



## 2016-2021 Multi-Year Accessibility Plan

The County of Hastings Multi-Year Accessibility plan is designed to support the principles and requirements outlined in the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and *Ontario Regulation 191/11 - "Integrated Accessibility Standards Regulation"* (IASR).

This plan will serve as a road map to help us meet the legislative requirements and remove accessibility barriers.

Legislated Compliance Date	General Requirements - IASR	Area of Responsibility	Action Plan or Status	Timeframe for Completion
	<b>Policies &amp; Procedures</b>			
January 1, 2013	~ Develop, implement and maintain policies governing how we will achieve accessibility - Must include statement of organizational commitment	HR/Deputy Clerk	Complete	March 28, 2013
January 1, 2013	~ Policies must be written	HR/Deputy Clerk	Complete	March 28, 2013
January 1, 2013	~ Policies must be made available to the public	HR/Deputy Clerk	Complete	March 28, 2013
January 1, 2013	~ Policies must be available in accessible formats, upon request	HR/Deputy Clerk	Upon request, consult with individual to determine suitable format	Ongoing
	<b>Accessibility Plan - Multi Year</b>			
January 1, 2013	~ Develop, implement and maintain a multi-year accessibility plan	HR/Deputy Clerk	Complete	March 28, 2013
January 1, 2013	~ Plan must be developed in consultation with people with disabilities and Accessibility Advisory Committee	Deputy Clerk	Complete	Ongoing
January 1, 2013	~ Plan must be posted to County website	HR/Deputy Clerk/IT	Complete - Accessibility section of County website	January 6, 2014

January 1, 2021	~ Plan must be reviewed every 5 years	HR/Deputy Clerk	Multi-year plan will be reviewed and updated as requirements of IASR are met after which will be reviewed every 5 years	Updated April 2016
January 1, 2013	~ Plan must be available in alternative format	HR/Deputy Clerk	Upon request, consult with individual to determine suitable format	Ongoing
January 1, 2014	~ Prepare an Annual Status Report and post on County website	HR/Deputy Clerk	2015 update required	Ongoing
	<b>Procuring or Acquiring Goods or Services</b>			
January 1, 2013	~ Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities	Purchasing	Clause added to Purchasing process *Accessibility criteria and features to be included in specifications and requirements section of every Procurement Project Plan *Amendments to Purchasing By-Law will include addition of a statement of commitment to accessibility	Ongoing
January 1, 2013	~ If not practicable, provide an explanation	Purchasing	Provided upon request	Ongoing
	<b>Self Service Kiosk</b>			

January 1, 2013	~ Incorporate accessibility criteria and features when designing, procuring or acquiring	Purchasing	The County of Hastings does not currently offer services and/or products through self-serve kiosks. *When/if we start using self serve kiosks, when designing or buying the kiosk, we will consider the needs of all our customers and clients and ensure they are accessible to the widest range of users.	Ongoing
	<b>Training</b>			
January 1, 2014	~ Provide training on the requirements of the IASR and the <i>Human Rights Code</i> as it pertains to persons with disabilities to all employees, volunteers, policy developers, and those providing goods or services on behalf of the County	HR/Mgrs	Complete	January 1, 2014 and ongoing thereafter
January 1, 2014	~ Provide training to new staff as soon as practicable	HR/Mgrs	Ongoing	January 1, 2014 and ongoing thereafter
<b>Legislated Compliance Date</b>	<b>Information &amp; Communication - IASR</b>	<b>Area of Responsibility</b>	<b>Action Plan or Status</b>	<b>Date of Completion</b>
	<b>Emergency Procedures, Plans and/or Public Safety Information</b>			
January 1, 2012	~ Provide Emergency Procedures, Plans and/or Public Safety Information in an accessible format or with communication supports, upon request	EMS/Deputy Clerk	Ongoing - Upon request, consult with individual to determine suitable format	January 1, 2012
	<b>Feedback</b>			
January 1, 2014	~ Ensure process for receiving and responding to feedback is accessible by providing accessible formats and communication supports, upon request	HR/Deputy Clerk	Feedback process was established under Customer Service Standard *Feedback policy needs reviewed and updated if necessary	January 1, 2014
	<b>Accessible Formats and Communication Supports</b>			

