



Surrey Place
Multi Year Accessibility Plan
2018 – 2022

Reviewed: January 2019,
January 16, 2020

Background and AODA Legislation

In 2005, the Government of Ontario passed the Accessibility for Ontarians with Disabilities Act. This Act is a follow up to the Ontarians with Disabilities Act, 2001 (ODA, 2001). The goal is for Ontario to be fully accessible by 2025. In order to accomplish this, a series of standards will be successively implemented, four of which apply to Surrey Place:

- Accessible Customer Service Standards
- Accessible Information and Communication Standards
- Accessible Employment Standards
- Accessible Built Environments

As a result of the legislation, businesses and organizations who provide goods and services to people in Ontario will have to meet certain accessibility standards as outlined in the legislation. Surrey Place believes that treating people with respect is a key guiding principle for excellent client service and an effective, healthy organization. We are committed to eliminating differences between groups and creating a diverse and inclusive workplace

Multiyear Plan Purpose and Overview

This plan is intended to continue to move Surrey Place towards its vision of accessibility, outlining realistic initiatives and progress meeting mandatory requirements of the Integrated Accessibility Standards Regulation (IASR).

Surrey Place will provide all clients, caregivers, staff, students, board members, and volunteers the opportunity to identify needs related to disabilities, ensuring that those needs are accommodated in a manner that supports the dignity of the individual. This will be reflected by:

- People with disabilities being able to enter Surrey Place premises and reach their destinations without encountering barriers
- People with disabilities receiving the services they require without encountering barriers
- People with disabilities working without encountering barriers
- Accessibility being a thread that is woven throughout all policies and practices
- Accessibility being accepted as everyone's responsibility

The objective of this Multi Year Plan is to identify, remove, and prevent barriers to accessibility. This plan builds on our previous work in creating an accessible environment, identifies our accomplishments to date, and outlines the standards and deliverables that will be implemented over the next 5 years.

IASR General Requirements

Policies

Develop and implement policies and procedures governing how Surrey Place will achieve accessibility, including a statement of organizational commitment. Make all documents publicly available and in accessible format upon request.

Actions Taken:

- Accessibility for Ontarians with Disabilities Act (AODA), 2005 Policy developed and implemented.
- AODA Notice of Temporary Disruption Policy developed and implemented.

Compliance Date: January 1, 2014

Target Completion Date: June 2011

Status & Lead: Completed - VP, Finance & Corporate Services.; Director, Quality & Performance

Accessibility Plan

Develop, implement, and maintain a Multi Year Accessibility Plan which outlines strategies to remove and prevent any barriers to accessibility. Post plan on website and provide plan in an accessible format upon request. Review plan every year and update at least once every 5 years.

Actions Taken:

- Multi Year Accessibility Plan developed, implemented and maintained. Our plan is reviewed annually and updated every 5 years.
- Multi Year Accessibility Plan is available on our website and provided in an accessible format.

Compliance Date: January 1 2014

Target Completion Date: December 2013, December 2017

Status & Lead: Completed - VP, Finance & Corporate Services.; Director, Quality & Performance

Training & Education

Training provided to all staff and volunteers in regard to the Human Rights Code pertaining to persons with disabilities.

Actions Taken:

- Surrey Place has developed an e-Module on AODA Customer Service Standards. This training is mandatory for all staff, volunteers, students, and board members.

Compliance Date: January 1 2012
Target Completion Date: June 2011
Status & Lead: Completed - Accessibility Steering Committee

Procurement of Goods & Services

Incorporate accessibility criteria and features when procuring or acquiring goods or services.

Actions Taken:

- Procurement Policy commits Surrey Place to consider accessibility in organizational procurement processes.

Compliance Date: January 1 2016
Target Completion Date: December 2015
Status & Lead: Completed - VP, Finance & Corporate Services.; Director, Quality & Performance

Compliance Reporting

Complete government accessibility compliance report.

Actions Taken:

- December 2014 Compliance Report submitted
- December 2017 Compliance Report submitted

Commitments:

- File the December 2020 Compliance Report on General IASR Requirements

Employment

Recruitment, Assessment & Selection

Notify employees, potential hires, and the public that accommodations can be made during recruitment, assessment and selection processes for people with disabilities.

Actions Taken:

- Surrey Place notifies the public, potential hires and staff that accommodations can be made available during recruitment. This is specified on our website and on job postings.
- Surrey Place notifies potential hires, when they are individually selected to participate in an assessment or selection process, that accommodations can be made available.
- Surrey Place notifies potential hires, when they are provided offers of employment, that accommodations can be made available.

Compliance Date: January 1 2016

Target Completion Date: December 2015

Status & Lead: Completed – VP, Human Resources & Communications

Informing Employees of Supports

Notify new hires and staff of policies for accommodating employees with disabilities.

Actions Taken:

- Surrey Place informs new hires and staff of policies that support employees with disabilities. This includes the Disability and Workplace Accommodation Policy.
- New hires are informed of support as soon as practicable in the orientation process.
- Accommodation Committee Terms of Reference.
- Workplace Accommodation resources are provided to staff.

Compliance Date: January 1 2016

Targeted Completion Date: December 2015

Status: Completed – VP, Human Resources & Communications

Documented Individual Accommodation/Return to Work Process

Have in place a written process to develop individual accommodation plans for employees with a disability and a written Return to Work process in place for employees who have been absent due to a disability.

