



**FAMILY SERVICE TORONTO**  
For People. For Change.

# **Family Service Toronto**

## **Multi-Year Accessibility Plan**

**Fall 2014**

## **1. CUSTOMER SERVICE STANDARD**

### **Accessible Customer Service Policy**

Family Service Toronto (FST) will provide training to employees, volunteers and students on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities.

2011

Developed Accessible Customer Service policy, which includes procedures regarding communication, telephone services, assistive devices, billing, use of service animals, use of support persons, notice of temporary disruption, training for personnel, as well as the procedure for feedback, complaints and questions.

2012 Key Action

- Trained all FST staff, students, volunteers and Board of Directors on how to better serve customers with disabilities
- Filed Customer Service Standard compliance report by December 31, 2012.

2014 - 2017 Key Action

- Continue to train new staff through the onboarding process and existing staff with respect to any changes to accessibility policies

## **2. EMPLOYMENT STANDARD**

### **Workplace Emergency Response Information**

Family Service Toronto (FST) is committed to providing our clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

2012

- Provided individual workplace emergency response information to employees who have a disability, as required.

2012 Key Action

- Created individual accommodation plans for employees needing assistance, as required

#### 2014 – 2017 Key Actions

- Provide training to Management about rights and responsibilities under the Code and the Accessibility for Ontarians with Disabilities Act (AODA)
- Ensure individual emergency plans are updated as required
- Document individual accommodation plans

### **3. GENERAL REQUIREMENTS**

Family Service Toronto (FST) 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 and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

#### **Accessibility Policies**

##### 2013

- Developed an Accessible Customer Service Statement of organizational commitment

##### 2013 - 2014 Key Actions

- Expanded and updated policies regarding accessibility and created new supporting standards:
  - Accessible Customer Service policy
  - Recruitment and Selection Policy
- Informed all employees, students and volunteers of their right to accommodation of a disability during their orientation.
- Provide or arrange for accessible formats and communication supports for information needed to perform job duties and information generally available to employees in the workplace, upon request
- Posted Accessible Customer Service Statement at each of FST's 4 main locations
- Posted Accessible Customer Service Statement on FST website, also available to the public in an accessible format, upon request

##### 2014 -2017 Key Actions

- Update and post policies and procedures as part of FST policy review process
- Ensure ongoing compliance

## **GENERAL REQUIREMENTS – CONTINUED**

### **Multi-Year Accessibility plans**

2014

- Develop and implement multi-year accessibility plan
- Establish an outline and determine what will be done to implement Integrated Accessibility Standards Regulation (IASR) requirements
- Post multi-year accessibility plan on website and provide in an accessible format, upon request
- Report to the province every three years and review plan every five years

2014 Key Actions

- Create multi-year accessibility plan in an accessible format, upon request
- Present multi-year accessibility plan to Strategy team and post on FST website
- Implement requirements of multi-year plan in 2014

2014 – 2017 Key Actions

- Continue to implement requirements of multi-year accessibility plan
- Consult with the public, persons with disabilities and Accessibility Advisory Committee, (herein referred to as the AAC)
- Report to the province
- Review plan and update in 2017

### **Self-Service Kiosks**

Family Service Toronto (FST) will consider accessibility when designing or purchasing new self-service kiosks (e.g. pay parking meter, etc.).

## **4. INFORMATION AND COMMUNICATIONS**

Family Service Toronto (FST) is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

### **Feedback**

2014

- Ensure processes for receiving and responding back to feedback are accessible for persons with disabilities by providing/arranging for accessible formats and communication supports, upon request. Notify the public about availability of accessible formats and communication supports.

2013-2014 Actions

- Created accessible Information and Communication standard to incorporate all requirements of the Integrated Accessibility Standards Regulation (IASR) legislation
- Posted the process for providing feedback about the delivery of services to persons with disabilities on FST's website
- Post statement on FST website about availability of accessible formats/supports, upon request

2014 -2017 Key Actions

- Ensure compliance as plans are updated / edited

### **Accessible Websites and Web Content, Web Content Accessibility Guidelines (WCAG) 2.0 Level A**

January 1, 2014 (applies to web content published on websites after January 1, 2012)

- Ensure new internet websites and web content conforms to WCAG 2.0 Level A

2013 – 2014 Key Actions

- Re-launched FST website with knowledge of WCAG 2.0 guidelines
- Created 100% HTML 5 standards compliance website
- Regularly evaluate compliance through accessibility quality tool
- Met level A-WCAG requirements
- Conducted training for staff as required

2014 – 2017 Key Actions

- Ensure ongoing compliance
- Incorporate level AA WCAG requirements

## **Accessible websites and web content, WCAG level AA**

January 1, 2021

- Ensure internet websites and web content conforms with WCAG 2.0 level AA, other than success criteria 1.2.4 captions (live) and success criteria 1.2.5 audio descriptions (pre-recorded)

2014 – 2017 Key actions:

- Continue to incorporate level AA requirement