

Organization category Business or Non-profit

Number of employees range 50+

Filing organization legal name Family Service Toronto

Filing organization business number (BN9) 107376063

Fields marked with an asterisk (*) are mandatory.

B. Understand your accessibility requirements

Before you begin your report, you can learn about your accessibility requirements at ontario.ca/accessibility

Additional accessibility requirements apply if you are:

- [a library board](#)
- [a producer of education material \(e.g. textbooks\)](#)
- [an education institution \(e.g. school board, college, university or school\)](#)
- [a municipality](#)

C. Accessibility compliance report certification

Section 15 of the *Accessibility for Ontarians with Disabilities Act, 2005* requires that accessibility reports include a statement certifying that all the required information has been provided and is accurate, signed by a person with authority to bind the organization(s).

Note: It is an offence under the Act to provide false or misleading information in an accessibility report filed under the AODA.

The certifier may designate a primary contact for the Ministry for Seniors and Accessibility to contact the organization(s); otherwise the certifier will be the main contact.

Certifier: Someone who can legally bind the organization(s).

Primary Contact: The person who will be the main contact for accessibility issues.

Acknowledgement

I certify that all the information is accurate and I have the authority to bind the organization *

Certification date (yyyy-mm-dd) * 2023-12-17

Certifier information

Last name *		First name *	
Tucker		Charissa	
Position title *	Business phone number *	Extension	<input type="checkbox"/> Check here if TTY
Director	416-595-9230	251	
Email *	Alternate phone number	Extension	Fax number
charissatu@familyservicetoronto.org	647-449-4892		

Primary contact for the organization(s)

Check if the primary contact is same as the certifier

Last name *	First name *
Tucker	Charissa

Position title * Director	Business phone number * 416-595-9230	Extension 251	<input type="checkbox"/> Check here if TTY
Email * charissatu@familyservicetoronto.org	Alternate phone number 647-449-4892	Extension	Fax number

D. Accessibility compliance report questions

Instructions

Please answer each of the following compliance questions. Use the Comments box if you wish to comment on any response. If you need help with a specific question, click the help links which will open in a new browser window. Use the link on the left to view the relevant AODA regulations and the link on the right to view relevant accessibility information resources.

General

1. Has your organization created and implemented written policies on how to achieve accessibility by meeting all applicable accessibility requirements in the IASR? * Yes No

[Read O. Reg. 191/11, s. 3 \(1\): Establishment of accessibility policies](#) [Learn more about your requirements for question 1](#)

Comments for question 1 FST developed, implemented and maintains Accessibility Policies and Procedures including Accessibility Framework (1.16) and Accessible Customer Service (8.26). Other FST policies and procedures related to the AODA requirements include:

- 1.3 Strategic Plan 21-26
- 1.5 Equity and Inclusion
- 3.2 Selection and Recruitment
- 3.6 Orientation
- 7.15 Emergency Lockdown, Hold and Secure
- 7.16 Emergency Evacuation
- 8.2 Intake
- 8.7 Discriminatory Requests for Service
- 11.9 Facilities Management

FST's Accessibility Framework Policy (1.16) includes its Statement of Commitment and requirements for employees at all levels of the organization to meet the accessibility requirements for persons with disabilities in a timely manner.

2. Has your organization established and implemented a multi-year accessibility plan? * Yes No
(If Yes, please answer additional questions)

[Read O. Reg. 191/11, s. 4 \(1\): Accessibility plans](#) [Learn more about your requirements for question 2](#)

- 2.a. Does your organization have a website? * Yes No
(If Yes, please answer additional questions)

[Read O. Reg. 191/11, s. 4 \(1\): Accessibility plans](#) [Learn more about your requirements for question 2.a](#)

Comments for question 2.a FST has developed a Multi-Year Accessibility Plan (2023-2028) which will be posted on FST's website. The plan will be provided in an accessible format, when requested. The Plan will be reviewed and updated at least once every five years. In 2021, the Accessibility Working Group was established. Starting in January 2024, the Accessibility Advisory Group consisting of stakeholders with lived experience will be initiated. They will provide input into FST's Accessibility Policies and Procedures and the Multi-Year Accessibility Plan.

