

**Sherwood Heights School  
Multi-Year Accessibility Plan  
2014 – 2020**

The Accessibility for Ontarians with Disabilities Act (AODA) sets out accessibility standards an organization must meet for people with disabilities. Disabilities include physical, vision, deafness or being hard of hearing, intellectual or developmental, learning, and mental health disabilities.

In 2008, Ontario passed Accessibility for Customer Service Standard for businesses and outlined training for employees to ensure accessible customer service for people with disabilities. In 2011, the Integrated Accessibility Standards Regulation (IASR) combined the remaining four AODA standards - Information and Communications, Employment, Transportation, and Design of Public Spaces - into one regulation.

Sherwood Heights School has developed an accessibility plan outlining the policies and actions we will implement from the year 2014 to 2020, to improve opportunities for people with disabilities. The plan is posted on our website [www.sherwoodheights.ca](http://www.sherwoodheights.ca). The plan will be reviewed and updated every five years.

**Statement of Commitment**

Sherwood Heights School 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. We will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

**Part I – General Requirements**

<b>Section</b>	<b>Initiative</b>	<b>Description</b>	<b>Action</b>	<b>Status</b>	<b>Compliance Date</b>
3	Establishment of Accessibility Policies	3.(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	Draft policy. Approval from Director	Complete	January 1, 2014
4	Accessibility Plans	4.(1) Large organizations shall,  a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under this Regulation;  b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and  c) review and update the accessibility plan at least once every five years.	Research, study, and become knowledgeable with requirements and barriers. Began work on draft Identifying barriers. Will review every 5 years. Complete and post plan.	Complete – will review and update every 5 yrs	January 1, 2014
6	Self-Serve Kiosks	6.(2) Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.	N/A	N/A	January 1, 2014
7	Training	7.(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this	To determine method of training and number of training levels. May require separate one for senior management,	Ongoing	January 1, 2015

		Regulation and on the Human Rights Code as it pertains to persons with disabilities to, (a) all employees, and volunteers; (b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization.	one for first line managers, and one for all employees Type of training to choose from: classroom, handbook, elearning, or blended?		
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## Part II – Information and Communications Standards

Section	Initiative	Description	Action	Status	Compliance Date
11	Feedback	11.(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request	Conduct a review of all feedback processes across the organization (internally and externally). Determine what accessible formats and communication supports we will provide upon request. Ensure staff and management are aware of the need to accommodate upon request.	Ongoing	January 1, 2015
12	Accessible Formats & Communication Supports	12.(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, a) in a timely manner that takes into account the person's accessibility needs due to disability; and b) at a cost that is no more than the regular cost charged to other persons.	Determine what accessible formats and communication supports we will provide to persons with disabilities upon request. Ensure these formats and supports can be provided in a timely manner. Communicate to staff.	Ongoing	January 1, 2016
12	Accessible Formats & Communication Supports	12.(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	Communicate to staff and management this requirement.	Ongoing	January 1, 2016
12	Accessible Formats	12.(3) Every obligated organization shall notify	Have a sign posted on our parents'	Ongoing	January 1, 2016

	& Communication Supports	the public about the availability of accessible formats and communication supports.	bulletin board in the lobby and/or our website		
13	Emergency Procedures, Plans or Public Safety Info	13.(1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	As requested		January 1, 2012
14	Accessible Websites & Web Content	14.(2) Designated public sector organizations and large organizations shall make their internet websites 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, and shall do so in accordance with the schedule set out in this section.	Sent Guide to Making your Website more Accessible to IT  Review underway of required changes that need to be made to website by Jan 1, 2014  Continuously review WCAG guidelines to be informed of changes and updates	Complete          Ongoing	January 1, 2014 New internet websites and web content on those sites must conform with WCAG 2.0 Level A. January 1, 2021 All internet websites and web content must conform with WCAG 2.0 Level AA, other than, success criteria 1.2.4 Captions (Live) success criteria 1.2.5 Audio Descriptions (Pre-recorded).
15	Educational &	15(1) Every obligated organization that is an		Ongoing	January 1, 2013

	Training Resources & Materials	<p>educational or training institution shall do the following, if notification of need is given:</p> <p>1. Provide educational or training resources or materials in an accessible format that takes into account the accessibility needs due to a disability of the person with a disability to whom the material is to be provided by,</p> <ul style="list-style-type: none"> <li>i. procuring through purchase or obtaining by other means an accessible or conversion ready electronic format of educational or training resources or materials, where available, or</li> <li>ii. arranging for the provision of a comparable resource in an accessible or conversion ready electronic format, if educational or training resources or materials cannot be procured, obtained by other means or converted into an accessible format.</li> </ul> <p>2. Provide student records and information on program requirements, availability and descriptions in an accessible format to persons with disabilities.</p>	<p>Developed education plans. Identify all educational and training materials.</p> <p>Sources accessible materials, if available</p> <p>Identified those materials that are not easily made accessible and are sourcing alternative formats.</p> <p>Identified current formats and are accessing alternative options for records.</p>		
16	Training to	16(1) In addition to the requirements under	Check different sources for	Ongoing	January 1, 2013

