



# Multi-Year Accessibility Plan

For the period  
December 2013 to December 2018

Prepared in accordance with the Accessibility for Ontarians with Disabilities Act (AODA)  
Integrated Accessibility Standards Regulation

## Availability of the Plan:

1. On OPTIONS northwest website [www.optionsnorthwest.com](http://www.optionsnorthwest.com)
2. At OPTIONS northwest Administrative Office at 95 Cumberland Street North, Thunder Bay, ON Phone: (807) 344-4994 Fax: (807) 346-5811
3. In accessible formats upon request: Contact the Human Resources Department through the main Administrative Office at (807) 344-4994

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**Table of Contents**

1.	Purpose.....	3
2.	Objectives.....	3
3.	Commitment to Accessibility Planning.....	3
4.	Description of OPTIONS northwest.....	4
5.	Strategy for Prevention and Removal of Barriers..... (includes recent efforts of the agency)	5
6.	Review and Monitoring Process.....	10
7.	Communication of the Plan.....	10

# **Multi-Year Accessibility Plan**

for the Period December 2013 to December 2018

## **1.0 Purpose**

This multi-year Accessibility Plan is developed in accordance with the Integrated Accessibility Standards Regulation under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. It outlines the intentions of OPTIONS northwest to meet its obligations under the Ontarians with Disabilities Act, 2001 (ODA). The Plan describes the measures that the Agency will take over the five year period from 2013 to 2018 to identify, remove and prevent barriers to people with disabilities who work, learn and participate in OPTIONS northwest services and supports, including people receiving service, friends and family of people receiving service, community partners, staff, students on placement, volunteers, including Board members, and visitors. The plan will be guided by the Agency's Accessibility Standards-Policy Statement.

## **2.0 Objectives**

This plan:

- 2.1** Describes the process by which OPTIONS northwest Personal Support Services will identify, remove and prevent barriers;
- 2.2** Reviews recent efforts the Agency has taken to remove and prevent barriers;
- 2.3** Describes the measures that OPTIONS northwest will take in the period 2013 - 2018 to identify, remove and prevent barriers;
- 2.4** Makes a commitment to provide an annual status report on the Agency's implementation of the Multi-Year Accessibility Plan;
- 2.5** Makes a commitment to review and update the Multi-Year Accessibility Plan at least once every 5 years;
- 2.6** Describes how OPTIONS northwest will make this accessibility plan available to the public.

## **3.0 Commitment to Accessibility Planning**

This plan, along with any future amendments to the plan will be presented to the Administrative Committee for approval. Consultation with the persons receiving services may occur, as appropriate, for the development and/or revision of the plan. OPTIONS northwest is committed to:

- 3.1 Ensuring, wherever practicable, that OPTIONS northwest policies, procedures and practices are consistent with the principles of accessibility and universal design. Where appropriate, persons receiving services will be requested to provide input with regard to the new policies and procedures and to those under review and persons supported will be made aware of such possible requests.
- 3.2 Improving access to facilities, policies, programs, practices and services for people receiving service, friends and family of people receiving service, community partners, staff, students on placement, volunteers, including Board members, and visitors.
- 3.3 Where appropriate, consulting with persons with disabilities who receive services regarding the development and review of the multi-year plan;

#### 4.0 Description of OPTIONS northwest

Centre for the Developmentally Challenged, Hogarth Westmount Hospital

1965 - OPTIONS began as the Developmental Services department of Hogarth-Westmount Hospital in Thunder Bay. Originally, there were 53 children and adults with concurrent medical and developmental disabilities admitted to the department.

1974 - With passage of the Developmental Services Act, the Developmental Services department became a Schedule II Facility under the Ministry of Community and Social Services (MCSS), with governance still provided by the Hospital's Board of Directors.

1991 - On July 1st, 1991, the department achieved separate incorporation and became the Centre for the Developmentally Challenged (C.D.C.)

