

Policy Name:	Multi-Year Accessibility Plan	Date Issued:	January 1, 2014
Policy Number:	HSW-13	Date Revised:	
Applies To:	<input checked="" type="checkbox"/> Permanent Employees <input checked="" type="checkbox"/> Contract Employees		

Objective/Purpose

The Ontario College of Trades (the College) is committed to providing services and employment in an integrated and accessible manner that respects the dignity and independence of persons with disabilities. The Multi-Year Accessibility Plan is an Appendix to our AODA Policy. It outlines the College’s strategy to prevent and remove barriers to accessibility and describes our approach to meeting or exceeding applicable legal and regulatory requirements, including those set out in human rights and accessibility-related legislation.

This Plan is a continually expanding and fluid document that will be updated at least every five (5) years, as the College’s accessibility strategy evolves.

Accessibility Policy and Multi-Year Accessibility Plan

The following has been implemented at the College:

- The College’s *Accessibility for Ontarians with Disabilities Act* policy was implemented in February 2012 and revised in January 2014. The Policy affirms the College’s commitment to meeting the accessibility needs of persons with disabilities in a timely manner and governs the way that the College will achieve accessibility;
- The College created the *Multi-Year Accessibility Plan* outlining our phased-in strategy for identifying, removing and preventing barriers to accessibility;
- Both the Policy and Plan are posted on our corporate website and will be provided in alternate formats upon request;
- The Plan will be reviewed and updated at least once every five (5) years.

Customer Service Accessibility

The following has been implemented at the College:

- The College has provided training to every person who directly or indirectly interacts with the public, as well as to all those who are involved in the development of the College’s policies, procedures and practices governing the provision of services to the public. This training includes the purpose of standards regarding accessibility set by provincial legislation and related requirements, as well as how to communicate, interact and support persons with disabilities in ways that take the person’s disability into account. Persons with disabilities are permitted to use their own assistive devices to obtain, use or benefit from the College’s services;
- Persons accompanied by a service animal are permitted to enter areas of our premises that are open to the public;

- Where a person with a disability is accompanied by a support person, both the person with the disability and the support person are provided equal access to our services;
- In the event of an unexpected disruption to services offered by the College, efforts shall be made to post notice at the location of the service, as well as on our website, in a reasonable time frame. All known information pertaining to the disruption shall be included in the notice, such as reason for disruption, duration, etc.

Emergency Procedures and Public Emergency Safety Information

The following has been implemented at the College:

- Emergency procedures and public emergency safety information that is prepared by the College and made available to the public shall be made available in an accessible format or with appropriate communication supports upon request.

Workplace Emergency Response Information

The following has been implemented at the College:

- The College is aware of employees who are unable to follow the standard emergency plan, as a result of a permanent or temporary disability. The College has implemented a system whereby the College Fire Wardens are provided with a list of People Requiring Assistance (PRA's) and will provide them with specific support during an evacuation.

Information and Communications

Websites

The following has been implemented at the College:

- The College is currently in the process of ensuring that all websites and content on those sites conform with the WCAG 2.0, Level A.

Action Plan:

- The College will ensure all websites and content conform with the WCAG 2.0, Level AA by January 1, 2021. Compliance will be incorporated into all website project management.

Feedback

The following has been implemented at the College:

- The College strives to surpass the expectations of its clients and welcomes comments or complaints regarding the accessibility of our services. Clients who have comments, complaints, or feedback regarding our services are encouraged to contact us through a medium convenient for them. Accessible communication channels include: in person, by phone, written letter, or email info@collegeoftrades.ca.
- Feedback will be directed to the Manager, Human Resources & Labour Relations and will be responded to within a timely manner. Any actions required from a complaint will also be addressed as soon as possible with follow up to the complainant. Feedback received by our clients will be filed confidentially in Human Resources.

Employment

The Ontario College of Trades is committed to fair and accessible employment practices. By January 1, 2016, additional accessibility measures will be integrated into the College's employment-related practices.

The following has been implemented at the College:

- The College specifies that accommodation is available for applicants with disabilities in recruitment-related materials and during scheduling of interviews and assessments;
- If an applicant requests accommodation, consult with the applicant and arrange for the provision of suitable accommodation that takes into account the applicant's needs due to disability;
- When making offers of employment, the College notifies the successful applicant of the College's policies for accommodating employees with disabilities.

Action Plan:

Recruitment

- Review and, as necessary, modify existing recruitment, assessment, and selection procedures and processes;
- Notify all job applicants and the public that accommodation is available during the recruitment process on request, by specifying this in job postings and on the careers section of the corporate website;
- Develop and provide appropriate training to employees responsible for recruitment, assessment, selection and on-boarding to ensure these planned actions are delivered, and accommodation requests are fulfilled in an effective and timely manner.

Return to work from Disability-Related Leaves

The following has been implemented at the College:

- The College supports, documents and updates return to work processes for employees who have been absent from work due to a disability and require accommodation in order to return to work;
- The College supports management in the return to work process to ensure the effective execution of the return to work process on a continuous basis.

Performance Management, Career Development and Redeployment

The following has been implemented at the College:

- Review and, as necessary, modify existing performance management, career development and redeployment processes to ensure that the accessibility needs and individual accommodation plans of colleagues with disabilities are taken into account;
- Provide appropriate training to management responsible for performance management, career development and advancement, and redeployment processes.

Training

The following has been implemented at the College:

- The College has provided training to every person who directly or indirectly interacts with the public, as well as to all those who are involved in the development of the College's policies, procedures and practices governing the provision of services to the public. This training includes the purpose of standards regarding accessibility set by provincial legislation and related requirements, as well as how to communicate, interact and support persons with disabilities in ways that take the person's disability into account. The training is delivered within the first month of employment, and on an ongoing basis in connection with changes to the College's policies or procedures governing the provision of services to persons with disabilities;
- Train staff about the Human Rights Code as it pertains to persons with disabilities.
- The College maintains a record of the training provided, including the dates that the training was provided to each employee.

Action Plan:

- The College will create a plan and schedule for periodic refresh training to ensure ongoing awareness and understanding.

Design of Public Spaces

Action Plan:

- The Ontario College of Trades will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

For more information on this accessibility plan, please contact:

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