



## Accessibility Policy and Multi-Year Accessibility Plan

---

### A. Introduction

Radius Child and Youth Services' Accessibility Policy and Multi-Year Accessibility Plan is based on the Ontario Regulation 191/11 (The *Integrated Accessibility Standards Regulation* ("IASR")) of the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA").

The IASR under the AODA requires that Radius Child and Youth Services ("**Radius Child and Youth Services**") develops, implements and maintains an Accessibility Policy (the "**Accessibility Policy**") that outlines how the organization will achieve accessibility and that includes Radius Child and Youth Services' statement of organizational commitment to meet the accessibility needs of persons with disabilities and requires that Radius Child and Youth Services establishes, implements, maintains and documents a Multi-Year Accessibility Plan 2015-2018 (the "**Accessibility Plan**"), that outlines Radius Child and Youth Services' strategy to prevent and remove barriers for persons with disabilities and meet its obligations under the IASR.

This document is both Radius Child and Youth Services' Accessibility Policy and Accessibility Plan.

The Accessibility Policy and the Accessibility Plan will be posted on Radius Child and Youth Services website in 2016 and will be available in an accessible format upon request. The Accessibility Plan will be reviewed and updated, if applicable, at least once every two years.

### B. Scope

The Accessibility Policy and Plan applies to all employees and clients of Radius Child and Youth Services and, where indicated, to Radius Child and Youth Services' independent consultants.

### C. Policy

In fulfilling our mission, Radius Child and Youth Services strives to treat all individuals in a manner that allows them to maintain their dignity and independence. Radius Child and Youth Services promotes integration and equal opportunity and is committed to meeting the needs of people with disabilities in a timely manner. We will seek to achieve this by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA.

This Accessibility Plan outlines Radius Child and Youth Services' strategies to achieve accessibility generally and meet IASR requirements in the following areas:



## Accessibility Policy and Multi-Year Accessibility Plan

---

1. Customer Service
2. Workplace Emergency Response Information;
3. Training on the Ontario *Human Rights Code* and the IASR;
4. Information and Communication;
5. Employment

### D. Guiding Principle

#### **Accessibility Standards for Customer Service**

Radius Child and Youth Services is committed to compliance with the *Accessibility Standards for Customer Service Regulation* (O.Reg.429/07) under the AODA, which involves providing services in a way that respects the dignity and independence of people with disabilities.

#### **Workplace Emergency Response Information**

Where Radius Child and Youth Services is aware that an employee has a disability and there is a need for accommodation, individualized workplace emergency response information will be provided to the employee as required and as soon as practicable.

#### **Planned Action**

The following measures will be implemented by Radius Child and Youth Services by 2017:

- Individualized workplace emergency response information procedures will be developed for employees with disabilities, as required;
- Emergency response information forms will be prepared for employees who have disclosed a disability and who are being accommodated according to their disabilities;
- Where required, Radius Child and Youth Services will provide assistance to employees with disabilities during workplace emergencies or disasters. Plans for such assistance are set out in individualized emergency plans;
- With the employee's prior consent, individualized emergency plans will be communicated to the employees' respective managers and Health & Safety Committee on an 'as needed' basis; and
- On a regular, ongoing basis, and as per the applicable terms of the IASR, Radius Child and Youth Services will review and assess general workplace emergency response procedures and individualized emergency plans to ensure accessibility issues are addressed.



## Accessibility Policy and Multi-Year Accessibility Plan

---

### **Training**

Radius Child and Youth Services is committed to providing training to its employees working in Ontario on the requirements of the accessibility standards referred to in the IASR and on the Ontario *Human Rights Code* (the “Code”), as it pertains to persons with disabilities.

### **Planned Action**

In accordance with the IASR, Radius Child and Youth Services will:

- Ensure that appropriate training on the requirements of the IASR and Code as it pertains to persons with disabilities is provided as soon as practicable to all employees.
- Effective December 2015, maintain records of the training provided, including training dates and records of individuals to whom training was provided; and
- Ensure that training is provided on any changes to Radius Child and Youth Services Accessibility Policy on an ongoing basis.

### **Information and Communication**

Radius Child and Youth Services is committed to making its information and communications accessible to persons with disabilities. Radius Child Youth Services will adhere to new accessibility requirements under IASR standards to ensure that information and communication systems and platforms are accessible and, upon request, provided in formats that meet the needs of persons with disabilities.

### **Feedback, Accessible Formats and Communication Supports**

#### **Planned Action**

In accordance with the IASR, Radius Child and Youth Services will:

- By January 1, 2017, ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request and in a timely manner;
- By December 31, 2015, as a general principle, where accessible formats and communication supports for persons with disabilities are requested:
  - i. Consult with the person making the request to determine the suitability of the accessible format or communication support;



## Accessibility Policy and Multi-Year Accessibility Plan

---

- ii. Provide or arrange for the provision of accessible formats and communication supports in a timely manner that takes into account the person's accessibility needs due to disability, and at a cost no more than the regular cost charged to other persons; and
- By 2016, notify the public of the availability of accessible formats and communication supports.

