

## Jubilee Heritage Family Resources-Multi-Year Accessibility Plan

Date Created: September 2017

Date Approved: September 2017

Date Reviewed: December 22, 2022

### Part 1: Identify your organization's strategy to meet the following requirements of the IASR

| AODA Standard                                 | IASR requirement                                                                                                                                                  | Due Date<br>dd-mm-yy | Target<br>Completion Date<br>dd-mm-yy | Steps to take                                                                                 | Completion Status |
|-----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|---------------------------------------|-----------------------------------------------------------------------------------------------|-------------------|
| <b>IASR General Requirements</b>              |                                                                                                                                                                   |                      |                                       |                                                                                               |                   |
|                                               | Complete government accessibility report.                                                                                                                         | 5-Sept- 2014         | 5-Sept- 2014                          |                                                                                               | Completed         |
|                                               |                                                                                                                                                                   | 13-Sept-2017         | 13-Sept-2017                          |                                                                                               | Completed         |
|                                               |                                                                                                                                                                   | 13-Sept-2020         | 22-June-2021                          | -extension given till June 30 2021                                                            | Completed         |
|                                               |                                                                                                                                                                   | 13-Sept-2023         | 13-Sept-2023                          |                                                                                               |                   |
|                                               | Create Multi-year Accessibility Plan.                                                                                                                             | 13-Sept-2017         | 13-Sept-2017                          | -Review plan once every 5 years and/or as needed                                              | Completed         |
|                                               |                                                                                                                                                                   | 13-Sept-2022         | June 22-2021                          | -Reviewed and updated                                                                         | Completed         |
|                                               | Provide training to all employees and volunteers on their responsibilities under the IASR and the Human Rights Code that relates to accessibility                 | 1-Jan-2015           | Ongoing-                              | -All staff, volunteers and students will take the training prior to employment and as needed. | Completed         |
| <b>Customer Service Standard</b>              |                                                                                                                                                                   |                      |                                       |                                                                                               |                   |
|                                               | Develop and Create policies that outline how you will provide goods, services or facilities to people with disabilities. How you will provide accessible service. | 1-Jan-2012           | 1-Jan-2012                            | -Create a policy                                                                              | Completed         |
| <b>Information and Communication Standard</b> |                                                                                                                                                                   |                      |                                       |                                                                                               |                   |
|                                               | Emergency and public safety information accessible to the public                                                                                                  | 1-Jan-2012           | Ongoing                               | Post on Website                                                                               | Completed         |
|                                               | All new internet websites and web content must conform with WCAG 2.0 level A.                                                                                     | 1-Jan-2014           | Ongoing                               | Confirm with Ryan-our website administrator                                                   | Completed         |
|                                               | Feedback processes are accessible. e.g. Surveys                                                                                                                   | 1-Jan-2015           | Ongoing                               | Website and/or upon request                                                                   | Completed         |

|                                                                                                     |                                                                                                                                                                   |                        |         |                                                            |                   |
|-----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|---------|------------------------------------------------------------|-------------------|
|                                                                                                     | Information about organization's services and facilities are accessible.                                                                                          | 1-Jan-2016             | Ongoing | Website and/or upon request                                | Completed         |
|                                                                                                     | All internet website and website content conforms with WCAG 2.0 level AA (excluding live captioning and audio description).                                       | 1-Jan-2021             | Ongoing | Confirm with Ryan-our website administrator                | Completed         |
| <b>Employment Standard</b>                                                                          |                                                                                                                                                                   |                        |         |                                                            |                   |
|                                                                                                     | Individual accommodation plans for employees with a disability during an emergency.                                                                               | 1-Jan-2012             | Ongoing | Annual policy review with all employees                    | Completed         |
|                                                                                                     | Notify employees, potential hires and public that accommodations can be made during recruitment, assessment and selection processes for people with disabilities. | 1-Jan-2016             | Ongoing | Notification indicated on all job postings                 | Completed         |
|                                                                                                     | Notify new hires and employees of policies for accommodating employees with disabilities.                                                                         | 1-Jan-2016             | Ongoing | Annual policy review with all employees                    | Completed         |
|                                                                                                     | Individual accommodation plans for employees with a disability.                                                                                                   | 1-Jan-2016             | Ongoing | Annual policy review with all employees                    | Completed         |
|                                                                                                     | Have a written return to work process in place for employees who have been absent due to a disability                                                             | 1-Jan-2016             | Ongoing | Annual policy review with all employees                    | Completed         |
|                                                                                                     | Needs of employees with disabilities are taken into consideration when establishing a performance management and career development plan.                         | 1-Jan-2016             | Ongoing |                                                            | Completed         |
| <b>Design of Public Spaces Standard</b>                                                             |                                                                                                                                                                   |                        |         |                                                            |                   |
|                                                                                                     | Make new or redeveloped spaces accessible                                                                                                                         | 1-Jan-2017             | Ongoing | AODA will be considered when selecting new locations.      | Completed         |
|                                                                                                     | Maintain accessible elements of public spaces                                                                                                                     | 1-Jan-2017             | Ongoing | Continue to maintain accessibility throughout the building | Completed         |
| <b>Part 2: Identify your strategy to prevent and remove additional barrier in your organization</b> |                                                                                                                                                                   |                        |         |                                                            |                   |
| <b>Barrier</b>                                                                                      | <b>Steps to take</b>                                                                                                                                              | <b>Completion Date</b> |         | <b>Completion Status</b>                                   | <b>Staff Lead</b> |