



County of Hastings

2012-2021 Multi-Year Accessibility Plan

The County of Hastings Multi-Year Accessibility plan is designed to support the principles and requirements outlined in the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and *Ontario Regulation 191/11 - "Integrated Accessibility Standards Regulation"* (IASR).

This plan will serve as a road map to help us meet the legislative requirements and remove accessibility barriers.

Legislated Compliance Date	General Requirements - IASR	Area of Responsibility	Action Plan or Status	Timeframe for Completion
	Policies & Procedures			
January 1, 2013	~ Develop, implement and maintain policies governing how we will achieve accessibility - Must include statement of organizational commitment	HR/Deputy Clerk	Complete	March 28, 2013
January 1, 2013	~ Policies must be written	HR/Deputy Clerk	Complete	March 28, 2013
January 1, 2013	~ Policies must be made available to the public	HR/Deputy Clerk	Complete	March 28, 2013
January 1, 2013	~ Policies must be available in accessible formats, upon request	HR/Deputy Clerk	Upon request, consult with individual to determine suitable format	Ongoing
	Accessibility Plan - Multi Year			
January 1, 2013	~ Develop, implement and maintain a multi-year accessibility plan	HR/Deputy Clerk	Complete	March 28, 2013
January 1, 2013	~ Plan must be developed in consultation with people with disabilities and Accessibility Advisory Committee	Deputy Clerk	Complete	Ongoing
January 1, 2013	~ Plan must be posted to County website	HR/Deputy Clerk/IT	Accessibility section of County website	March 28, 2013

January 1, 2018	~ Plan must be reviewed every 5 years	HR/Deputy Clerk	Multi-year plan will be reviewed and updated as requirements of IASR are met after which will be reviewed every 5 years	Ongoing
January 1, 2013	~ Plan must be available in alternative format	HR/Deputy Clerk	Upon request, consult with individual to determine suitable format	Ongoing
January 1, 2014	~ Prepare an Annual Status Report and post on County website	HR/Deputy Clerk	Annual status report will be developed by Clerk's department in late fall of 2013. Once prepared, report will be posted under Accessibility section of County website	January 1, 2014
	Procuring or Acquiring Goods or Services			
January 1, 2013	~ Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities	Purchasing	Clause added to Purchasing process *Accessibility criteria and features to be included in specifications and requirements section of every Procurement Project Plan *Amendments to Purchasing By-Law will include addition of a statement of commitment to accessibility	Ongoing
January 1, 2013	~ If not practicable, provide an explanation	Purchasing	Provided upon request	Ongoing
	Self Service Kiosk			

January 1, 2013	~ Incorporate accessibility criteria and features when designing, procuring or acquiring	Purchasing	The County of Hastings does not currently offer services and/or products through self-serve kiosks. *When/if we start using self serve kiosks, when designing or buying the kiosk, we will consider the needs of all our customers and clients and ensure they are accessible to the widest range of users.	Ongoing
	Training			
January 1, 2014	~ Provide training on the requirements of the IASR and the <i>Human Rights Code</i> as it pertains to persons with disabilities to all employees, volunteers, policy developers, and those providing goods or services on behalf of the County	HR/Mgrs	Comprehensive training currently being developed - to be delivered in fall of 2013	January 1, 2014
January 1, 2014	~ Provide training to new staff as soon as practicable	HR/Mgrs	Orientation package to be revised once training is developed	January 1, 2014 and ongoing thereafter
Legislated Compliance Date	Information & Communication - IASR	Area of Responsibility	Action Plan or Status	Date of Completion
	Emergency Procedures, Plans and/or Public Safety Information			
January 1, 2012	~ Provide Emergency Procedures, Plans and/or Public Safety Information in an accessible format or with communication supports, upon request	EMS/Deputy Clerk	Ongoing - Upon request, consult with individual to determine suitable format	January 1, 2012
	Feedback			
January 1, 2014	~ Ensure process for receiving and responding to feedback is accessible by providing accessible formats and communication supports, upon request	HR/Deputy Clerk	Feedback process was established under Customer Service Standard *Feedback policy needs reviewed and updated if necessary	January 1, 2014
	Accessible Formats and Communication Supports			

