

August 1, 2014

The Participation House Project (Durham Region)



AODA Multi-year Accessibility Plan 2014–2019

Table of Contents

Introduction and statement of commitment

Section one

Report on measures already implemented to identify, remove and prevent barriers in 2012–2019

1. Standards for Customer Service
2. Emergency response and evacuation plans under IASR Standards for Information and Communications and Employment

Section two

Report on planned measures to identify, remove and prevent barriers in 2014–2019

1. Standards for Customer Service
2. Standards for Integrated Accessibility general requirements
3. Standards for Information and Communication
4. Standards for Employment
5. Standards for Transportation (Not applicable as we are not providing transportation to the public)
6. Standards for Built Environment (Not yet passed into law)
7. Multi-year plan in chart form

Introduction and statement of commitment

The Integrated Accessibility Standards Regulation (IASR) under the Accessibility for Ontarians with Disabilities Act (AODA) requires The Participation House Project (Durham Region) to develop a multi-year plan every five years.

This expectation sets a course to prevent, identify and remove barriers for persons with disabilities. Through its multi-year accessibility plan, The Participation House Project (Durham Region) aims to become barrier-free by 2025.

This course includes complying with the expectations set out through established accessibility standards in:

- Customer Service
- Information and Communications
- Employment
- Transportation
- The Built Environment

This 2014–2019 accessibility plan will guide our organization to realize the requirements under the Integrated Accessibility Standards Regulation (Integrated Regulation) enacted July 1, 2011 under the Accessibility for Ontarians with Disabilities Act (AODA). The AODA requires The Participation House Project (Durham Region) to develop, implement, and enforce accessibility standards so that goods, services, facilities, accommodation, employment, buildings, structures, and premises are accessible to persons with disabilities.

The multi-year accessibility plan outlines the specific steps The Participation House Project (Durham Region) is taking to improve opportunities for persons with disabilities and comply with the phased-in requirements of the Regulation beginning January 1, 2012.

The Participation House Project (Durham Region) remains committed to improving accessibility through the identification, removal and prevention of barriers in our organization. Working with our employees and people who receive services ensures that accessibility is given significant consideration.

This plan has been developed in accordance with the Integrated Regulation. It outlines a strategy to prevent and remove barriers and address the current and future requirements of the AODA. It will be provided in an alternative format upon request.

In accordance with the requirements, The Participation House Project (Durham Region) will:

- Report annually on its website on its progress in implementing this plan
- Provide information relating to the plan in alternative formats upon request
- While the multi-year plan is a framework to provide high level deliverables and activities over the next five years, it should be noted that the plan will be reviewed annually and adapted if required
- The Participation House Project (Durham Region) will seek input from staff, volunteers, management and people receiving services to promote the sharing of initiatives and help to develop a culture of accessibility and inclusion.

For more information, please contact:

Izabela Wielgosz, Director of Human Investments
55 Gordon Street,
East Administrative Tower, Suite 1
Whitby, ON L1N 0J2
Tel. 905-579-5267 ext. 205

Section One:

Report on measures already implemented to identify, remove and prevent barriers in 2014–2019

From 2014-2019, The Participation House Project (Durham Region) will continue to comply with the Accessibility Standards for Customer Service Regulation and continue to implement initiatives to enhance accessibility in other areas under the Integrated Accessibility Standards Regulation—Standards for Employment, Information and Communications. When the Accessibility Standards for the Built Environment becomes law, the same will apply.

This section includes a summary of the initiatives The Participation House Project (Durham Region) implemented on or before January 1, 2012 and will continue to implement from 2014–2019.

1. Standards for Customer Service

The Participation House Project (Durham Region) met compliance with the requirements set out in the Accessible Customer Service Standard Regulation by:

- Establishing policy, procedures and practices for providing goods and services to persons with disabilities, ensuring document is in an accessible digital format and developed strategy to communicate policies to staff, volunteers and individuals.
- Providing accessibility awareness, AODA and customer service standard training to all staff who interact, or may interact, with persons with disabilities of behalf of The Participation House Project (Durham Region) or are involved in the creation and implementation of policies, practices and procedures for The Participation House Project (Durham Region).
- Working with the building manager and landlord to develop a notification service disruption protocol, and communicated the Accessibility policy to staff so that support persons and service animals are permitted onto The Participation House Project (Durham Region) premises.

