In 2015, OMHS will undertake a review to refresh policies and procedures relating to accommodation for reasons of disability in the context of these programs.</p>	No additional costs.	Kim Millan		January 1, 2016

		25.(3)Employers shall 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.	Our current practice will be to inform new hires of our programs and associated policies and procedures within the first month employment. Updates resulting will be promptly communicated to all employees through our internal communication channels and through their direct managers or supervisors.				
26	Accessible Formats & Communication Supports for Employees	26.1 In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, (a) information that is needed in order to perform the employee's job; and (b) information that is generally available to employees in the workplace. 26.2. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	In 2015, OMHS will undertake a review to refresh policies and procedures relating to accessible communication, including its Accessibility Policy. OMHS will also establish processes to consult with employees with disabilities to determine which accessible formats or communication supports they require.	No additional cost. * Note: Additional costs could be required as based on individual requests.	Kim Millan		January 1, 2016
27	Workplace Emergency Response Information	27.(1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability. (2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response	OMHS has implemented Individualized Emergency Response Plans and an Employee Request for Emergency Assistance Form, along with an associated procedure.	No additional cost.	Kim Millan		January 15, 2015

		<p>information to the person designated by the employer to provide assistance to the employee.</p> <p>3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.</p> <p>4) Every employer shall review the individualized workplace emergency response information, (a) when the employee moves to a different location in the organization; (b) when the employee's overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies.</p>				
28	Documented Individual Accommodation Plans	<p>28 (2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved. 4. The steps taken to protect the privacy of the employee's personal information. 5. The frequency with which the individual accommodation plan will be reviewed and updated and the 	<p>OMHS maintains a Program, that specifically responds to legislative obligations and incorporate best practices in accommodating employees with disabilities and/or with other applicable illnesses or injuries.</p> <p>All stakeholder responsibilities are clearly documented in these programs, and each accommodation is developed through an individualized planning process.</p> <p>OMHS's approach to Documented Individual Accommodation Plans will be reviewed in 2015 to ensure explicit alignment with the specific requirements of Regulation 28.</p>	Costs will be based on individual requirements.	Kim Millan	January 1, 2016

		<p>manner in which it will be done.</p> <p>6. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>7. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p>					
29	Return to Work Process	<p>29.(1) Every employer, other than an employer that is a small organization,</p> <p>(a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and</p> <p>(b) shall document the process.</p> <p>29. (2) The return to work process shall,</p> <p>(a) 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; and</p> <p>(b) use individual documented accommodation plans, as described in section 28, as part of the process.</p> <p>29. (3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>	<p>OMHS will create and implement a detailed Work Reintegration Program that supports stakeholders in successful accommodations.</p> <p>This includes how accommodations are requested, supporting documentation required to create an individual accommodation plan, how this information is kept private, when medical information is required and the purpose of such information, and the frequency in which the plans will be reviewed.</p> <p>OMHS's approach to Return to Work Process will be reviewed in 2015 to ensure explicit alignment with the specific requirements of Regulation 29.</p>	Costs as per the individual accommodation, as required.	Kim Millan		January 1, 2016
30	Performance Management	<p>30.(1) An employer that uses performance management in respect of its employees shall take into account</p>	<p>People leaders will be educated in 2015 on knowing how to determine whether accessibility adjustments are required to</p>	No additional costs.	ALL		January 1, 2016

		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.	support an employee with a disability in succeeding; and on making performance management documents available in accessible formats such as large print when asked.				
31	Career Development & Advancement	31.(1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	At time of registration, employees receive a training confirmation in which they are requested to inform their Supervisor, should they require accommodation.	Costs will be based on individual requirements.	Kim Millan		January 1, 2016
32	Redeployment	32.(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	In 2015, OMHS will undertake a review to refresh policies and procedures relating to accommodation for reasons of disability, including its Accessibility Policy. Following this refresh, notification language about accessibility needs will be formalized within employee appointment or re-assignment letters for redeployed employees.	Costs will be based on individual requirements			January 1, 2016