Actions Taken:

- Disability and Workplace Accommodation Policy developed and implemented.
- Return to Work Policy developed and implemented.

Compliance Date: January 1 2016

Target Completion Date: December 2015

Status & Lead: Completed – VP, Human Resources & Communications

Performance Management, Career Development and Redeployment

Take into account the accessibility needs of employees with disabilities as well as individualized accommodation plans during the performance management process, when providing career development and advancement, and during redeployment.

Actions Taken:

- Surrey Place takes into account the accessibility needs of employees with disabilities, as well as individualized accommodation plans, during performance appraisals, career development, and redeployment.

Compliance Date: January 1 2016

Target Completion Date: December 2015

Status & Lead: Completed – VP, Human Resources & Communications

Information & Communications

Emergency Procedures, Plans & Public Safety Information

Make emergency procedures, plans, and public safety information accessible to the public and in an accessible format or with appropriate communication supports upon request.

Actions Taken:

- Emergency Preparedness Plan – 2 Surrey Place, Emergency Preparedness Plan – Satellite Offices, Business Continuity Plan and Client Safety Plan are available to the public and can be provided in an accessible format or with appropriate communication support upon request.
- Emergency Preparedness Plan is available in braille.

Compliance Date: January 1 2012

Target Completion Date: December 2013

Status & Lead: Completed – VP, Finance & Corporate Services; Director, Quality & Performance

Accessible Website & Web Content

Ensure website 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 (excluding live captioning and audio description).

Actions Taken:

- Surrey Place's website currently meets 13 of 18 points in the WCAG 2.0 guidelines for level A.

Commitments:

- Install the necessary plugins required to meet AA requirements (excluding live captioning and audio description) by January 1 2021

Compliance Date: January 1 2021

Target Completion Date: December 2020

Status & Lead: In Progress – VP, Finance & Corporate Services; Director, Quality & Performance

Feedback

Processes for receiving and responding to feedback are accessible or made accessible upon request. Notify the public about the availability of accessible formats and communication supports.

Actions Taken:

- Surrey Place has a process to receive feedback on the provision of goods and services provided to people with disabilities accessing service at Surrey Place. This process has been made available to the public through Surrey Place's website and Accessibility Resource Booklet.
- Feedback forms are provided in an accessible format upon request.

Compliance Date: January 1 2015

Targeted Completion Date: June 2011

Status & Lead: Completed – Director, Quality & Performance

Accessible Formats & Communication Supports

Provide or arrange for a provision of accessible formats and communication supports for persons with disabilities in a timely manner, taking into account the person's accessibility needs.

Actions Taken:

- Surrey Place provides or arranges for accessible formats and communication supports in a timely manner and in consideration of the individual's accessibility needs. This includes requests for accessible documents and language interpreters.
- Policies and forms will be made available in an accessible format upon request.
- Surrey Place can be contacted through our TTY line at 416-925-0295

Compliance Date: January 1 2016

Target Completion Date: December 2015

Status & Lead: Completed – VP, Finance & Corporate Services.; Director, Quality & Performance

Library

Provide and acquire an accessible or conversion ready format of print, digital or multimedia resources for a person with disability upon request.

Actions Taken:

- Surrey Place provides or arranges for accessible formats of digital and multimedia resources upon request.

Commitment:

- Surrey Place is committed to exploring options for providing accessible/conversion ready formats of print resources.

Compliance Date: January 1 2015

Target Completion Date: December 2014

Status and Lead: In Progress – Director, Research, Education & Evaluation

Educational & Training Resources

Provide educational, training resources, or materials in an accessible format that takes into account the accessibility needs of a person with disability.

Actions taken:

- Surrey Place provides or arranges for accessible formats of education and training resources upon request.

Compliance: January 1 2015

Target Completion Date: December 2014

Status & Lead: Completed – Director, Research, Education & Evaluation

Design of Public Spaces

New or Redeveloped Public Space

Make new or redeveloped public spaces accessible

Actions Taken:

- The North Office exterior path of travel, waiting area, and service counter was designed and constructed according to the technical requirements set out in the Design of Public Spaces Standard.
- The newly renovated south office washrooms on the first and fourth floor are AODA compliant.
- Any new or redeveloped public space will be designed and constructed according to AODA's technical requirements.

Compliance Date: January 1 2017, February 2019 (South Site Washrooms)

Target Completion Date: January 2017

Status & Lead: Completed – VP, Finance & Corporate Services; Director, Quality & Performance

Maintenance of Accessible Elements

Have procedures in place for preventative and emergency maintenance of the accessible elements in public spaces and procedures for dealing with temporary disruptions when accessible elements are required.

Actions Taken:

- AODA Notice of Temporary Disruption Policy developed and implemented. This commits Surrey Place to preventative and emergency maintenance of accessible elements and to provide notice in the event of a planned or unexpected disruption in Facilities or Services.
- Planned service interruptions for elevators, driveways and parking areas are posted by Facilities Services, including information on the duration of the interruption and any alternative facilities that may be available.

Compliance Date: January 1 2017

Target Completion Date: July 2017

Status & Lead: Completed – VP, Finance & Corporate Services; Director, Quality & Performance

Review History

Date	Activity
January 21, 2019	Annual review of multi year plan
January 16, 2020	Annual review of multi year plan