Required legislative compliance: January 1, 2012

Completion status: completed

2. Emergency response and evacuation plans under the IASR Standards for Information and Communications and Employment

The Participation House Project (Durham Region) incorporated accessibility considerations into its emergency response and evacuation plan and procedures. The following measures were taken:

- Instructions were provided to staff regarding evacuation in times of emergency to gather at locations that are accessible.
- People receiving services and staff providing support were consulted to ensure that the needs of all persons with disabilities are met in our emergency response plan, and that safety information and instructions are provided in a timely manner if an emergency or disaster occurs.
- Staff on duty were instructed to identify persons in need of assistance in advance of an emergency to discuss the location of the designated waiting areas are how identified persons will be escorted out.

August 1, 2014

- The emergency response plan and instructions were reviewed and modified to take the needs of persons with various disabilities into consideration.
- The emergency response plan is located at each work location and included in emergency kits.
- In cooperation with our building manager, the emergency procedures have been updated to ensure they can be followed by people receiving services or employees with disabilities.
- If need arises, individualized workplace emergency response information will be made available to employees, who have disclosed a disability, and such employees will be accommodated according to their disability when and if an emergency or disaster occurs. These individualized plans will be communicated to their managers and recorded in their personnel files.
- Employees have been trained on the emergency response plan to ensure that they know how to interact with persons with disabilities (employees and people receiving services) during an emergency, incident or dangerous situation.
- Individualized emergency response information is reviewed when:
 - a) An employee moves to a different location in the organization
 - b) An employee's overall needs or plans are reviewed; and
 - c) When reviewing general emergency response policies

Required legislative compliance: January 1, 2012

Completion status: completed

No employees with disabilities are presently employed and/or provided notice of disability. Employees who receive accommodation at work or are on modified duties will be addressed on an individual basis as need arises.

Section Two:

Report on planned measures to identify, remove and prevent barriers in 2014–2019

This year, The Participation House Project (Durham Region)'s accessibility plan focuses on five areas. These initiatives will support compliance with the existing Accessibility Standards for Customer Service. They will also help us enhance accessibility in other areas—information and communications, employment, transportation, and the built environment.

1. Standards for Customer Service

The Participation House Project (Durham Region) is committed to ensuring that people with disabilities continue to receive accessible goods and services beyond January 1, 2012. This means they will receive goods and services with the same high quality and timeliness as others as per the customer service policy issued January 1, 2012.

Commitment: The Participation House Project (Durham Region) has adopted the Accessibility Policy addressing accessible customer service.

Identification of barriers

People with disabilities face a range of physical and attitudinal barriers including stereotyping and prejudice. Inadequate resources and the lack of common objectives with regards to accessibility and equity seriously curb efforts to remove barriers.

As the Participation House Project (Durham Region) is providing services and supports to people with disabilities, the standards of accessibility that we offer to the individuals we support

August 1, 2014

residentially and in community programs are also available to employees and members of the public.

All premises of Participation House Project (Durham Region) are wheelchair accessible and appropriate supports offered to people are person specific taking into account the person's disability.

Planned action(s)

To meet ongoing compliance with the Accessibility Standards for Customer Service Regulation requirements and removal of barriers to persons with disabilities, The Participation House Project (Durham Region) will:

- Continue to highlight the Accessibility Policy in education, training and activities.
- Review The Participation House Project (Durham Region)'s existing feedback process and response mechanisms for accessibility-related feedback.
- Consider accessibility-related feedback received through all channels (i.e., online feedback form, correspondence, inquiries, meeting evaluations, etc.) by assessing and responding to feedback as required.
- Where necessary, remind the building manager and landlord of the building-specific service disruption notification protocols.
- Assess premises and other areas where barriers may exist that prevent customer access to our goods and services.
- Review effectiveness of policy, procedures and practices and make necessary adjustments.
- Review training requirements for staff who have high interaction with the public; retrain on the Accessibility Policy regarding customer service, the law and any general or existing accessibility matters.
- Continue to track and report on training compliance on an annual basis.
- Encourage staff to consider accessibility when planning meetings and events with people receiving services or those supporting them, including vendors and suppliers.
- Ensure availability of information regarding provision of services to people with disabilities in accessible formats under the Integrated Regulation.

