

Accessibility Plan for Catulpa Community Support Services

This 2014-21 accessibility plan outlines the policies and actions that Catulpa Community Support Services will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Catulpa Community Support Services is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity.

We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility wherever possible and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Accessible Emergency Information

Catulpa Community Support Services is committed to providing stakeholders and clients with publicly available emergency information in an accessible way upon request.

We will provide employees who have disclosed a disability with individualized emergency response plan when necessary. The individual accommodation plans will include: individualized workplace emergency response information, information regarding accessible formats and communication supports to perform job tasks. The individual accommodations plan will be reviewed annually or as needed.

Training

Catulpa Community Support Services will provide training to employees and volunteers on Ontario's Accessibility Standards and on the Human Rights Code as it relates to people with disabilities at the time of hire. Training will be provided in a way that best suits the duties of employees, and volunteers.

- All employees/volunteers will complete the online Accessibility for Ontarians with Disabilities training. A certification of completion will be placed in the employees file.
- Training will be updated as required by the Ontario Integrated Accessibility Standards Regulation.
- All employees/ volunteers will read and practice Catulpa's Standards and Guidelines pertaining to Accessible Customer Service Standards.

Information and communications

Catulpa Community Support Services is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their preference in receiving information and communication at the commencement of support.

Catulpa Community Support Services will ensure that all new websites and content on those sites conform to World Wide Web Consortium Web Content Accessibility

Guidelines 2 (WCAG 2). We will take into account accessibility requirements when entering into purchase arrangements with outside suppliers for services related to internet websites and content on those sites.

Employment

Catulpa Community Support Services is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, we will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- Notify employees and volunteers about the availability of accommodations for applicants with disabilities in the recruitment process
- If an employee or new hire with a disability makes a request for accommodations, we will consult with the individual and determine the provision or arrangement of suitable accommodation in a manner that takes into account the employee's accessibility needs due to a disability.
- Notify job applicants who have been invited to participate in a recruitment, assessment or selection process that, accommodations for disabilities are available/ consult with job applicant who request accommodations to support them during the process

Catulpa Community Support Services will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- Ensure existing standards and guidelines includes steps that we will take to accommodate an employee with a disability and to facilitate an employee's return to work.
- Inform and review with current employees and new hires of policies and procedures supporting employees with disabilities.

Catulpa CSS will take into account the accessibility needs of employees with disabilities when reviewing performance management, career development and redeployment processes.

Design of Public Spaces

Catulpa Community Support Services will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include: Accessible off street parking and Service-related elements like service counters and waiting areas. In the event of a service disruption, Catulpa Community Support Services will notify the public of the service disruption and alternatives available.

For more information on this accessibility plan, please contact Sylvie Dale

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Accessible formats of this document are available free upon request