

Four Counties Addiction Services Team (Fourcast)

Accessibility Work plan

Message from ED

Four Counties Addiction Service Team (Fourcast) is committed to providing a barrier-free environment for all stakeholders including our clients/customers, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the ***Accessibility for Ontarians with Disabilities Act (2005)***, and its associated standards and regulations.

Fourcast understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.

Providing an accessible and barrier-free environment is a shared effort, and as an organization, Fourcast is committed to working with the necessary parties to make accessibility a reality for all. For more detailed information on our accessibility policies, plans, and training programs, or to provide feedback on our accessibility service, please contact our Human Resources Department.

Donna Rogers – Executive Director

Introduction

Fourcast strives to meet the needs of its employees and clients with disabilities, and is working hard to remove and prevent barriers to accessibility.

Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps Fourcast is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how Fourcast will play its role in making Ontario an accessible province for all Ontarians.

Section One: Past Achievements to Remove and Prevent Barriers Develop statements of commitment to accessibility and make them publicly available

Action Taken	Action to be taken	Status
Developed a statement of commitment		Completed May 10, 2017
Posted the statement at reception areas, and on website		Completed

Create Written accessibility policies and make them publicly available

Action Taken	Action to be taken	Status
Customer Service Policy Service Animals Policy Information and Communication Policy Workplace Accommodation Policy		Completed and posted on website

Create a multi-year accessibility plan, update every 5 years and post on websites.

Action Taken	Action to be taken	Status
Post on website		Completed

Customer Service

Regulatory Requirement	Action Taken	Action to be taken	Status
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1. Develop, implement and maintain policies governing its provision of goods, services or facilities	AODA- Customer service Policy		<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In progress <input type="checkbox"/> Incomplete
2. Employer shall notify persons that access services, that these documents are available upon request by posting the information in a conspicuous place or on the organizations website.			<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In progress <input type="checkbox"/> Incomplete
3. Develop policies and procedures for clients that use service animals	Customer Service Policy Service Animal Policy		<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In progress <input type="checkbox"/> Incomplete
4. Inform clients and general public that service animals are permitted on premises	All office locations operated by Fourcast have service animal stickers at the entrance.		<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In progress <input type="checkbox"/> Incomplete
5. Develop policies and procedures to inform client of service disruptions (conspicuous location and website). Description must			<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In progress

<p>include reason for the disruption, its anticipated durations and a description of alternative facilities or services</p>			<input type="checkbox"/> Incomplete
<p>6. Provide employees and volunteers with training on how to support persons with disabilities. Must maintain training records.</p>	<p>Complete during orientation of all new hires. Employees signs off on orientation checklist that they have completed the training.</p>		<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In progress <input type="checkbox"/> Incomplete
<p>7. Prepare a document that describes the training policy, summarizes the content of the training and specifies when the training is provided. Have the document available upon request. Post in a conspicuous place and on website.</p>			<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In progress <input type="checkbox"/> Incomplete
<p>8. Establish a process for receiving and responding to feedback about the manner in which it provides services to persons with disabilities. Process must specify the actions the provider will take if a complaint is</p>	<p>Process identified in the Customer Service Policy.</p>		<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In progress <input type="checkbox"/> Incomplete

received about the manner in which it provides services to pwd.			
9. Arrange for accessible formats and communication support on request			<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In progress <input type="checkbox"/> Incomplete
10. Make the information about the feedback process readily available to the public			<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In progress <input type="checkbox"/> Incomplete
11. Prepare a document describing the feedback process			<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In progress <input type="checkbox"/> Incomplete
12. Compliance report			Completed
Information and Communication			
Regulatory Requirement	Action Taken	Action to be taken	Status
1. If Fourcast determines that any information or communications is unconvertible, Fourcast shall			<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In progress

<p>provide the person requesting the information or communication with,</p> <p>(a) an explanation as to why the information or communications are unconvertible; and</p> <p>(b) a summary of the unconvertible information or communications.</p>			<input type="checkbox"/> Incomplete
<p>2. Processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.</p>			<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In progress <input type="checkbox"/> Incomplete
<p>3. Fourcast will notify the public about the availability of accessible formats and communication supports.</p>			<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In progress <input type="checkbox"/> Incomplete
<p>4. Fourcast will upon request provide or arrange for the provision of accessible formats</p>			<input checked="" type="checkbox"/> Completed