Required legislative compliance: None

Completion status: completed

2. Standards for Integrated Accessibility general requirements

2.1. Accessibility policy and statement of commitment to IASR

Commitment: The Participation House Project (Durham Region) will implement a statement of commitment and policy on how it will achieve accessibility through meeting the IASR's requirements.

Identification of barriers

The Participation House Project (Durham Region) will assess physical, attitudinal and communication barriers across organization to ensure removal and prevention of barriers to access for persons with disabilities.

Planned action(s)

- Draft a policy that addresses how the IASR's requirements will be met.
- The Integrated Accessibility Standards Regulation policy and statement of commitment will be made available to the public at the main office upon request and on the website.

August 1, 2014

- This policy and statement of commitment will be available in an accessible format upon request. We will consult with the person with a disability when identifying the appropriate format.

Required legislative compliance: January 1, 2014

Completion status: completed

2.2. Accessibility plan maintenance

Commitment: Establish, implement and maintain a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet IASR's requirements.

Post the accessibility plan on the organization's website and provide the plan in accessible format upon request.

Review and update the accessibility plan at least once every five years.

Required legislative compliance: January 1, 2014

Completion status: completed

2.3. Procurement or acquisition of goods, services, or facilities

This standard is not applicable to The Participation House Project (Durham Region)

2.4. Self-service kiosks

The Participation House Project (Durham Region) does not employ self-service kiosk at this time.

2.5. Training

Commitment: To implement a process for ensuring that all employees, volunteers, persons who deal with supported individuals and the public on The Participation House Project (Durham Region)'s behalf, and persons participating in the development and approval of policies, practices and procedures receive the appropriate training that meets the requirements under the Integrated Regulation.

Identification of barriers

Ensure meetings and training sessions are accessible for employees with learning and other disabilities.

Planned action(s)

The Participation House Project (Durham Region) will:

- Provide training on the requirements of the Integrated Regulation and on the Human Rights Code as it pertains to persons with disabilities to all employees, new hires, volunteers and Board Members
- Keep and maintain a record of the dates when training is provided and the number of individuals to whom it was provided
- Ensure the training is provided in a manner that meets the requirements of the accessibility standards
- Provide training in respect to changes to policies

Required legislative compliance: January 1, 2015

Completion status: completed

3. Standards for Information and Communications

August 1, 2014

The Participation House Project (Durham Region) is committed to making information and communications accessible to people with disabilities. The information we provide and the ways we communicate are key to delivering our programs and services to people with disabilities.

Focus: Access to information involves matters relating to format and availability of content, including the means of access and technologies associated with it. While access to publications and information is usually the responsibility of the Manager of IT, there are also related responsibilities in departments that also produce publications.

Commitment: The Participation House Project (Durham Region) will incorporate the accessibility requirements under the information and communications standard to ensure that its information and communications systems and platforms are accessible and provided in accessible formats that meet the needs of persons with disabilities. The Participation House Project (Durham Region) will endeavour to provide necessary communication supports in a timely manner.

Identification of barriers

The Participation House Project (Durham Region) will assess its communication methods and attitudes to identify and remove barriers to information and communications with people with disabilities. Potential barriers include:

- Lack of website accessibility standards for the organization's websites
- Lack of a method to obtain user feedback on accessibility
- Lack of awareness among the organization's webmasters regarding website accessibility barriers
- Information overload and conflicting recommendations for website accessibility standards
- Inaccessible PDF documents and forms
- Inaccessible HTML forms

Planned action(s)

To meet compliance with the Accessibility Standards for Information and Communications under the IASR requirements and remove barriers to persons with disabilities, The Participation House Project (Durham Region) will:

