



FAMILY SERVICE TORONTO
For People. For Change.

Family Service Toronto

Multi-Year Accessibility Plan

Fall 2017

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

- 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

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

2014 – 2017

- Provided training to Management about rights and responsibilities under the Code and the Accessibility for Ontarians with Disabilities Act (AODA)
- Ensured individual emergency plans are updated as required
- Documented 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 - 2014

- Developed an Accessible Customer Service Statement of organizational commitment
- 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.
- Provided or arranged 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

- Updated and posted policies and procedures as part of FST policy review process
- Ensured ongoing compliance

GENERAL REQUIREMENTS - CONTINUED

Multi-Year Accessibility plans

2014

- Developed and implement multi-year accessibility plan
- Established an outline and determined what would be done to implement Integrated Accessibility Standards Regulation (IASR) requirements
- Presented multi-year accessibility plan to Strategy team
- Posted multi-year accessibility plan on website and provided in an accessible format, upon request
- Implemented requirements of multi-year plan in 2014
- Report to the province every three years and review plan every five years
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2014 – 2017

- Continued to implement requirements of multi-year accessibility plan
- Consulted with the public, persons with disabilities and Accessibility Advisory Committee, (herein referred to as the AAC)
- Report to the province
- Reviewed plan and updated 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

2013 - 2014

- Ensured processes for receiving and responding to 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.
- 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

- Posted statement on FST website about availability of accessible formats/supports, upon request

2014 -2017

- 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)

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

2013 – 2014

- 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

- 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

- Continue to incorporate level AA requirement