<p>and communication supports for persons with disabilities,</p> <p>(a) in a timely manner that takes into account the person's accessibility needs due to disability; and</p> <p>(b) at a cost that is no more than the regular cost charged to other persons.</p>			<input type="checkbox"/> In progress <input type="checkbox"/> Incomplete
<p>5. Fourcast will make our internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level AA,.</p>			<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In progress <input type="checkbox"/> Incomplete

Employment			
Regulatory Requirement	Action Taken	Action to be taken	Status
<p>1. Fourcast will notify its employees and the public about the availability of accommodation for applicants with disabilities</p>	<p>Statement posted with all job ads</p>		<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In progress

<p>in its recruitment processes.</p>			<input type="checkbox"/> Incomplete
<p>2. During a recruitment process, Fourcast will notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.</p>			<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In progress <input type="checkbox"/> Incomplete
<p>3. Fourcast will inform its employees of its policies used to support its 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.</p> <p>Fourcast will provide the information required under this section to new employees as soon as practicable after they begin their employment.</p>	<p>Accessibility policy which staff read at orientation</p>		<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In progress <input type="checkbox"/> Incomplete

<p>4. Accessible formats and communication supports for employees</p> <p>When an employee with a disability requests it, Fourcast will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,</p> <p>(a) information that is needed in order to perform the employee's job; and</p> <p>(b) information that is generally available to employees in the workplace.</p> <p>Fourcast will consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>			<p><input checked="" type="checkbox"/> Completed</p> <p><input type="checkbox"/> In progress</p> <p><input type="checkbox"/> Incomplete</p>
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<p>5. Workplace emergency response information</p> <p>Fourcast will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and Fourcast is aware of the need for accommodation due to the employee's disability.</p> <p>Fourcast will review the individualized workplace emergency response information,</p> <p>(a) when the employee moves to a different location in the organization;</p> <p>(b) when the employee's overall</p>			<p><input checked="" type="checkbox"/> Completed</p> <p><input type="checkbox"/> In progress</p> <p><input type="checkbox"/> Incomplete</p>

<p>accommodations needs or plans are reviewed; and</p> <p>(c) when Fourcasct reviews its general emergency response policies.</p>			
<p>6. Documented individual accommodation plans</p> <p>Fourcast will develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>The process for the development of documented individual accommodation plans shall include the following elements:</p> <p>a) The manner in which an employee requesting accommodation can participate in the</p>			<p><input checked="" type="checkbox"/> Completed</p> <p><input type="checkbox"/> In progress</p> <p><input type="checkbox"/> Incomplete</p>

<p>development of the individual accommodation plan.</p> <p>b) The means by which the employee is assessed on an individual basis.</p> <p>c) The manner in which Fourcast can request an evaluation by an outside medical or other expert, at the Fourcast's expense, to assist Fourcast in determining if an accommodation can be achieved and, if so, how an accommodation can be achieved.</p> <p>d) 5. The steps taken to protect the privacy of the employee's personal information.</p> <p>e) The frequency with which the individual accommodation plan will be</p>			
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reviewed and updated and the manner in which it will be done.

f) If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.

g) The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

Individual accommodation plans shall,

(a) if requested, include any information regarding accessible formats and communications supports provided,

(b) if required, include individualized

<p>workplace emergency response information,</p> <p>(c) identify any other accommodation that is to be provided.</p>			
<p>7. Return to work process</p> <p>Fourcast will develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and</p> <p>(b) shall document the process.</p> <p>(2) The return to work process shall, (a) outline the steps Fourcast will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and (b) use documented individual accommodation plans</p>			<p><input checked="" type="checkbox"/> Completed</p> <p><input type="checkbox"/> In progress</p> <p><input type="checkbox"/> Incomplete</p>

<p>8. Performance Management</p> <p>Performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.</p>			<p><input checked="" type="checkbox"/> Completed</p> <p><input type="checkbox"/> In progress</p> <p><input type="checkbox"/> Incomplete</p>
<p>9. Fourcast provides career development and advancement to its employees and will take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.</p>			<p><input checked="" type="checkbox"/> Completed</p> <p><input type="checkbox"/> In progress</p> <p><input type="checkbox"/> Incomplete</p>