- Upon request, provide or arrange for the provision of accessible formats and communication supports to persons with disabilities in a timely manner, taking into account the person's accessibility needs
- Post the accessibility plan on The Participation House Project (Durham Region)'s website
- Post a statement on the website about accessibility and the availability of accessible formats and communication supports
- Establish an online survey for users with a disability to provide feedback on web accessibility
- Provide, upon request, accessible formats and communication supports for receiving and responding to feedback from persons with disabilities
- Develop web accessibility guidelines
- Remove barriers through implementation of the website accessibility guidelines
- Ensure new internet websites and web content on those sites conform to WCAG 2.0 Level A by January 1, 2014
- Ensure all websites and web content conform to WCAG 2.0 Level AA other than success criteria 1.2.4 Captions (Live) and success criteria 1.2.5 Audio Descriptions (Pre-recorded) by January 1, 2021

Feedback

- Ensure that 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

August 1, 2014

- Consult the person making the request to determine suitability of format
- Notify the public about the availability of accessible formats and communication supports

Required legislative compliance: January 1, 2016

Completion status: Completed

4. Standards for Employment

The Participation House Project (Durham Region) is committed to fair and accessible employment practices that attract and retain talented employees with disabilities.

4.1. Recruitment

Commitment: The Participation House Project (Durham Region) will incorporate new accessibility requirements under the employment standard to ensure that barriers in recruitment are eliminated and policies are followed where applicable.

Identification of barriers

The Participation House Project (Durham Region) will assess recruitment policies, practices and procedures, methods and attitudes to identify and remove barriers to employment of people with disabilities.

Planned action(s)

To meet compliance with the Accessibility Standards for Employment under the Integrated Regulation requirements and to remove barriers to persons with disabilities in recruitment, The Participation House Project (Durham Region) will:

- In internal and external job advertisements specify that accommodation is available in our recruitment process for applicants with disabilities.
- Inform candidates about the availability of accommodations:
 - when called for an interview
 - during the selection process
 - at the time of job offer
 - at orientation
- If the selected applicant requests an accommodation, consult with the applicant and arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs.
- When making offers of employment, notify the successful applicant of policies for accommodating employees with disabilities.

Required legislative compliance: January 1, 2016

Completion status: Completed

4.2. Support information for employees

Commitment: The Participation House Project (Durham Region) will incorporate new accessibility requirements under the Employment standard to ensure that barriers in information that supports employees are eliminated and policies are followed where applicable.

Identification of barriers

The Participation House Project (Durham Region) will assess its supporting documents, policies, practices and procedures, methods and attitudes to identify and remove barriers to employment of people with disabilities.

Planned action(s)

To meet compliance with the Accessibility Standards for Employment under the Integrated Regulation requirements and to remove barriers to persons with disabilities, The Participation House Project (Durham Region) will:

- Inform current employees and new hires soon after they begin employment of The Participation House Project (Durham Region)'s policies supporting employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability
- Keep employees up to date on changes to policies
- Provide accessible formats and communication supports to any employee who requests them. If requested, the employer will consult with the employee to provide or arrange for provision of accessible formats and communication supports for:
 - information that is needed in order to perform the employee's job
 - information that is generally available to employees in the workplace

Required legislative compliance: January 1, 2016

Completion status: completed

4.3. Documented individualized plans (i.e. return to work plan, accommodation plan)

Commitment: The Participation House Project (Durham Region) will incorporate new accessibility requirements under the employment standard to ensure that barriers in accommodation and other plans that support employees are eliminated and policies are followed where applicable.

Identification of barriers

The Participation House Project (Durham Region) will assess its return-to-work and accommodation plans, policies, practices and procedures, methods and attitudes to identify and remove barriers to employment of people with disabilities.

