

# TGLN's Integrated Accessibility Standards Multi-Year Work Plan

Trillium Gift of Life Network (TGLN) is committed to providing services to all customers and stakeholders in a way that ensures people with disabilities have the same opportunity to access and benefit from them.

This work plan outlines our progress in meeting the requirements and deadlines indicated in the *Accessibility Standards for Customer Service* (O. Reg. 191/11, s. 4 (1) (2)), under the *Accessibility for Ontarians With Disabilities Act (AODA)* for large designated public sector organizations with 50 or more employees.

The Multi-Year Accessibility Plan 2013-2018 is in keeping with our mandate to implement, maintain and enhance accessibility for all persons with disabilities who access our services or facility, in a manner that respects their dignity and independence.

## 1. Accessibility requirements by January 1, 2010

### Actions required:

- Train staff and volunteers to serve customers of all abilities;
- Keep a written record of training;
- Welcome service animals and support persons;
- Create accessible ways for people to provide feedback;
- Put an accessibility policy in place, so employees, volunteers and customers can know what to expect;
- Post annual status report of work in progress.

### New initiatives completed which demonstrate TGLN's compliance:

- Provided and monitored the completion of on-line training "Accessibility Standards for Customer Service" for all employees, those who participate in developing our policies and all other persons who provide services on behalf of TGLN, including our Board of Directors;
- Maintained records of training completion dates;
- Provided a welcoming environment for service animals and support persons at TGLN office;
- Created a process through which individuals with disabilities can provide feedback or contact TGLN in person, via phone, via email, and mail. An accessibility email address has been created and posted on our website;
- Created an accessible customer service policy that sets out practices and procedures with respect to accessible customer service and addresses various matters, including communication with individuals with disabilities, assistive devices,

support persons, service animals, notice of temporary disruption and training of employees; accessible customer service policy was updated and combined with Integrated Accessibility Standards policy in 2017;

- Posted a notice of availability of policies related to our accommodation practices in alternate formats, upon request, on the TGLN website;
- Posted TGLN's statement of organizational commitment to meet accessibility needs of persons with disabilities on the TGLN website;
- Combined annual status report update into Multi-Year Plan.

## 2. Accessibility requirements by December 31, 2010

Action required:

- File an Accessibility Compliance Report.

*New initiatives completed which demonstrate TGLN's compliance:*

- Filed on-line Accessibility Compliance Report by deadline.

## 3. Accessibility requirements by July 1, 2011

Action required:

- Provide accessible transportation services;
- Post annual status report of work in progress.

*New initiatives completed which demonstrate TGLN's compliance:*

- Not applicable to TGLN;
- Combined annual status report into Multi-Year Plan.

## 4. Accessibility requirements by January 1, 2012

Actions required:

- Provide accessible emergency and public safety information;
- Provide accessible, and when necessary, customized emergency information to staff;
- Post annual status report of work in progress.

*New initiatives completed which demonstrate TGLN's compliance:*

- TGLN does not currently prepare emergency procedures, plans or public safety information that is available to the public. If TGLN prepares emergency public information at a future date, we will ensure that it is provided to a person with a disability in an accessible format, upon request;
- Created individualized workplace Emergency Evacuation Plans for employees with a disability requiring assistance in an emergency; an individualized plan will be reviewed when a) the employee's accommodation needs change, b) TGLN reviews our overall accommodation needs;
- Combined annual status report into Multi-Year Plan.

## 5. Accessibility requirements by January 1, 2013

### Actions required:

- Create Accessibilities policies and a multi-year plan;
- Create policies and a multi-year plan to help achieve accessibility goals
- Tell employees and customers about accessibility policies
- Post the multi-year plan on the website
- Buy goods, services or facilities that are accessible to people with disabilities;
  - Where possible, include accessibility design, criteria and features when purchasing new goods, services or facilities for your organization
  - When it is not possible, explain why;
- Include accessibility features when purchasing or designing self-service kiosks;
- Post annual status report of work in progress.