2.a.i Is your organization's accessibility plan posted on your organization's website? * Yes No

[Read O. Reg. 191/11, s. 4 \(1\): Accessibility plans](#)

[Learn more about your requirements for question 2.a.i](#)

Comments for
question 2.a.i

2.a.ii Does your organization provide the accessibility plan in an accessible format when requested? * Yes No

[Read O. Reg. 191/11, s. 4 \(1\): Accessibility plans](#)

[Learn more about your requirements for question 2.a.ii](#)

Comments for
question 2.a.ii

2.b Does your organization update the accessibility plan at least once every 5 years? * Yes No

[Read O. Reg. 191/11, s. 4 \(1\): Accessibility plans](#)

[Learn more about your requirements for question 2.b](#)

Comments for
question 2.b

3. Does your organization provide appropriate training on: *

[Read O. Reg. 191/11, s. 7 \(1\): Training](#)

[Learn more about your requirements for question 3](#)

3.a. The AODA Integrated Accessibility Standards Regulation? * Yes No

[Read O. Reg. 191/11, s. 7 \(1\): Training](#)

[Learn more about your requirements for question 3.a](#)

Comments for question 3.a As detailed in the Accessibility Framework policy (1.16), FST is committed to providing training to all personnel (employees, volunteers and students) on the purpose of the Act, the requirements, the Integrated Accessibility Standards Regulations (IASR) and the Ontario Human Rights Code as it relates to people with disabilities. Mandatory training is provided immediately after the commencement of employment or assignment as a key component of the onboarding/orientation process. Management provides leadership in advancing organization-wide accessibility and building an inclusive and accessible environment for the public and FST personnel. Management team members who develop FST policies are required to have additional expertise, through additional training and/or experience. Changes to policies are communicated to staff and training is provided on an ongoing and annual basis. Training records indicating the names of staff and the dates of completion are maintained.

3.b The Human Rights Code as it pertains to people with disabilities? * Yes No

[Read O. Reg. 191/11, s. 7 \(1\): Training](#)

[Learn more about your requirements for question 3.b](#)

Comments for
question 3.b

Information and communications

4. Does your organization have a process for receiving and responding to feedback that is accessible to people with disabilities? * Yes No

Note: This requirement is applicable regardless of whether customers are permitted on your premises.

(If Yes, please answer an additional question)

[Read O. Reg. 191/11, s. 11 \(1\): Feedback](#)

[Learn more about your requirements for question 4](#)

- 4.a. Does your organization notify the public about the availability of accessible formats and communications supports with respect to the feedback process? Yes No

Note: This requirement is applicable regardless of whether customers are permitted on your premises. *

[Read O. Reg. 191/11, s. 11\(2\): Feedback](#)

[Learn more about your requirements for question 4.a](#)

Comments for question 4.a FST has processes for receiving and responding to feedback about the manner in which it provides goods, services or facilities to persons with disabilities. The processes are posted on FST's website. The feedback process specifies the actions that the provider will take if a complaint is received about the manner in which it provides goods, services or facilities to persons with disabilities.
FST provides and arranges for accessible formats and communication supports, upon request. This is provided in a timely manner that takes into account the person's accessibility needs due to disability. FST will consult with the person making the request in determining the suitability of accessible formats or communication supports. This is done at a cost no more than the regular cost charged to other persons. FST informs the public about the availability of accessible formats and communication supports.

5. Does your organization have one (or more) website(s) which it controls directly or indirectly ('controls' means that your organization is able to add, remove and/or modify content and functionality of the website)? * Yes No
(If Yes, please answer an additional question)

[Read O. Reg. 191/11, s. 14: Accessible websites and web content](#)

[Learn more about your requirements for question 5](#)

- 5.a. Do all your organization's internet websites conform to World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA (except for live captions and pre-recorded audio descriptions)? In the comments box, please list the complete names and address of your publicly available web content, including websites, social media pages, and apps. * Yes No

[Read O. Reg. 191/11, s. 14: Accessible websites and web content](#)

[Learn more about your requirements for question 5.a](#)

Comments for question 5.a FST has three websites:

1. Family Service Toronto | For People. For Change. - <https://familyservicetoronto.org>
2. Campaign 2000 – End Child & Family Poverty - <https://campaign2000.ca>
3. Ontario Campaign 2000 - End Child & Family Poverty - <https://ontariocampaign2000.ca>

FST has four social media channels

1. LinkedIn – <https://www.linkedin.com/company/family-service-toronto>
2. X (Twitter) – <https://twitter.com/FamilyServiceTO>
3. Instagram – <https://www.instagram.com/familyservicetoronto>
4. Facebook – <https://www.facebook.com/FamilyServiceToronto>

Customer Service

6. Does your organization provide training about providing goods, services or facilities to persons with disabilities to the following? * Yes No

- Staff and volunteers
- People involved in developing accessibility policies
- People providing goods, services or facilities on behalf of the organization

(If Yes, please answer an additional question)

[Read O. Reg. 191/11, s. 80.49: Training for staff, etc.](#)

[Learn more about your requirements for question 6](#)

6.a. Does the training include all of the following: * Yes No

- A review of the purposes of the AODA?
- A review of the purposes of the Customer Service Standards?
- How to interact and communicate with persons with various types of disability?
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person?
- How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability?
- What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities?