Planned action(s)

To meet compliance with the Accessibility Standards for Employment under the Integrated Regulation requirements and remove barriers to persons with disabilities, The Participation House Project (Durham Region) will:

- Include in the process the manner in which the employee requesting accommodation can participate in the development of the plan
- Include in the process the means by which the employee is assessed on an individual basis
- Provide an individualized accommodation plan in writing to any employee with a disability
- Include in the process the manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if and how accommodation can be achieved
- Provide an individualized return-to-work plan in writing for any employee who has been absent from work due to a disability and requires disability-related accommodations to return to work
- Include in the process the manner in which the employee can request participation of a representative from his or her bargaining agent
- Take steps to protect the privacy of the employee's personal information
- Outline the frequency in which individual accommodation plans will be reviewed and updated and the manner in which it will be done
- Provide the employee with the reasons for the denial if the individual accommodation plan is denied

August 1, 2014

- Include in the process the means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs
- Include any individualized workplace emergency response information
- Identify any other accommodation that is provided to the employee

Required legislative compliance: January 1, 2016

Completion status: Completed

4.4. Performance assessment, career development and advancement, and redeployment

Commitment: The Participation House Project (Durham Region) will incorporate new accessibility requirements under the employment standard to ensure that barriers in performance assessment, career development and advancement, and redeployment are eliminated and policies are followed where applicable.

Identification of barriers

The Participation House Project (Durham Region) will assess its performance reviews, career development and advancement, redeployment programs, policies, practices and procedures, methods and attitudes to identify and remove barriers to employment of people with disabilities.

Planned action(s)

To meet compliance with the Accessibility Standards for Employment under the Integrated Regulation requirements and to remove barriers to persons with disabilities, The Participation House Project (Durham Region) will:

- Take the accessibility needs of employees with disabilities and their individualized accommodation plans into account:
 - when assessing their performance
 - in managing their career development and advancement
 - when redeploying them
- Review and revise its performance review forms and policy
- Take into account the accessibility needs of employees with disabilities when providing career development and advancement to its employees with disabilities
- Take into account the accessibility needs of employees with disabilities when redeploying employees

Required legislative compliance: January 1, 2016

Completion status: Completed

5. Standards for Transportation

This standard does not apply to **The Participation House Project (Durham Region)**.

6. Standards for the Built Environment

This standard is not yet law; however The Participation House Project (Durham Region) is committed to greater accessibility in, out of, and around the buildings we use.

MULTI-YEAR ACCESSIBILITY PLAN IN CHART FORM

General requirements	Deliverables	Activities	Lead	Status	Compliance Date	Comments
<p>Accessibility policy, practices and procedures</p>	<p>The Participation House Project (Durham Region) will develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.</p>	<p>Accessibility Policy approved</p> <p>Ensured document is in an accessible format and publicly available</p> <p>Developed strategy to communicate policies to staff, volunteers and individuals.</p> <p>Upon request this policy will be provided in alternative format This policy will be posted on the website.</p> <p>The cost of providing this policy in an accessible format must not be more than the regular cost charged to other people.</p>	<p>Director of Human Investments</p>	<p>completed</p>	<p>2012</p>	
<p>Multi-year accessibility plan</p>	<p>The Participation House Project (Durham Region) will develop, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under AODA including barriers to information and communications systems/platforms</p>	<p>Assess current policies, practices and procedures, premises, access to goods and services, and information and communication systems to identify barriers for persons with disabilities</p> <p>Determine the accessibility of Participation House Project's information components and systems.</p> <p>Establish a practice that documents be created in a structured electronic format to allow for easier conversion to accessible formats.</p> <p>Establish a standard for documents</p>	<p>Director of Human Investments</p> <p>Managers will collect data, HR will collaborate report.</p>	<p>completed</p>	<p>January 1, 2014</p>	

		<p>that will be as accessible as possible without need for accessible formats (i.e., font style, font size, colour contrast, plain language).</p> <p>Post the plan on the website</p> <p>Report annually on the progress on implementing this plan</p> <p>Provide all information relating to the plan in alternative formats upon request</p> <p>Review and update the plan at least once every five years</p>				
Procurement or acquisition of goods, services, or facilities	The Participation House Project (Durham Region) will have a process for accessibility in the procurement or acquisition of goods, services or facilities.	<p>Assess and update, if needed, current purchasing, procurement policies, practices and procedures;</p> <p>Use accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practical to do so.</p> <p>Upon request, provide an explanation when it is not practical to do so.</p> <p>Make the organization's premises fully accessible.</p>	Director of Human Investments	completed	Jan. 1, 2016	
Training	The Participation House Project (Durham Region) will provide training to all employees, volunteers, persons who deal with customers and the public on its behalf, and persons participating in the development and approval of its policies, practices and procedures on the	<p>The type and intensity of training on the requirements of accessibility standards and the Human Rights Code will vary according to the duties of the employee, volunteers or others.</p> <p>The Participation House Project (Durham Region) will maintain a</p>	Director of Human Investments	completed	Jan. 1, 2015	