### New initiatives completed which demonstrate TGLN's compliance:

- Established, implemented, maintained and documented a multi-year accessibility plan.
  - Initially completed in 2013, and updated in September 2017;
  - The multi-year plan will be updated every 5 years;
- Created Support Worker and Support Animal, Return to Work and Recruitment policy in 2013 and combined with Accessible Customer Service and Integrated Accessible Standards policy in 2017; Created Accommodation for Persons' with Disabilities policy in 2015 and updated to Accommodation in the Workplace policy in 2017;
- TGLN ensures that we continue to meet accessibility requirements under the Integrated Accessibility Standards Regulation (IASR);
- Addressed any barriers to accessibility and continue to prevent and remove future barriers;
- Created a Procurement Policy which identifies the accessibility obligation in TGLN's responsibility to procuring goods and services for the organization, including procuring advertising, media or creative communication services. Accessibility language has been included in all of our open competitive bidding documents;
- Currently, TGLN does not have self-service kiosks. However, if TGLN decides to design, procure or acquire self-service kiosks at a future date, we will have regard to accessibility for people with disabilities;
- Combined annual status report into Multi-Year Plan.

## 6. Accessibility requirements by December 31, 2013

### Action(s) required:

- File an Accessibility Compliance Report.

### New initiatives completed which demonstrate TGLN's compliance:

- Filed on-line Accessibility Compliance Report by the deadline.

## 7. Accessibility requirements by January 1, 2014

### Action(s) required:

- Train staff on Ontario's accessibility laws;
- Train employees on the accessibility requirements that apply to their job duties in the organization
- Make it easy for people with disabilities to provide feedback when asked;
- Make websites accessible;
  - This includes only new websites and old websites that have been significantly updated, and any new web content that has been created
- Make employment practices accessible;
  - This includes hiring, retention, and career development
  - Document processes for developing individual accommodation plans and return-to-work plans
- Post annual status report of work in progress.

### New initiatives completed which demonstrate TGLN's compliance:

- Provided and monitored the completion of on-line training "Integrated Accessibility Standards Regulation (IASR)" for all employees, and all other persons who provide services on behalf of TGLN, including our Board of Directors;
  - Maintained records of training completion dates;
- Added communication on job postings "Trillium Gift of Life Network is committed to providing accommodations in the recruitment and selection process for job applicants with disabilities. If you require accommodation, we will work with you to meet your needs. Please advise Human Resources if you are contacted for an interview/testing, so that a suitable accommodation can be arranged. (*In compliance with AODA, 2005, Integrated Accessibility Standards 2011, Employment Standards*). If you require assistance in applying to this position due to a disability, please let us know at [human\\_resources@giftoflife.on.ca](mailto:human_resources@giftoflife.on.ca)":
- TGLN provides suitable accommodation that takes into account an applicant's accessibility needs due to disability, when requested by the candidate. During the recruitment process, we notify job applicants who are chosen to participate in an assessment or selection process that accommodation is available. This is discussed with the candidate during screening and prior to the interview. The type of accommodation during the interview and testing process can include, but is not limited to, having an advocate accompany the candidate to the interview, having the interview in an accessible location and room, providing extra time for the candidate to complete testing, using alternate testing formats etc. We consult with the candidate to ensure the proposed accommodation takes into account the candidate's disability;
- When making an offer of employment, we notify the successful applicant of the organization's accommodation process. The following paragraph is included in our offer letter. "Please note that Trillium Gift of Life Network has an accommodation process in place and provides accommodations for employees with disabilities. If you require a specific accommodation because of a disability (whether temporary or permanent in nature), please contact Human Resources at [phone extension] or [name]@giftoflife.on.ca so that arrangements can be made for reasonable accommodations to be in place as you begin your employment at TGLN;

- TGLN takes into account the accessibility needs of employees with disabilities and individual accommodation plans when utilizing TGLN's performance management process, career development, advancement opportunities and redeployment of employee's with disabilities;
- Created an integrated accessibility standards policy that sets out practices and procedures with respect to Information, Communications, and Employment Standards that addresses various matters, including feedback, accessible formats and communication supports for the public and TGLN employees, emergency procedures, accessible website and web content, recruitment, workplace emergency response information, accommodation, return to work plans, and performance management;
- Informed all new employees about policies for supporting employees with disabilities as part of TGLN's orientation and all current employees are informed when policies are updated;
- Created an individual accommodation plan which encompasses return to work details and identifies the steps that TGLN will take to fulfill the requirements set out in the Employment Standard (IASR). This plan will be provided to each employee who is returning to work with a temporary disability, or whom requires permanent accommodation for any reason. Each individual accommodation plan may be updated, as required;
- Combined annual status report into Multi-Year Plan.