	Educators	section 7, obligated organizations that are school boards or educational or training institutions shall provide educators with accessibility awareness training related to accessible program or course delivery and instruction.	training.		
		(2) Obligated organizations that are school boards or educational or training institutions shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.	Provided training. Developed process for tracking and reporting.	Ongoing	January 1, 2013
17	Producers of Educational or Training Material	17(1) Every obligated organization that is a producer of educational or training textbooks for educational or training institutions shall upon request, make accessible or conversion ready versions of the textbooks available to the institutions.	N/A	N/A	January 1, 2015 For accessible or conversion ready versions of textbooks
		(2) Every obligated organization that is a producer of print-based educational or training supplementary learning resources for educational or training institutions shall upon request, make accessible or conversion ready versions of the printed materials available to the institutions.	N/A	N/A	January 1, 2020 For accessible or conversion ready versions of printed materials that are educational or training supplementary learning resources.
18	Libraries of educational & training	18(1) Subject to subsection (2) and where available, the libraries of educational and training institutions that are obligated	Identify all multi-media resources currently available and resource alternative formats.	Ongoing	January 1, 2015 For print-based resources or

	institutions	organizations shall provide, procure or acquire by other means an accessible or conversion ready format of print, digital or multimedia resources or materials for a person with a disability, upon request.			materials January 1, 2020 For digital or multimedia resources or materials
		(2) Special collections, archival materials, rare books and donations are exempt from the requirements of subsection (1).	List collections, etc. that are not convertible	Ongoing	January 1, 2015 For print-based resources or materials January 1, 2020 For digital or multimedia resources or materials

### Part III – Employment Standard

Section	Initiative	Description	Action	Status	Compliance Date
22	Recruitment – General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Determine final action. May include a statement in a job ad? Identify where statement could be made. Example... “We are committed to providing accommodations for persons with disabilities. If you require accommodation, we will work with you to meet your needs.”	Ongoing	January 1, 2016
23	Recruitment, Assessment or Selection Process	23.(1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in	Determine how to notify applicants – telephone, email, letter? May wish to designate a contact person to handle queries regarding accessibility.	Ongoing	January 1, 2016

		<p>relation to the materials or processes to be used.</p> <p>(2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.</p>	<p>Example message: "To minimize phone calls please contact only if require accommodation."</p> <p>Identify language to use. Give applicants options Develop interview guidelines</p> <p>Identify barriers, location of interview room, format of tests, room set-up for in-person interviews, interviewing timelines, supports, paperwork A2</p>		
24	Notice to Successful Applicants	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	<p>Suggestion to either put a statement in the hire letter or make phone calls</p> <p>Write appropriate script A3</p>	Ongoing	January 1, 2016
25	Informing Employees of Supports	25.(1) Every employer shall 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>Investigate options:</p> <ul style="list-style-type: none"> <li>. Staff Meetings</li> <li>. Training</li> <li>. Posters</li> <li>. All staff emails</li> <li>. Brochures</li> </ul>	Ongoing	January 1, 2016
		25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	Work with new employee to provide as soon as practicable.	As required	January 1, 2016
		25.(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	See 25 (1) above	As required	January 1, 2016
26	Accessible Formats & Communication Supports for Employees	26.1 In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and	Develop a process	Ongoing	January 1, 2016



		<p>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>			
		26.2. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	List what the employee will require le Policy, communication supports that are available (text-to-speech, braille, large print, accessible PDF’s plain language versions, closed captioning	Ongoing	January 1, 2016
27	Workplace Emergency Response Information	27.(1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee’s disability.	Provide as needed.	As required	January 1, 2012
		(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee’s consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.	Provide as needed.	As required	January 1, 2012
		(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee’s disability.	Provide as needed.	As required	January 1, 2012
		(4) Every employer shall review the individualized workplace emergency response information, (a) when the employee moves to a different location in the organization; (b) when the employee’s overall accommodations needs	Provide as needed.	As required	January 1, 2012

		or plans are reviewed; and (c) when the employer reviews its general emergency response policies.			
28	Documented Individual Accommodation Plans	28.(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	Document written process	Ongoing	January 1, 2016
		<p>28 (2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> <li>1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</li> <li>2. The means by which the employee is assessed on an individual basis.</li> <li>3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved.</li> <li>4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</li> <li>5. The steps taken to protect the privacy of the</li> </ol>	<p>Accessible Functional Abilities form</p> <p>Prepare request forms</p>	Ongoing	January 1, 2016

		<p>employee's personal.</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p>			
29	Return to Work Process	<p>29.(1) Every employer, other than an employer that is a small organization,</p> <p>(a) shall 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>Develop process for employees to return. Process to be flexible to accommodate varying needs.</p> <p>Develop a template.</p>	Ongoing	January 1, 2016
		<p>29. (2) The return to work process shall,</p> <p>(a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</p> <p>(b) use individual documented accommodation plans, as described in section 28, as part of the process.</p>			January 1, 2016
		<p>29. (3) The return to work process referenced in</p>			January 1, 2016

		this section does not replace or override any other return to work process created by or under any other statute.			
30	Performance Management	30.(1) An employer that uses 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.	Review current process. Need to keep individual accommodation plan in mind		January 1, 2016
31	Career Development & Advancement	31.(1) An employer that provides career development and advancement to its employees shall 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.	Review current process. Need to keep individual accommodation plan in mind		January 1, 2016
32	Redeployment	32.(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	Review current process. Need to keep individual accommodation plan in mind		January 1, 2016