January 1, 2015	Provide accessible formats and communication supports for persons with disabilities, upon request (in a timely manner, at a cost no more than regular cost)	All County staff	Ongoing - Upon request, consult with individual to determine suitable format	Ongoing
January 1, 2015	~ Notify the public about the availability of accessible formats and communication supports	HR/County Clerk	Draft Completed	January 1, 2015
	Accessible Website and Web Content			
January 1, 2014	~New internet websites and web content must conform to WCAG 2.0 Level A	IT/HR	Complete	January 1, 2013
January 1, 2021	~All internet websites and web content must conform to WCAG 2.0 Level AA (exceptions: success criteria 1.2.4 - live captions & 1.2.5 - pre-recorded audio descriptions)	All County staff	Website accessibility audit to be conducted in 2020	January 1, 2021
Legislated Compliance Date	Employment - IASR	Area of Responsibility	Action Plan or Status	Date of Completion
	Workplace Emergency Response			
January 1, 2012	~ Provide individualized workplace emergency response information and plans, if necessary	HR/H&S	Complete and ongoing * Memo sent to all County staff asking to self-identify whether assistance was needed. If it was, one-on-one meetings were held to determine what assistance was necessary and develop a plan * New staff provided information and asked to complete form during orientation to identify if assistance is needed * Meeting guides and plan templates created	January 1, 2012 and ongoing thereafter
January 1, 2012	~ If employee requires assistance, with their consent, provide individualized workplace emergency response information to person designated	HR/H&S	Ongoing	January 1, 2012 and ongoing thereafter

January 1, 2012	~ Review individualized emergency response plans when employee moves to different location, when needs change or when reviewing general emergency response policies	HR/H&S	Ongoing - Review as necessary	Ongoing
	Recruitment			
January 1, 2014	~Notify employees and the public about the availability of recruitment-related accommodations	HR	<ul style="list-style-type: none"> * External advertising to include a statement on all job ads such as, "Accommodations are available, upon request, to support the participation of persons with disabilities in the recruitment process" and "This document is available in an alternative format, upon request" * Employment postings will be written in plain language and available in alternate formats, upon request * Update Recruitment policy 	January 1, 2014 and ongoing thereafter
January 1, 2014	~Notify selected applicants of the availability of accommodations, upon request for assessments or selection process (interviews, testing, etc)	HR	<ul style="list-style-type: none"> * Selected applicants will be notified when contacted for interviews or testing that accommodations are available, upon request * If requested, consult with individual to determine suitable accommodation * Recruitment policy needs updated to include process for arranging for suitable accommodation, if required 	January 1, 2014 and ongoing thereafter

January 1, 2014	~ Notify successful candidates of policies for accommodating employees with disabilities	HR	<ul style="list-style-type: none"> * Selected candidate will be notified when final offer is made of our policies for accomodating employees with disabilities * If requested, consult with individual to determine suitable accomodation * Update Recruitment policy * Develop Accomodation policy 	January 1, 2014 and ongoing thereafter
	Employee Notification			
January 1, 2014	~ Inform new and current employees of policies for supporting employees with disabilities, including job accommodations	HR	<ul style="list-style-type: none"> * Develop Accomodation policy and communicate it to current staff * Include information about the availability of accomodations in training on IASR * New staff will be provided information about policies for supporting employees with disabilities during orientation 	January 1, 2014 and ongoing thereafter
	Accessible Formats			
January 1, 2014	~ When an employee with a disability requests it, provide accessible formats and communication supports for information that is required to perform their job and information that is generally available in the workplace (i.e. agendas, meeting minutes, newsletters, forms, etc.)	HR/Mgrs	<ul style="list-style-type: none"> * If requested, consult with individual to determine suitable format * Update recruitment policy to include information about alternative formats * Review Alternative Format documents policy to address avaiability of work-related information 	January 1, 2014 and ongoing thereafter
	Individual Accomodation Plans			
January 1, 2014	~ Develop a written process for the development of documentment individual accomodation plans	HR	* Develop policy for development of individual accomodation plans	January 1, 2014
	Return to Work			

January 1, 2014	~ Develop a written return to work process for employees who have been absent from work due to a disability and require disability-related accommodations	HR/H&S	<ul style="list-style-type: none"> * Review and revise current return to work policy if necessary * Outline steps to be taken to facilitate return to work * Develop individual accommodation plans as part of the return to work process 	January 1, 2014
Performance Management, Career Development & Redeployment				
January 1, 2014	~ Take into account the individual accommodation needs and/or individual accommodation plans of an employee when using performance management processes	HR	<ul style="list-style-type: none"> * Review and revise Performance Management policy * Evaluate employees based on abilities rather than disabilities * Provide training to managers to ensure they understand their responsibility to take accessibility into account when using performance management 	January 1, 2014 and ongoing thereafter
January 1, 2014	~ Take into account the individual accommodation needs and/or individual accommodation plans of an employee when providing career development and advancement information	HR	<ul style="list-style-type: none"> * Provide training to managers to ensure they understand their responsibility to take accessibility needs into account when providing career development and advancement information * Provide information in an alternative format, upon request 	January 1, 2014 and ongoing thereafter
January 1, 2014	~ Take into account the individual accommodation needs and/or individual accommodation plans of an employee when redeploying employees	HR	<ul style="list-style-type: none"> * Take into account the individual accommodation needs and/or individual accommodation plans of an employee when redeploying employees 	January 1, 2014 and ongoing thereafter