#### 8. Accessibility requirements by January 1, 2015

Action(s) required:

- Make public information accessible in alternate formats if possible, when requested;
- Post annual status report of work in progress.

New initiatives completed which demonstrate TGLN's compliance:

- Already in compliance. Information is made accessible in alternate formats, if possible.
- Combined annual status report into Multi-Year Plan.

#### 9. Accessibility requirements by December 31, 2015

Action required:

- File an Accessibility Compliance report.

New initiatives completed which demonstrate TGLN's compliance:

- Filed on-line Accessibility Compliance Report by deadline;
- Combined annual status report into Multi-Year Plan.

#### 10. Accessibility requirements by January 1, 2016

Actions required:

- Make new or redeveloped public spaces accessible;

- Recreational trails and beach access routes
- Outdoor public use eating areas
- Outdoor play spaces
- Public outdoor paths of travel On and off street parking areas
- Service counters
- Fixed waiting lines
- Waiting areas/public spaces
- Post annual status report of work in progress.

**New initiatives completed which demonstrate TGLN's compliance:**

- The first 7 items in section 10 are not currently applicable. If any of these items become applicable we will endeavor to be compliant;
- Accessibility needs were a governing factor when our waiting area was designed at our office location. Hallways are sufficiently wide to allow for mobility devices, the waiting room chairs can be moved if required and an accessible washroom is available for employees or guests that visit our organization;
- Combined annual status report into Multi-Year Plan.

**11. Accessibility requirements by December 31, 2017**

**Action required:**

- Post annual status report of work in progress;
- File an Accessibility Compliance report.

**New initiatives completed which demonstrate TGLN's compliance:**

- Posted annual status report for 2017;
- Filed on-line Accessibility Compliance Report by deadline.

**12. Accessibility requirements by December 31, 2018**

**Action required:**

- Post annual status report of work in progress.

**New initiatives completed which demonstrate TGLN's compliance:**

- Posted annual status report for 2018.

**13. Accessibility requirements by December 31, 2019**

**Action required:**

- Post annual status report of work in progress;
- File an Accessibility Compliance report.

**New initiatives completed which demonstrate TGLN's compliance:**

- Will be completed by deadline.

**14. Accessibility requirements by December 31, 2020**

Action required:

- Post annual status report of work in progress.

15. Accessibility requirements by January 1, 2021

Action required:

- Post annual status report of work in progress;
- Make all websites and web content accessible and must conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level AA (excluding live captioning and audio description).

*New initiatives in progress which demonstrate TGLN's compliance:*

- TGLN to access and review website and web content to ensure that TGLN's website and all of its web content published after January 1, 2014 conforms to the WCAG 2.0, Level AA standard;
- Testing of TGLN's website and web content for compliance;
- Review of Level AA guidelines will take place bi-annually to ensure that TGLN content continues to conform to WCAG 2.0, Level AA.

16. Accessibility requirements by December 31, 2021

Action required:

- Post annual status report of work in progress;
- File an Accessibility Compliance report.

*New initiatives completed which demonstrate TGLN's compliance:*

- Will be completed by deadline.

17. Accessibility requirements by December 31, 2022

Action required:

- Post annual status report of work in progress.

18. Accessibility requirements by December 31, 2023

Action required:

- Post annual status report of work in progress;
- File an Accessibility Compliance report.

*New initiatives completed which demonstrate TGLN's compliance:*

- Will be completed by deadline.

19. Accessibility requirements by December 31, 2024

Action required:

- Post annual status report of work in progress.

## 19. Accessibility requirements by December 31, 2025

Action required:

- Post annual status report of work in progress;
- File an Accessibility Compliance report.

New initiatives completed which demonstrate TGLN's compliance:

- Will be completed by deadline.