	<p>requirements of the Regulation and on the Human Rights Code as it pertains to persons with disabilities.</p>	<p>record of the dates when training is provided and the number of individuals to whom it was provided.</p> <p>Training will re-occur when there are changes to the accessibility policies.</p> <p>The methods of training need to be determined: on-line, in-class?</p>				
<p>Emergency procedures and plans</p>	<p>The Participation House Project (Durham Region) in cooperation with building managers and/or landlords will have an emergency response plan and will provide individualized workplace emergency response information to employees who have disclosed a disability.</p>	<p>Assess the existing emergency response plan and procedures for barriers to persons with disabilities during an emergency</p> <p>Update our emergency procedures to ensure they meet the needs of persons with disabilities</p> <p>Upon request, provide the information in an accessible format or with communication supports as soon as practicable</p> <p>Consult with the person with the disability in the case of a request for an alternative accessible format and communication supports</p> <p>Provide such information at a cost not more than the regular cost charged to other people</p> <p>With the employee's consent, provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p> <p>This information will be provided as soon as is practicable after</p>	<p>Director of Operations</p>	<p>Completed</p>	<p>2012</p>	

		<p>Participation House becomes aware of the need.</p> <p>The individualized workplace emergency response information will be reviewed:</p> <ul style="list-style-type: none"> • When the employee moves to a different location in the organization • When the employee's overall accommodations needs or plans are reviewed, and • When the employer reviews its general emergency response policies 				
Feedback	<p>The Participation House Project (Durham Region) will provide, upon request, accessible formats and communication supports for receiving and responding to feedback from persons with disabilities regarding the company's information and communication systems and/or documents.</p>	<p>Establish process for receiving and responding to feedback Create document describing process; Make information about process publicly available. Provide or arrange for accessible formats and communications supports, upon request.</p> <p>Ensure process is arranged in a timely manner, taking into consideration the nature of the person's disability, at no more than the regular cost charged to other persons.</p> <p>Continue to monitor Organization's feedback.</p>	Director of Human Investments	completed	Jan. 1, 2015	
Accessible Formats & Communication Supports	<p>The Participation House Project (Durham Region) will assess and review the communication needs of people with visual, hearing, learning, and cognitive disabilities and possible barriers to communication that exist in our</p>	<p><u>General Public:</u> The Participation House Project (Durham Region) will post a notice on website that materials essential to our organization are available in a variety of accessible formats and communication supports.</p>	Director of Human Investments	Completed	Jan. 1, 2016	

	<p>organization.</p> <p>The Participation House Project (Durham Region), upon request will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities.</p> <p>Upon request by an employee with a disability, The Participation House Project (Durham Region) will provide accessible formats and communication supports for information in the workplace in consultation with the employee making the request.</p> <p>The Participation House Project (Durham Region) will inform its employees of policies relating to supporting employees with disabilities.</p>	<p>The Participation House Project (Durham Region) will have a process for customers to request and be provided with information and communication in an accessible format.</p> <p>The Participation House Project (Durham Region) will consult with the person making the request in determining the suitability of an accessible format or communication support.</p> <p>This consultation will happen in a timely manner and taking into account the person's accessibility needs due to disability; and</p> <p>This service will be provided at a cost that is no more than the regular cost charged to other persons.</p> <p>When an accessible format is not feasible and explanation will be provided.</p> <p><u>Employee:</u> The Employer 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 employees in the workplace.</p> <p>The Participation House Project (Durham Region) will consult with the employee making the request in determining the suitability of an</p>				
--	--	---	--	--	--	--

