



1. Completed

We have stated our commitment to Accessibility with the development of Accessibility policy. This policy includes the Agency’s commitment to improving accessibility in all aspects of our service and to ensure that our staff, volunteers, clients, SMFC representatives and members of the general public are provided services in a way that respects the dignity, independence, integration and equality of all.	✓
Trained all staff and volunteers regarding communicating with people with disabilities through “AODA Customer Service” training	✓
Dedicated resources through Human Resources staffing, and external consultation, to ensure we are meeting the requirements of AODA and better serve clients and staff with disabilities	✓
Added wording to all job advertisements, both internal and external reflecting that “Accommodation is available upon request”	✓
Added wording to all training posts to indicate classroom modifications or alternate training delivery methods are available, upon request.	✓
Compliance reporting as per the Accessibility for Ontarians with Disabilities Act to the Ministry of Economic Development, Employment and Infrastructure.	✓
Trained all staff in IASR and the Human Rights Code	✓
Reviewed training process, record keeping and scheduling to ensure that all staff, contracts, and volunteers are current on all aspects of the AODA legislation.	✓
Trained all new hires on the AODA Policy, Accessible Customer Service, and Integrated Accessibility Standards during new staff orientation.	✓
Developed an AODA reference group to review progress on plans and all feedback received and addressed each quarter.	✓
Developed a hiring policy to ensure people with disabilities are considered for job openings and that their accommodation needs are met.	✓
All existing Simcoe and Muskoka branch offices have been assessed for accessibility and recommendations for changes or improvements documented on a work plan.	✓
AODA policy and procedures and plans updated as a result of amalgamation and reviewed on an annual basis.	✓
Review, clarify and post the process to receive and respond to feedback from clients with disabilities	✓
Develop a formal automated system, accessible to people inside and outside of the organization, to report AODA feedback. The system will support tracking of feedback & resolutions of issues and reporting of trends.	✓
External webpage WCAG 2.0 Level AA compliant	✓
Develop a process to systematically review and update accommodated employees’ needs via a documented accommodation plan.	✓

2. Looking Ahead – Commitments for 2021/2022

Customer Service

Review training and service needs on an ongoing basis and support continuing education of all staff members regarding all aspects of providing service to individuals with disabilities

Integrated Accessibility Regulations

Provide accessible emergency and public safety information

Accessibility for Ontarians with Disabilities Plan

Continue to identify and address barriers through the appropriate forum.

Continue to monitor and report to JH and S Committee as well as Senior Management on the development and implications of this plan

Information on accessibility will be included on all newly updated public materials.

Built Environment

Accessibility consultation will continue to occur when new building is being planned or new lease arrangements or renovations are underway.

Welcoming spaces will have new, accessible designs completed and an implementation plan developed.

Continue to monitor completion of accessibility assessment recommendations on a quarterly basis.