



ACCESSIBILITY POLICIES AND MULTI-YEAR ACCESSIBILITY PLAN

Accessibility Plan and Policies for Springboard

This 2014 - 2021 accessibility plan outlines the policies and actions that **Springboard** will put in place to improve opportunities for people with disabilities. The plan will be updated with every milestone.

STATEMENT OF COMMITMENT

Springboard is committed to treating all people in a way that allows them to maintain their dignity and independence and we believe in providing people equal opportunity. We will, to the best of our ability, meet the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

1) Accessible Emergency Information

Springboard is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary. This will be reviewed every 2 years or upon request of the employee.

2) Training

Springboard will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities.

We have taken the following steps to ensure staff are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015**:

- AODA courses (customer service standards and the IASR - including disability through Human Rights Code), like our other mandatory training, are accessible on-line through DS training website and are part of the New Hire Orientation.
- Compliance is tracked through the HR quarterly reporting and is part of employees' performance expectations. For non-paid staff, tracking will be done through the DS dstraining.org.

3) Information and Communications

Springboard is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

In December 2011, we implemented Policy *1005-1.0 Standards for Customer Service*, which

- a) ensures that existing feedback processes/information is accessible to people with disabilities upon request and in a format that is based on their request.
- b) make sure all publicly available information that are requested by the public can be provided on-line/through Springboard website or in a format that is based on their request.



If for whatever reason the requested information mentioned above cannot be provided in the required format, Springboard will immediately advise the requesting individual, and will do its best to find another way to provide the information.

We will continue converting the HUB programming contents that are posted on our HUB websites/pages to be in compliance to Web Content Accessibility Guidelines 2.0 Level A (WCAG), and continue working on converting our materials into accessible formats by January 1, 2021.

4) Employment

Springboard is committed to fair and accessible employment practices.

In February 2014, we have taken the following steps to notify the public and the employees that, when requested, we will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- a) A statement of commitment has been included in the recruitment policy.
- b) All job postings will have the following statement: *"Springboard is committed to employment equity and fair and accessible employment practices. Applications are encouraged from those who reflect the diversity of our community. Accommodations will be provided for job applicant with disabilities, where needed and on request, to support their participation in all aspects of the recruitment process providing the applicant has met the bona-fide requirements for the vacant position"*.
- c) When making offers of employment, the successful applicants are advised of Springboard's policy for accommodating employees with disabilities.
- d) The successful applicant is notified that accommodations are available upon request in relation to the materials or processes to be used.
- e) If a selected applicant requests an accommodation, the employer will work with the applicant and provide/arrange for the provision of a suitable accommodation in a manner that takes into account the individual's accessibility needs due to disability.

Starting January 1, 2015, our training, meeting, conference or event announcements will have the following statement: *"Please let us know in advance of the _____ if you require any accessibility accommodations, have dietary restrictions, or have any questions."*

Based on best practice, we developed *HRP 4.14 Long Term Disability Leave Policy*. This was published and implemented across the agency in February 2014. This policy addresses potential work accommodation and return to work plan for employees that have been absent due to a disability. We also collaborate with the employee, attending health care professionals or case managers, and insurance providers on return to work/accommodation plan.

We will further review this policy to make sure that:

- a) It is in compliance with the AODA, other employment laws, existing CBA, and considering other organizational programs. If there are changes, the revised policy will be published across the agency and a copy will be provided to all staff by January 1, 2016.



- b) The process for the development of documented individual accommodation plans will include the following elements:
- employee requesting accommodation can participate in the development of the accommodation plan and is assessed on an individual basis
 - employee can request the participation of a representative from their bargaining agent for union employees or other representative from the workplace for non union employees
 - 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
 - all parties involved in the process shall consider the privacy of the employee's personal information
 - individual accommodation plan will be reviewed and updated when changes occur that have direct impact to the plan, e.g. recurring or sporadic illness, changes in policies/practices
 - employer will advise the requesting individual when individual accommodation plan is denied - including the reasons for the denial
 - consider the format required and communication supports when providing the individual accommodation plan
 - may include individualized workplace emergency response information

We will ensure the accessibility needs of employees with disabilities are taken into account during performance management, career development and redeployment processes (with respect to the Collective Agreement provision for layoff and bumping).

5) Design of Public Spaces

Springboard will notify the public of the service disruption and alternatives available as per our Policy *1005-1.0 Standards for Customer Service*.

CHALLENGES

As a non-profit organization, the challenges in meeting the accessibility requirements for the AODA are dependent on such resources as: availability of funds, time, manpower, and technology.

CONTACT INFORMATION

For accessibility plan, please contact **Human Resources Department** at:

- Phone: 416-977-0089 x 220
- Email: gregala@springboardservices.ca

Accessible formats of this document are available free upon request from: Human Resources Department

- Phone: 416-977-0089 x 234
- Email: garthaud@springboardservices.ca