

# ACCESSIBILITY FRAMEWORK

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## POLICY

Family Service Toronto (FST) is committed to building an inclusive society by providing a barrier-free environment for clients, FST personnel, community members and visitors who enter our premises, use our services and access our information. We strive to meet the needs of individuals with disabilities in a timely and effective manner and in a way that meets their individual needs. We ensure that our service delivery supports the core principles of the Accessibility for Ontarians with Disabilities Act (AODA): independence, dignity, integration and equal opportunity.

FST respects and upholds the goals and requirements set forth under the [Accessibility for Ontarians with Disabilities Act, 2005](#) (AODA) and its associated regulations. FST will ensure that its policies, procedures and best practices are consistent with the accessibility standards established under the AODA and will work to identify and remove physical, attitudinal and systemic barriers.

## BACKGROUND

FST is accountable to meet accessibility standards required by specific components of the AODA:

- General Requirements
- Customer Service
- Employment
- Information and Communication
- Built Environment and Public Spaces

The AODA requires FST:

- to identify, prevent and remove barriers in accessing FST's services, information, website, employment opportunities and facilities
- to accommodate accessibility to ensure equal, non-discriminatory access to FST services, information, website, employment opportunities and facilities
- train employees, students and volunteers on the provision of accessible services
- develop a multi-year accessibility plan based on AODA requirements

FST recognises its duty to accommodate to the point of undue hardship, in accordance with the [Ontario Human Rights Code](#), and commits itself to accommodation processes that respect the principles of dignity, independence, privacy and inclusion.

## SCOPE

This policy applies to all FST personnel (employees, students, volunteers).

## RESPONSIBILITIES

FST's Accessibility policy establishes a framework for compliance with the requirements of the AODA.

Accessibility is a shared responsibility and all FST personnel are accountable in making FST accessible to clients, community members, tenants, visitors, and co-workers. A shared commitment enhances FST's capacity to achieve client and customer service excellence.

### Board of Directors

As part of exercising its oversight role of the affairs of the organization, the Board of Directors reviews and approves FST's Accessibility Framework policy every four years or as needed by new legislative requirements. Ensures compliance with the AODA.

### Executive Director

The Executive Director (ED) integrates and promotes the accessibility policy framework into FST's strategic and operational plans, policies, procedures and culture. Ensures resources are available for identifying and preventing accessibility barriers. Ensures that FST's Multi-Year Accessibility Plan is reviewed on a regular basis and is available on the FST website as required by the AODA.

### Management Team

Management provides leadership in advancing organization-wide accessibility and building an inclusive and accessible environment for the public and FST personnel. Promotes awareness of the policy within their area of responsibility and ensuring that personnel under their supervision have knowledge of and maintain compliance with this policy. Ensures service delivery is accessible and clients with disability have equal access to the programs and services within the scope of their authority and accountability. Ensures potential hires, the public and FST personnel are notified that accommodations can be made during recruitment, assessment and selection processes for people with disabilities. Ensures new hires and FST personnel are notified of policies for accommodating FST personnel with disabilities.

### Personnel (employees, students and volunteers)

Personnel implement FST's accessibility policies within the scope of their work, daily activities and interactions with the public and other employees. Provide a welcoming, safe and dignified environment for all stakeholders, including any person using assistive devices or accompanied by a support person or service animal. Complete mandatory training required by the AODA and the Human Rights Code as well as any additional training appropriate to the duties of their role. Discuss with their manager accessibility issues as needed.

## PROCEDURES

1. The Board monitors compliance with the requirements of the AODA and Integrated Accessibility Standards Regulation (IASR). As per FST policy 2.9 Compliance with Legislation, the Board annually reviews compliance with AODA requirements.
2. The Board reviews and approves FST's Accessibility Framework policy as part of FST's policy review cycle every four years or as required by new legislation.
3. Human Resources submits accessibility compliance reports to the Accessibility Directorate of Ontario as mandated by the AODA according to specified deadlines. Ensures that required training mandated by the AODA and the Ontario Human Rights Code as it relates to peoples with disabilities, is provided to new personnel. Ensures ongoing training for all personnel to meet any future provincial policy changes.
4. The Strategy Team (senior management) reviews FST's Multi-Year Accessibility Plan on a regular basis. The plan outlines initiatives and outcomes that reaffirm the FST's commitment to ensuring an equitable, inclusive and accessible organization. Ensures that FST's Multi-Year Accessibility Plan and AODA compliance reports are posted on the FST website and made available in an accessible format or with appropriate communications supports as soon as possible upon request. The Strategy Team may periodically establish an employee advisory working group for the purpose of consultation.
5. FST personnel apply and communicate FST's accessibility requirements in the management of their daily activities to ensure accessible and equitable practices within their teams and their particular scope of work.

### **Specific FST policies and procedures related to the AODA requirements:**

- 1.3 Strategic Plan 21-26
- 1.5 Equity and Inclusion
- 3.2 Selection and Recruitment
- 3.6 Orientation
- 7.7 Return to Work after Illness or Injury (title to be revised)
- 7.15 Emergency Lockdown, Hold and Secure
- 7.16 Emergency Evacuation
- 8.2 Intake
- 8.7 Discriminatory Requests for Service
- 8.26 Accessible Customer Service
- 11.9 Facilities Management
- 11.10 Corporate Website Management