

The Arthritis Society's Multi-Year Accessibility Plan

Last Updated: November 7, 2017

Introduction & Statement of Commitment

This Multi-Year Accessibility Plan applies to all applicable offices of the Arthritis Society located within the province of Ontario.

The Arthritis Society is committed to meeting its obligations under the Accessibility for Ontarians with Disabilities Act (the "AODA" or the "Act"), as amended, and the related Integrated Accessibility Standards Regulations (the "IASR"), as amended.

The Arthritis Society 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. The Arthritis Society is committed to meeting the accessibility needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility.

As part of the Arthritis Society's commitment to meeting its obligations under the Act, the organization has developed a multi-year plan that outlines the Arthritis Society's strategy to prevent and remove barriers and meet its requirements under the AODA.

The Arthritis Society's Multi-Year Accessibility Plan will be reviewed annually and updated in line with legislative requirements, with the updated plan posted internally and on the Arthritis Society's website.

Establishment of Accessibility Policies & Plans

The Arthritis Society will by January 1, 2014:

- ✓ Develop, implement and maintain a policy/policies governing how the organization will achieve accessibility, ensuring such policy/policies are available to staff for their awareness and reference.
- ✓ Establish, implement and maintain a Multi-Year Accessibility Plan.
- ✓ Include within its Multi-Year Accessibility Plan a statement of commitment to meet the accessibility needs of persons with disabilities in a timely manner.
- ✓ Make the Multi-Year Accessibility Plan available to all staff and the public on the Arthritis Society's website, with availability in accessible formats.

Status: Completed.

Emergency Procedures, Plans & Public Safety Information

a) Provide Accessible Emergency & Public Safety Information

The Arthritis Society will by January 1, 2012:

- ✓ When asked, provide publicly available emergency information, like evacuation plans or brochures, in an accessible format.

Status: Completed.

b) Provide Accessible Emergency Information to Staff

The Arthritis Society will by January 1, 2012:

- ✓ When necessary, provide accessible and customized emergency information as soon as practicable after an employee asks for it or when the Arthritis Society becomes aware an employee may need accommodation in an emergency.

Status: Completed.

Training

a) Provide Accessible Customer Service

The Arthritis Society will by January 1, 2012:

- ✓ Train staff and volunteers to serve customers of all abilities, keep a written record of the training, welcome service animals and support persons, create accessible ways for people to provide feedback and put an accessibility policy in place so employees, volunteers and customers can know what to expect.

Status: Completed.

b) Train Staff on Ontario's Accessibility Laws

The Arthritis Society will by January 1, 2015:

- ✓ Provide training on the requirements of the IASR and on disability-related obligations under Ontario Human Rights legislation, as well as similar legislative provisions across the country, to the following individuals: employees, volunteers and any others who may be acting on the Arthritis Society's behalf in dealing with the public or any other third parties. Training will also be provided to all people who are involved in the development of the Arthritis Society's policies.
- ✓ Maintain and retain records of the dates when training is completed and the names of individuals who completed the training.

Status: Completed.

Information & Communications Standards

a) Accessible Websites & Web Content

The Arthritis Society will by January 1, 2014:

- ✓ Make The Arthritis Society's new internet websites and new content on such websites conform with World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A.

Status: Completed.

The Arthritis Society will by January 1, 2021:

- ✓ Make The Arthritis Society's internet websites and web content conform with WCAG 2.0 Level AA, except for exclusions set out in the IASR.

Status: In progress.

b) Feedback, Accessible Formats & Communication Supports

The Arthritis Society will by January 1, 2015:

- ✓ Put a statement on its website about the availability of accessible formats and communication supports and, upon request, provide or arrange for the provision of accessible formats in a timely manner.
- ✓ Ensure that the processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.

Status: Completed.

Employment Standards

a) Recruitment

The Arthritis Society will by January 1, 2016:

- ✓ On the careers page of its website, specify that accommodations are available for applicants with disabilities.
- ✓ Inform applicants selected to participate in an assessment or selection process (such as interviews and tests) that accommodations are available during the recruitment process, upon request, in relation to materials and processes to be used.
- ✓ Upon request, consult with the applicant and arrange for suitable accommodation.
- ✓ Notify the successful applicant, when making offers of employment, of its policies including those for accommodating associates with disabilities.
- ✓ Include AODA information and training in orientation.

Status: Completed.

b) Inform Employees of Supports

The Arthritis Society will by January 1, 2016:

- ✓ Inform employees and new hires (during orientation) of the Arthritis Society's policies to support other employees with disabilities and keep associates up to date on changes to these policies.

- ✓ Upon request from an employee with a disability, and further to consultation with the employee in question, provide for suitable accessible formats and communication supports for: information needed by the employee to perform his/her job and information that is generally available to employees.

Status: Completed.

c) Document Individual Accommodation Plans / Return to Work Process

The Arthritis Society will by January 1, 2016:

- ✓ Develop a written process for the development of individual accommodation plans.
- ✓ Develop and document a return to work process for employees who have been absent due to a disability. The process shall outline the steps that the Arthritis Society will take to facilitate the employee's return to work and use the employee's individual accommodation plan as part of that process.

Status: Completed.

d) Performance Management & Career Development

The Arthritis Society will by January 1, 2016:

- ✓ Take into account the accessibility needs of employees with disabilities and individual accommodation plans when utilizing the Arthritis Society's performance management processes, considering career development and advancement opportunities.

Status: Completed.

New & Redeveloped Public Spaces

The Arthritis Society will by January 1, 2017:

- ✓ Make new or redeveloped public spaces (such as parking lots) accessible, where applicable to the Arthritis Society.

Status: Will be completed where applicable.

Accessibility Compliance Reports

The Arthritis Society will on or before the deadlines required:

- ✓ Submit all required accessibility compliance reports and retain records of such reports.

Status: Completed up to December 31, 2017.