1996 - By October of 1996, the Facility operation at Hogarth-Westmount Hospital closed. All persons receiving residential support from C.D.C. were living in homes in the community.

1997 – The name of the agency changed from the Centre for the Developmentally Challenged to OPTIONS northwest Personal Support Services in the fall of 1997.

Present Day - OPTIONS northwest supports a total of 78 persons in 15 locations within its Personal Support Services, 8 people through our Supported Independent Living Program, 1 person through Community Participation Supports and up to 50 people with passport funding. Over 200 persons, their families, caregivers and staff receive clinical support through the Community Resource Team. A Home Share program is also under development to support additional persons.

OPTIONS northwest employs approximately 284 employees, with a main Administrative office. Our residential locations are owned or rented and some of

the owned locations were built to accommodate the needs of persons who are intellectually and physically disabled.

OPTIONS northwest Vision, Mission and Philosophy best describe our passion for what we do:

**Vision:**

Dedicated to respecting the right of people to live life their way.

**Mission:**

Through personalized OPTIONS, we collaborate with people and community partners to develop and offer creative personal and clinical services for individuals.

**Philosophy:**

OPTIONS recognizes people's diverse strengths and believes in the rights of all to:

- Be respected
- Be connected
- Be informed and gain knowledge
- Be self-reliant
- advocacy

## **5.0 Strategy for the Prevention and Removal of Barriers**

The Integrated Standards Regulation 191/11, pursuant to the Accessibility for Ontarians with Disabilities Act, 2005 identified specific requirements to achieve Accessibility in the areas of:

- Information and Communications
- Employment
- Transportation
- Accessible Built Environment

These requirements build on the Accessibility Standards for Customer Service.

The chart on the following page sets out agency compliance status with respect to each particular Standard.

AODA REQUIREMENTS	LEGISLATED COMPLIANCE DATE	TARGET DATE FOR COMPLETION & ACTIONS	STATUS
Customer Service Standards			
1. Policies	January 1, 2012	Target Date: December 2011 Actions: Develop & implement policies governing how OPTIONS will comply with accessibility by meeting requirements in the regulations. Inform Board of Directors, staff, volunteers about the AODA policy on customer service requirement of the legislation. Policies available to the public from the Administrative Office.	Completed December 06, 2011
2. Training & Education (In house)	January 1, 2012	Target Date: December 2011 Actions: Training outlined in the appendix to Customer Service Standard policy. Set up e-learning training on the AODA Customer Service Standards for all staff & students working in the agency location open to the public. NOTE: Set up an in-house training package for all employees who do not work in a location open to the public.	Completed December 31, 2011 (staff & students working in locations open to the public)
3. Feedback & Complaint related to Accessibility	January 1, 2012	Target Date: December 2011 Actions: Outline feedback information in the appendix to Customer Service Standard policy, post at location open to the public and on website- re: processes for receiving and responding to feedback. Ensure processes are accessible to person with disability.	Completed December 06, 2011
4. Communication & Assistive Devices	January 1, 2012	Target Date: December 2011 Actions: Outline communication & assistive devices in the appendix to Customer Service Standard policy- re: agency expectations for communication and assistive devices related to accessible customer service standard	Completed December 06, 2011
5. Use of Support Persons and Service Animals	January 1, 2012	Target Date: December 2011 Actions: Outline use of support persons & service animals in the appendix to Customer Service Standard policy- re: agency expectations for use of support persons and service animals	Completed December 06, 2011
6. Notice of temporary disruptions	January 1, 2012	Target Date: December 2011 Actions: Outline notice of temporary disruptions in the appendix to Customer Service Standard policy-re: actions to be taken in event of notice of temporary disruptions (including posting of signage)	Completed December 06, 2011

