

INTEGRATED ACCESSIBILITY STANDARDS REGULATION

MULTI-YEAR ACCESSIBILITY PLAN

The Catholic Cemeteries & Funeral Services –Archdiocese of Toronto (CCFS) is committed to treating all people in a way that allows them to maintain their dignity and independence. To accomplish this we established Policies and Procedures outlined by the Accessibility Standard for Customer Service under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Building on this, CCFS has also developed Policy and Procedures whose goal is to remove barriers for persons with disabilities within the organization as well as for those visiting the properties, as required by the following four Standards outlined in the Integrated Accessibility Standards Regulation (IASR) 191/11 under the AODA:

GENERAL REQUIREMENTS STANDARD

SECTION 3: Establishment of Accessibility Policies

CCFS has developed and will maintain its Accessibility Policies governing how we will achieve the accessibility requirements as per the Regulation by January 1, 2014

SECTION 4: Accessibility Plans

CCFS has developed its Accessibility Plan outlining our strategies to prevent and remove barriers and meet its requirements under the Regulation by January 1, 2014. We are also committed to making this Accessibility plan available to the public in an accessible format upon request and to review and update the plan in five year intervals or as required.

SECTION 7: Training

CCFS has developed a training program highlighting all of the requirements of the accessibility standards referred to in the Regulation and on the Human Rights Code by January 1, 2015. This training would be viewed by all the employees and all persons who participate in developing the company's policies and procedures.

INFORMATION AND COMMUNICATION STANDARD

SECTION 11: Feedback:

CCFS has processes in place for the receiving and responding to feedback and will ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports upon request as per the required legislation on January 1, 2015

SECTION 12.1 - 12.3: Accessible Formats & Communication Supports

CCFS shall, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and at no extra cost to the person making the request. It is understood that the accommodation is negotiable. Lastly, CCFS will also have a mechanism for notifying the public of the availability of accessible formats and communication supports as per the required legislation by January 1, 2016

SECTION 14.2: Accessible Websites & Web Content

CCFS shall over time adopt the WCAG 2.0 Level A to AAA in accordance with the schedule set out in the required Regulation by January 1, 2021

EMPLOYMENT STANDARD

SECTION 22: General Recruitment

CCFS will put in place a policy stating that they will notify its employees and the public about the availability of accommodation for applicants with disabilities in the recruitment process as per the required legislation by January 1, 2016.

SECTION 23.1 – 23.2: Recruitment Assessment or Selection Process

During its recruitment process CCFS shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are made available upon request in relation to the recruitment materials and/or processes to be used.

If the 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 applicants accessibility needs due to the disability as per the required legislation by January 1, 2016

SECTION 24, 25.2 & 25.3: Notice to Successful Applicants

CCFS when making an offer of employment will notify the successful applicant of its policies for accommodation for employees with disabilities.

CCFS once informed that the candidate will require some form of accommodation will provide notice of information to the new employee as soon as practical after they begin their employment.

CCFS will provide updated information to its employees whenever there is a change to existing policies on the provisions of job accommodations that take into account and employee's accessibility needs due to disability.

All requirements of this Section of the Regulations will be done as per the required legislation by January 1, 2016.

SECTION 26.1 – 26.2: Accessible Formats & Communication Supports for Employees

In addition to the obligations as outlined in the INFORMATION AND COMMUNICATIONS STANDARD, CCFS will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is needed in order to perform the employee's job and, information that is generally available to employee in the workplace. The accessible format would be negotiated with the employee as per the required legislation by January 1, 2016.

SECTION 27.1 to 27.4: Workplace Emergency Response Information

CCFS will 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 the accommodation due to the employee's disability.

If the employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, CCFS provides workplace emergency response information to the person designated by the employer

to provide assistance to the employee. CCFS will supply the information required under this section as soon as is practicable after the employer becomes aware of the need for the accommodation

CCFS will review the individualized workplace emergency response information when the employee moves to a different location within the organization and/or, when the employee's overall accommodation needs or plans are reviewed and/or when the employer reviews its general emergency response policies.