[Read O. Reg. 191/11, s. 80.49: Training for staff, etc.](#)

[Learn more about your requirements for question 6.a](#)

Comments for question 6.a See previous "Comments for question 3a."

7. If there is a temporary disruption of goods, services or facilities used by persons with disabilities, does your organization give a notice of the disruption to the public? * Yes No

(If Yes, please answer an additional question)

[Read O. Reg. 191/11, s. 80.48 \(1\): Notice of temporary disruptions](#)

[Learn more about your requirements for question 7](#)

7.a. Does the notice of the disruption include all of the following? * Yes No

- The reason for the disruption?
- Its anticipated duration?
- A description of available alternative facilities or services (if any)?

[Read O. Reg. 191/11, s. 80.48 \(2\): Notice of temporary disruptions](#)

[Learn more about your requirements for question 7.a](#)

Comments for question 7.a

8. Does your organization ever require a person with a disability to be accompanied by a support person when on your premises? * Yes No
(If Yes, please answer an additional question)

[Read O. Reg. 191/11, s. 80.47 \(5\): Use of service animals and support persons](#)

[Learn more about your requirements for question 8](#)

- 8.a. Does your organization do all of the following before requiring a person with a disability to be accompanied by a support person on your premises: * Yes No
- Consult with the person with a disability?
 - Determine a support person is necessary to protect the health or safety of the person with a disability or others on premises?
 - Determine that there is no other way to protect the health or safety of the person with a disability or others on premises?

[Read O. Reg. 191/11, s. 80.47 \(5\): Use of service animals and support persons](#)

[Learn more about your requirements for question 8.a](#)

Comments for question 8.a

Employment

9. Does your organization employ any persons with disabilities for whom you have provided individualized workplace emergency response information? * Yes No
(If Yes, please answer additional questions)

[Read O. Reg. 191/11, s. 27 \(1\): Workplace emergency response information](#)

[Learn more about your requirements for question 9](#)

- 9.a. Does your organization review the individualized workplace emergency response information for all of the following? * Yes No
- When the employee moves to a different location in the organization?
 - When the employee's overall accommodation needs or plans are reviewed?
 - When your organization reviews its general emergency policies?

[Read O. Reg. 191/11, s. 27 \(4\): Workplace emergency response information](#)

[Learn more about your requirements for question 9.a](#)

Comments for question 9.a

9.b. Do any of the employees for whom your organization has provided individualized workplace emergency response information require assistance? * Yes No
(If Yes, please answer additional questions)

[Read O. Reg. 191/11, s. 27 \(2\): Workplace emergency response information](#)

[Learn more about your requirements for question 9.b](#)

Comments for question 9.b

9.b.i Has your organization, with the employee's consent, provided the workplace emergency response information to the person designated to provide assistance to the employee? * Yes No

[Read O. Reg. 191/11, s. 27 \(2\): Workplace emergency response information](#)

[Learn more about your requirements for question 9.b.i](#)

Comments for question 9.b.i

9.b.ii Was the individualized workplace emergency response information provided as soon as practicable after your organization became aware of the need for accommodation due to the employee's disability? * Yes No

[Read O. Reg. 191/11, s. 27 \(3\): Workplace emergency response information](#)

[Learn more about your requirements for question 9.b.ii](#)

Comments for question 9.b.ii

Design of public spaces

10. Since January 1, 2017, has your organization constructed new or redeveloped any of the following items? * Yes No

- Outdoor public use eating areas
- Outdoor play space
- Off-street parking
- Service counter
- Fixed queuing guides
- Waiting areas

(If Yes, please answer additional questions)

[Read O. Reg. 191/11 Part IV.1: Design of public spaces standards](#)

[Learn more about your requirements for question 10](#)

10.a. Where applicable, do the newly constructed or redeveloped items meet the general requirements as outlined in the Design of Public Spaces Standards? *

Yes No

[Read O. Reg. 191/11 Part IV.1: Design of public spaces standards](#) [Learn more about your requirements for question 10.a](#)

Comments for question 10.a

10.b. Does your organization's multi-year accessibility plan include procedures for preventative and emergency maintenance of the accessible elements in public spaces, and for dealing with temporary disruptions when accessible elements are not in working order? *

Yes No

[Read O. Reg. 191/11, s. 80.44: Maintenance of accessible elements](#) [Learn more about your requirements for question 10.b](#)

Comments for question 10.b