		<p>accessible format or communication support.</p> <p>The Participation House Project (Durham Region) will inform employees of policies and supports for employees with disabilities as soon as practicable after new employees begin employment.</p> <p>The Participation House Project (Durham Region) will update information provided to employees as policies change.</p>				
<p>Accessible Websites & Web Content</p>	<p>The Participation House Project (Durham Region) will make our internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.</p>	<p>Ensure website accessibility and compliance with the guidelines and the law.</p> <p>Develop accessible website and Web content that conforms with WCAG 2.0 level A and eventually that conforms to the WCAG 2.0 level AA.</p> <p>Ensure that IT person and/or Web designer, or secure services of Web designer are knowledgeable of accessibility regulations.</p> <p>Provide staff training to all employees, volunteers, and persons participating in the development and approval of The Participation House Project (Durham Region)'s policies, practices and procedures on website accessibility.</p>	<p>Manager of IT, Director of Human Investments</p>	<p>completed</p>	<p>Jan. 1, 2014</p>	<p>Level AA by Jan 1, 2021</p>
<p>Assessment of barriers in employment</p>	<p>The Participation House Project (Durham Region) will identify, remove and prevent barriers in employment.</p>	<p>Evaluation of existing policies and procedures as well as the overall workplace.</p>	<p>Director of Human Investments</p>	<p>completed</p>	<p>Jan. 1, 2016</p>	

<p>Recruitment</p>	<p>The Participation House Project (Durham Region) will promote employment opportunities for the designated groups, including persons with disabilities.</p>	<p>The Participation House Project (Durham Region) will inform candidates about the availability of accommodations: when called for an interview during the selection process at the time of job offer at orientation.</p> <p>The Participation House Project (Durham Region) in its internal and external postings will specify that accommodation is available for job applicants with disabilities in its recruitment processes and upon request.</p> <p>Applicants contracted for an interview, are notified that accommodations are available upon request, and in a manner that takes into account the applicants accessibility needs.</p> <p>When making offers of employment, The Participation House Project (Durham Region) will notify the successful applicant of its policies for accommodating employees with disabilities.</p>	<p>Director of Human Investments</p>	<p>completed</p>	<p>Jan. 1, 2016</p>	
<p>Documented Individual Accommodation Plans</p>	<p>The Participation House Project (Durham Region) will develop a written process for developing individual accommodation plans for employees with disabilities.</p>	<p>Develop a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>Document the process.</p> <p>The process will include the following elements:</p> <p>The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</p>	<p>Director of Human Investments</p>	<p>completed</p>	<p>Jan.1, 2016</p>	

		<p>The means by which the employee is assessed on an individual basis.</p> <p>The manner in which the 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.</p> <p>The manner in which the employee can request the participation of a representative from their bargaining agent in the development of the accommodation plan.</p> <p>The steps taken to protect the privacy of the employee's medical information.</p> <p>The frequency with which the individual accommodation plan will be reviewed and updated. If an individual accommodation plan is denied, the reasons for the denial will be provided to the employee.</p> <p>The accommodation plan will be provided in a format that takes into account the employee's accessibility needs due to disability.</p>				
<p>Return to Work Process</p>	<p>The Participation House Project (Durham Region) will develop, enact and document the steps in a return to work process that requires disability-related accommodations.</p>	<p>Steps to return to work process are developed and documented.</p> <p>The return to work process will outline the steps the employer will take to facilitate the return to work of employees who were absent due to disability and</p>	<p>Director of Human Investments</p>	<p>completed</p>	<p>Jan. 1, 2016</p>	

		<p>use individual documented accommodation plans</p> <p>The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>				
<p>Performance assessment, career development and advancement, and redeployment</p>	<p>The Participation House Project (Durham Region) will take into account the accessibility needs and accommodation plans of employees with disabilities for performance management, career development and redeployment.</p>	<p>Education provided to Supervisors to consider Individual Accommodation Plans and accessibility needs in regards to performance management, career development and when deploying employees with disabilities.</p>	<p>Director of Human Investments, Departments Leads</p>	<p>completed</p>	<p>Jan. 1, 2016</p>	