

# Accessibility Plan

Accessibility Requirement	Current Policies	Individual Responsible	Due Date	Results
<b>Customer Service</b>				
Establishment of accessibility policies: <ul style="list-style-type: none"> <li>• Instructions on how to interact and communicate with customers with various types of disabilities;</li> <li>• Instructions on how to interact with people with disabilities who use assistive devices; require the assistance of a guide dog, service animal or service dog; or require the use of a support person;</li> <li>• Instructions on how to use equipment or devices that are available at your premises or that may assist customers with disabilities;</li> <li>• Instructions on what to do if a customer with a disability is having difficulty accessing your services;</li> <li>• Policies, procedures and practices surrounding the legislation.</li> </ul>	AODA Customer Service Standard	ED, HR/VS	1/1/2012	completed
Training: <ul style="list-style-type: none"> <li>• All employees and volunteers;</li> <li>• All other persons who provide goods, services or facilities on behalf of the organization; and</li> <li>• All persons who participate in developing the organization's policies.</li> <li>• Provision of goods and services to persons with disabilities;</li> <li>• The use of assistive devices;</li> <li>• The use of guide dogs, service animals and service dogs;</li> <li>• The use of support persons;</li> <li>• Notice of service disruptions;</li> <li>• Customer feedback;</li> <li>• Training;</li> <li>• Notice of availability and format of documents.</li> </ul>	Wood Badge 1, Session 6	ED, HR/VS	1/1/2012	completed



<p>Feedback Process:</p> <ul style="list-style-type: none"> <li>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 communication supports, upon request</li> <li>Notification to the public about the availability of accessible formats and communication supports is required.</li> </ul>	<p>Included in AODA Customer Service policy which is posted on website</p>	<p>ED HR/VS</p>	<p>1/1/2012</p>	<p>completed</p>
<p>Accessible Formats and Communication Support:</p> <ul style="list-style-type: none"> <li>Upon request, provide or arrange to provide accessible formats and communication supports for persons with disabilities: <ul style="list-style-type: none"> <li>In a timely manner that takes into account the person's accessibility needs;</li> <li>At a cost that is no more than the regular cost charged to other persons.</li> </ul> </li> <li>The organization will consult with the person making the request to determine the suitability of an accessible format or communication support</li> </ul>	<p>Included in AODA Customer Service policy which is posted on website</p>	<p>ED, Marcom</p>	<p>1/1/2012</p>	
<p>Accessibility Plans:</p> <ul style="list-style-type: none"> <li>Establish, implement, maintain and document a multi-year accessibility plan</li> </ul>	<p>This document</p>	<p>Senior management team</p>	<p>1/1/2014</p>	
<p><b>Information &amp; Communication</b></p>				
<p>Training:</p> <ul style="list-style-type: none"> <li>Accessibility for Ontarians with Disabilities Act, 2005;</li> <li>Accessibility Standards for Customer Service, Ontario Regulation 429/07</li> </ul>	<p>WB 1 training to all employees and volunteers</p>	<p>ED, HR/VS</p>	<p>1/1/2012 1/1/2015</p>	<p>Ongoing for all new members</p>

<p>Accessible websites and web content — *New Sites*</p> <p>All websites and web content:</p> <ul style="list-style-type: none"> <li>Internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A initially;</li> <li>Increase to WCAG 2.02 Level AA in accordance with Section 14(3) schedule.</li> </ul>		ED, Marcom		completed
<b>Employment Standards</b>				
<p>Recruitment:</p> <ul style="list-style-type: none"> <li>Notification about available policies and accommodation for applicants with disabilities</li> <li>Provide suitable accommodation that takes into account the applicant's accessibility needs due to disability</li> </ul>	Statement included on all job postings	ED, HR/VS	1/1/2016	completed
<p>Informing employees of supports</p> <ul style="list-style-type: none"> <li>Inform all employees of policies used to support employees with disabilities</li> <li>Provide new employees the information</li> <li>Provide updated information to employees whenever there is a change to an existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability</li> </ul>	<p>AODA – IASR policy available on SharePoint and scouts.ca</p> <p>Statement included in letter of offer</p>	ED, HR/VS	1/1/2016	ongoing
<p>Accessible formats and communication supports for employees:</p> <ul style="list-style-type: none"> <li>Information to perform their job</li> <li>Information that is generally available to employees in the workplace</li> </ul>	As required/ requested	ED, HR/VS	1/1/2016	

<p>Workplace emergency response information</p> <ul style="list-style-type: none"> <li>• If an employee who receives individualized workplace emergency response information requires assistance, and with the employee's consent, the employer shall provide this information to the person designated by the employer to provide assistance to the employee</li> <li>• Individualized workplace emergency response information shall be reviewed when the employee moves to a different location in the organization; their overall accommodations needs or plans are reviewed; or when the employer reviews its general emergency response policies.</li> </ul>		ED, BS	1/1/2016	
<p>Documented Individual Accommodation Plans:</p> <ul style="list-style-type: none"> <li>• Employees requesting individual accommodation plans may participate in the development of the plan;</li> <li>• Means by which the employee is assessed on an individual basis;</li> <li>• The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist in determining if accommodation can be achieved and, if so, how it can be achieved</li> <li>• Privacy protection of the employee's personal information</li> <li>• Frequency with which the individual accommodation plan will be reviewed and updated, and the manner in which it will be done</li> <li>• If a plan is denied, the manner in which the reasons for the denial will be provided to the employee</li> <li>• Individual accommodation plans are in a format that takes into account the employee's accessibility needs due to disability</li> </ul>	Process developed and available as required	ED, HR/VS		

Return to Work Process <ul style="list-style-type: none"> <li>Develop and have in place a return to work process</li> <li>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</li> <li>Use documented individual accommodation plans</li> </ul>	Process developed and available as required	ED, HR/VS	1/1/2016	complete
Performance Management	AODA IASR policy	ED, HR/VS	1/1/2016	
Career Development and Advancement	AODA IASR policy	ED, HR/VS	1/1/2016	
Redeployment	AODA IASR policy	ED, HR/VS	1/1/2016	
Make new/redeveloped public spaces accessible: <ul style="list-style-type: none"> <li>Trails &amp; beach access</li> <li>Outdoor public eating areas</li> <li>Outdoor play spaces</li> <li>Parking lots</li> <li>Service counters/fixed waiting lines</li> <li>Waiting areas w/ fixed seating</li> </ul>	ED, Marcom	1/1/2021		