January 1, 2015	Provide accessible formats and communication supports for persons with disabilities, upon request (in a timely manner, at a cost no more than regular cost)	All County staff	Ongoing - Upon request, consult with individual to determine suitable format	Ongoing
January 1, 2015	~ Notify the public about the availability of accessible formats and communication supports	HR/County Clerk	Draft Completed	January 1, 2015
	<b>Accessible Website and Web Content</b>			
January 1, 2014	~New internet websites and web content must conform to WCAG 2.0 Level A	IT/HR	Complete	January 1, 2013
January 1, 2021	~All internet websites and web content must conform to WCAG 2.0 Level AA (exceptions: success criteria 1.2.4 - live captions & 1.2.5 - pre-recorded audio descriptions)	All County staff	Website accessibility audit to be conducted in 2020	January 1, 2021
<b>Legislated Compliance Date</b>	<b>Employment - IASR</b>	<b>Area of Responsibility</b>	<b>Action Plan or Status</b>	<b>Date of Completion</b>
	<b>Workplace Emergency Response</b>			
January 1, 2012	~ Provide individualized workplace emergency response information and plans, if necessary	HR/H&S	Complete and ongoing * Memo sent to all County staff asking to self-identify whether assistance was needed. If it was, one-on-one meetings were held to determine what assistance was necessary and develop a plan * New staff provided information and asked to complete form during orientation to identify if assistance is needed * Meeting guides and plan templates created	January 1, 2012 and ongoing thereafter
January 1, 2012	~ If employee requires assistance, with their consent, provide individualized workplace emergency response information to person designated	HR/H&S	Ongoing	January 1, 2012 and ongoing thereafter

January 1, 2012	~ Review individualized emergency response plans when employee moves to different location, when needs change or when reviewing general emergency response policies	HR/H&S	Ongoing - Review as necessary	Ongoing
	<b>Recruitment</b>			
January 1, 2014	~Notify employees and the public about the availability of recruitment-related accommodations	HR	Complete	January 1, 2014 and ongoing thereafter
January 1, 2014	~Notify selected applicants of the availability of accommodations, upon request for assessments or selection process (interviews, testing, etc)	HR	Complete	January 1, 2014 and ongoing thereafter

January 1, 2014	~ Notify successful candidates of policies for accommodating employees with disabilities	HR	Complete	January 1, 2014 and ongoing thereafter
	<b>Employee Notification</b>			
January 1, 2014	~ Inform new and current employees of policies for supporting employees with disabilities, including job accommodations	HR	Complete	January 1, 2014 and ongoing thereafter
	<b>Accessible Formats</b>			
January 1, 2014	~ When an employee with a disability requests it, provide accessible formats and communication supports for information that is required to perform their job and information that is generally available in the workplace (i.e. agendas, meeting minutes, newsletters, forms, etc.)	HR/Mgrs	Complete	January 1, 2014 and ongoing thereafter
	<b>Individual Accomodation Plans</b>			
January 1, 2014	~ Develop a written process for the development of documentment individual accomodation plans	HR	Complete	January 1, 2014
	<b>Return to Work</b>			

January 1, 2014	~ Develop a written return to work process for employees who have been absent from work due to a disability and require disability-related accommodations	HR/H&S	Complete	January 1, 2014
	<b>Performance Management, Career Development &amp; Redeployment</b>			
January 1, 2014	~ Take into account the individual accommodation needs and/or individual accommodation plans of an employee when using performance management processes	HR	Complete	January 1, 2014 and ongoing thereafter
January 1, 2014	~ Take into account the individual accommodation needs and/or individual accommodation plans of an employee when providing career development and advancement information	HR	Complete	January 1, 2014 and ongoing thereafter
January 1, 2014	~ Take into account the individual accommodation needs and/or individual accommodation plans of an employee when redeploying employees	HR	Complete	January 1, 2014 and ongoing thereafter