All requirements of this Section of the Regulations have been done as per the required legislation as of January 1, 2012.

SECTION 28 & 28.2: Documented Individual Accommodation Plans

CCFS will develop and maintain a written process for the development of documented individual accommodation plans for employees with disabilities as per the required legislation by January 1, 2016.

The process for the development of the documented individual accommodation plans shall include the following elements:

- a) The manner in which the employee requesting accommodation can participate in the development of the plan
- b) The means by which the employee is assessed on an individual basis
- c) The manner in which the employer can request an evaluation by an outside medical or other, expert, at the employers expense, to determine if and how accommodation can be achieved.
- d) The manner in which the employee can request the participation of a union representative if they belong to one, or some other form of representation from the workplace, if they do not belong to one, in the development of the accommodation plan.
- e) The steps taken to protect the privacy of the employee's personal information.
- f) The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
- g) If an individual accommodation plan is denied, the manner in which the reasons for the denial is communicated to the employee.
- h) The means of providing the individual accommodation plan in a format that takes into account the employees accessibility needs due to disability

SECTION 29, 29.2 & 29.3: Return to Work Process

CCFS will 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 will have documentation of the process as per the required legislation by January 1, 2016.

This return to work process shall 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, use individual documented accommodation plans.

The return to work process outlined in this section does not replace or override any other return to work process created by or under any other statute.

SECTION 30.1: Performance Management

CCFS will take into account the accessibility needs of the employee with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities as per the required legislation compliance by January 1, 2016.

SECTION 31: Career Development & Advancement

CCFS will 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 as per the required legislation compliance by January 1, 2016.

SECTION 32: Redeployment:

CCFS will take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities as per the required legislation by January 1, 2016.

DESIGN OF PUBLIC SPACES STANDARDS (ACCESSIBILITY STANDARDS FOR THE BUILT ENVIRONMENT)

SECTION 80.21: Exterior Paths of Travel

CCFS will ensure that any exterior paths of travel that are constructed or redeveloped will be maintained as per the requirements as set out in O. Reg. 413/12, s. 6. and as per the required legislation by January 1, 2017.

SECTION 80.24: Exterior Paths of Travel and Ramps

CCFS will ensure that when placing a ramp on an exterior path of travel, the ramp will meet all the requirements outlined in this section. In addition, the ramp will meet the specified requirements that apply to landings, the railings and openings in the surface of the ramp as per the required legislation by January 1, 2017.

SECTION 80.25: Exterior Paths of Travel and Stairs

CCFS will ensure that where stairs connect to exterior paths of travel, the stairs must meet all the requirements outlined in this regulation and section as per the required legislation by January 1, 2017.

SECTION 80.32: Accessible Parking, Off Street Parking

CCFS will ensure when constructing new or redeveloping off street parking facilities that they will be maintained and will meet the requirements that are set out in O. Reg. 413/12, s. 6 as per the required legislation by January 1, 2017.

SECTION 80.41: Obtaining Services and Service Counters

CCFS will ensure that when constructing a new service counter, which includes replacing an existing service counter, must follow the requirements outlined in O. Reg. 413/12, s. 6. as per the required legislation by January 1, 2017.

SECTION 80.43: Obtaining Services and Waiting Areas

CCFS will ensure that there is space available for an individual using a mobility aid who may have to wait for a period of time in an area as per O. Reg. 413/12, s. 6. As per the required legislation by January 1, 2017.

SECTION 80.44: Maintenance of Accessible Elements

CCFS will ensure that the Multi-Year Accessibility Plan includes: procedures for preventative and emergency maintenance of the accessible elements in public spaces as required and procedures for dealing with temporary disruptions of accessible elements in public spaces take place as per the required legislation by January 1, 2017.