### **Employment**

#### **RECRUITMENT**

Radius Child and Youth Services is committed to fair and accessible employment recruiting practices that include providing accessibility across all stages of the employment cycle.

#### **Planned Action**

In accordance with the IASR, and by 2016, Radius Child and Youth Services will do the following:

- **Recruitment General**: Radius Child and Youth Services will notify employees and the public of the availability of accommodation for applicants with disabilities in the recruitment process. This will include:
  - i. Reviewing and, as necessary, modifying existing recruitment policies, procedures and processes; and
  - ii. Advising that accommodation is available for applicants with disabilities on Radius Child and Youth Services' job postings.
- **Recruitment, Assessment and Selection**: When applicants are selected to participate in an assessment or selection process, Radius Child and Youth Services will notify them that accommodations are available upon request in relation to the materials or processes used in the assessment/selection process. This will include:
  - i. Reviewing and, as necessary, modifying existing recruitment policies, procedures and processes;
  - ii. Adding to the script in the scheduling of an interview and/or assessment a notice of the availability of accommodation;
  - iii. Consulting applicants who request accommodation and arranging for the provision of suitable accommodation in a manner that takes into account the applicant's accessibility needs.



## Accessibility Policy and Multi-Year Accessibility Plan

---

- Notice to Successful Applicants: When making offers of employment, Radius Child and Youth Services will notify the successful applicant of its policies for accommodating employees with disabilities. This will include:
  - i. Review and, as necessary, modification of existing recruitment policies, procedures and processes; and
  - ii. Adding a notification of Radius Child and Youth Services policies on accommodating employees with disabilities in offer of employment letters.

### INFORMING EMPLOYEES OF SUPPORT/PROVIDING ACCESSIBLE FORMATS AND COMMUNICATIONS SUPPORTS

In accordance with the IASR, Radius Child and Youth Services will inform all employees of policies that support employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take employees' accessibility needs into account. This will include, by January 1, 2017:

- Informing current employees and new hires (in the orientation process) of Radius Child and Youth Services' policies that are related to employees with disabilities;
- Keeping employees informed of changes of existing policies that are related to employees with disabilities;
- Providing or arranging for provision of accessible formats and communications supports, upon request, for: (1) information that is needed in order to perform an employee's job and (2) information that is generally available to employees in the workplace; and (3) Radius Child and Youth Services will consult with the requesting employee to determine the suitability of accessible formats or communications supports.

### DOCUMENTED INDIVIDUAL ACCOMMODATION PLANS/RETURN TO WORK PROCESS

By 2016, Radius Child and Youth Services will incorporate new accessibility requirements in accommodation and return to work processes to ensure that barriers are eliminated.

#### Documented Individual Accommodation Plans

Radius Child and Youth Services will review and assess existing processes to ensure they include a requirement for the development of documented individual accommodation plans for employees with disabilities, as required, including the following elements:

- The manner in which the employee requesting accommodation can participate in the development of the plan;
- The means by which the employee is assessed on an individual basis;



## Accessibility Policy and Multi-Year Accessibility Plan

---

- The manner in which Radius Child and Youth Services can request an evaluation by an outside medical or other expert, at Radius Child and Youth Services' expense, to assist in determining if and how accommodation can be achieved;
- The manner in which an employee can request the participation of a representative from the workplace in the development of an accommodation plan;
- Steps to protect the privacy of employees' personal information;
- The frequency with which individual accommodation plans will be reviewed and updated and the manner in which this will be done;
- The manner in which the reasons for denial will be provided to the employee if an individual accommodation plan is denied;
- The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs;

The following will be included in an individual accommodation plan:

- Any individualized workplace emergency response information that is required;
- If requested, any information regarding accessible formats and communication supports that have been provided for or arranged, in order to provide the employee with: (1) information necessary to perform the employee's job and, (2) information generally available to employees in the workplace;
- Any other accommodation that is provided.

### Return to Work Process

Radius Child and Youth Services will ensure that the return to work process as set out in its existing processes outlines:

- Steps Radius Child and Youth Services will take to facilitate return to work after a disability-related absence;
- Development of a written individualized return to work plan for employees; and
- The use of individual accommodation plans in the return to work process.

### PERFORMANCE MANAGEMENT, CAREER DEVELOPMENT AND ADVANCEMENT AND REDEPLOYMENT

Radius Child and Youth Services will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans when using its



## Accessibility Policy and Multi-Year Accessibility Plan

---

performance management process, providing career development and advancement and redeploying employees.

### Planned Action

Radius Child and Youth Services will by 2017:

- Review, assess and, as necessary, modify existing policies, procedures and practices to ensure compliance with the IASR;
- Take the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans, into account when assessing performance, managing career development and advancement and redeployment, as required.
- Review, assess and, as necessary, include accessibility criteria in performance management workshops;
- Include notification of the ability to provide accommodation on internal job postings; and
- Review and modify employee transfer checklist, as required, to ensure the needs of employees with disabilities are met.

For more information on this Accessibility Policy and Plan or for accessible formats of this document, please contact Human Resources for Radius Child and Youth Services at (416) 744-9000 ext. 325.