



HWCCCC

AODA Multi-Year Plan

CUSTOMER SERVICE STANDARDS

AODA Standards / Regulation Reference	Area of Interest	Administrative Requirement	Individual Responsibilities	Compliance Date/Status
Customer Service Standard O. Reg 429/07	Establishment of Policies, and Procedures	Procedures Policies and Practices must be compatible with the following principles: <ul style="list-style-type: none"> • Respect for dignity and independence • Integration • Equality • Specific Policies and Procedures will be developed on: <ul style="list-style-type: none"> • Use of Service Animals or Support Persons • Notice of Temporary Disruptions 	Human Resources	Complete
Customer Service Standard O. Reg 429/07	Training	Customer Service training must be provided for: <ul style="list-style-type: none"> • Those who interact with members of the public on behalf of the HWCCCC; and • Persons who participate in developing policies, practices and procedures governing the provision of goods or services to members of the public or other third parties. 	Human Resources Program Leads Site Supervisors	Ongoing
Customer Service Standard O. Reg 429/07	Feedback Process	Establish an accessible process for receiving and responding to feedback about the manner in which HWCCCC provides services to persons with disabilities. The information about the process will be readily available to the public.	Human Resources Program Leads Site Supervisors	Complete
Customer Service Standard O. Reg 429/07	Notice of Disruption	Establish procedures for notifying the public of any planned or unplanned disruptions in service.	Executive Director or Designate	As required

Customer Service Standard O. Reg 429/07	Multi- year Plan	1) 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 2) Post the accessibility plan on our website, and provide the plan in an accessible format upon request; and 3) Review and update the accessibility plan at least once every five years	Executive Director/Human Resources	Ongoing
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INFORMATION AND COMMUNICATION STANDARDS

AODA Standards / Regulation Reference	Area of Interest	Administrative Requirement	Individual Responsibilities	Compliance Date/ Status
Integrated Accessibility Standards Regulation O. Reg. 191/11	Procuring or acquiring goods, services or facilities	Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.	All	Ongoing
Integrated Accessibility Standards Regulation O. Reg. 191/11	Accessible Formats	Upon request, accessible formats and communication supports will be provided or arranged in a timely manner that accounts for the person's needs due to disability and at a cost no more than the regular cost charged to other persons.	ALL	As requested
Integrated Accessibility Standards Regulation O. Reg. 191/11	Accessible Websites and Web Content for existing content	If the HWCCCC develops new internet websites, the HWCCCC will ensure that the websites and web content conform with the World Wide Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA.	IT SUPPORT	2018
Integrated Accessibility Standards Regulation O. Reg. 191/11	Accessible Websites and Web Content for existing content	Internet websites and web content will conform with the World Wide Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA.	IT SUPPORT	2018
Integrated Accessibility Standards Regulation O. Reg. 191/11	EMERGENCY PROCEDURE, PLANS OR PUBLIC SAFETY INFORMATION	Any emergency procedures, plans and public safety information that are prepared by the Centre and made available to the public, will be available in accessible formats or with communication supports upon request.	Leads & Human Resources	As requested

EMPLOYMENT STANDARDS				
AODA Standards / Regulation Reference	Area of Interest	Administrative Requirement	Individual Responsibilities	Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11,	Recruitment, assessment or selection process	Develop policy and procedures for making all aspects of recruitment and selection accessible to all.	Human Resources	Completed
AODA Training Requirements	Employment	Training required for all (worker, volunteers, service providers) on : <ul style="list-style-type: none"> • Employment • Communication • Human Rights Code • AODA policies Records to be maintained electronically	Human Resources	Ongoing
Integrated Accessibility Standards Regulation O. Reg. 191/11,	Return to Work Plan	Develop a written Return to Work process which will outline the steps the HWCCCC will take to facilitate the return to work after a disability-related absence, and to develop and use written individual accommodation plans	Human Resources	Completed
Integrated Accessibility Standards Regulation O. Reg. 191/11,	Accommodation Plans	Create a process for developing individual accommodation plans for Employees with a disability, plans will be in accordance with the IASR.	Human Resources	Completed
Integrated Accessibility Standards Regulation O. Reg. 191/11,	Emergency Response Plans	The HWCCCC will provide individualized workplace emergency response plans to employees with a disability requiring accommodation.	Human Resources	As Required
Integrated Accessibility Standards Regulation O. Reg. 191/11,	Performance Management, and Career Development	HWCCCC will review, assess and modify, if necessary, existing policies, procedures and practices on performance management, career development and redeployment to ensure compliance with the IASR.	Human Resources	Ongoing
Integrated Accessibility	ACCESSIBILITY STANDARDS	HWCCCC will ensure that any of the following public spaces that are newly constructed or redeveloped will meet the accessibility requirements under the IASR:	HWCDSD	Ongoing

Standards Regulation O. Reg. 191/11,	FOR THE BUILT ENVIRONMENT	<ul style="list-style-type: none">• Outdoor public eating areas (e.g. rest stops or picnic areas)• Outdoor play spaces• Outdoor paths of travel (e.g. sidewalks, ramps, stairs)• Accessible parking• Service-related elements (e.g. service counters, fixed queuing lines and waiting areas)		
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