AODA REQUIREMENTS	LEGISLATED COMPLIANCE DATE	TARGET DATE FOR COMPLETION & ACTIONS	STATUS
<b>Integrated Accessibility Standards Regulation</b>			
1. <b>General – Multi-Year Accessibility Plan</b>	January 1, 2014	Target Date: December 31, 2013 Actions: Develop multi-year accessibility plan to identify, remove and prevent barriers. This will include annual accessibility work plan and ensure annual goals are completed.	Completed March 14, 2014
2. <b>Information and Communication Standards</b>			
a) Feedback	a) January 1, 2015	Target Date: June 30, 2014 Actions: a) Develop a process for receiving and responding to feedback in an accessible manner and arrange for the provision of accessible formats and communication supports, upon request. Notify the public about the availability of accessible formats and communication supports.	a) Completed July 30, 2014
b) Accessible formats and communication supports	b) January 1, 2016	Target Date: June 30, 2015 Actions: b) Develop policy that sets out the specific requirements, to provide or arrange for the provision of accessible formats and communication supports for persons with disabilities. This shall include stating the formats and types of resources.	b) Completed March 14, 2014
c) Emergency procedure, plans or public safety information	c) January 1, 2012	Target Date: December 31, 2011 Actions: c) Prepare emergency procedures, plan or public safety information and makes the information available to the public, provide information in an accessible format or with appropriate communication supports, as soon as possible, upon request.	c) Completed January 1, 2012
d) Accessible Websites	d)(i) January 1, 2014	Target Date: Under review for any new website development Actions: d)(i) New websites and web content to conform with WCAG 2.0 at Level A	d)(i) Completed -New website launched May 19, 2016
	d)(ii) January 1, 2021	Target Date: December 31, 2019 Actions: d)(ii) All internet websites and web content to conform with WCAG 2.0 at Level AA	d)(ii) Completed May 19, 2016

<b>AODA REQUIREMENTS</b>	<b>LEGISLATED COMPLIANCE DATE</b>	<b>TARGET DATE FOR COMPLETION &amp; ACTIONS</b>	<b>STATUS</b>
<p><b>3. Employment Standards</b></p> <p>a) Recruitment</p> <p>b) Supports for Employees</p> <p>c) Accessible Formats and Communication Support</p> <p>d) Workplace Emergency Response Information</p> <p>e) Individualized Accommodation Plans</p> <p>f) Return to Work</p>	<p>a) January 1, 2016</p> <p>b) January 1, 2016</p> <p>c) January 1, 2016</p> <p>d) January 1, 2012</p> <p>e) January 1, 2016</p> <p>f) January 1, 2016</p>	<p>Target Date: June 30, 2015            Actions: a) Develop/amend policy and practice to ensure internal and external recruitment, assessment and selection processes meet the required standards.</p> <p>Target Date: December 31, 2014            b) Inform employees of agency policy of supporting employees with disabilities and procedures for accommodation, make same information available to new employees as soon as practicable and ensure updates.</p> <p>Target Date: November 2015            c) Upon request, consult with employees to provide or arrange for accessible formats and communication supports in relation to information that is generally available to employees in the workplace that the employee needs to perform their job.</p> <p>Target Date: December 31, 2011            d) (i) Provide for individualized workplace emergency response information for employees with disabilities, where the agency has been made aware of the need for accommodation due to disability in accordance with standards. (ii) Develop policy, procedures and processes for same.</p> <p>Target Date: December 31, 2014            e) Develop a written process for the development of documented individualized accommodation plans for employees with disabilities, in accordance with the standards.</p> <p>Target Date: December 31, 2014            f) Develop a written return to work process for employees who have been absent from work due to a disability and require disability related accommodations in order to return to work.</p>	<p>a) Completed March 8, 2016</p> <p>b) Completed December 23, 2014</p> <p>c) Completed March 8, 2016</p> <p>d) Completed January 1, 2012            d)(ii) Completed December 2013</p> <p>e) Completed December 23, 2014</p> <p>f) Completed March 8, 2016</p>



<b>AODA REQUIREMENTS</b>	<b>LEGISLATED COMPLIANCE DATE</b>	<b>TARGET DATE FOR COMPLETION &amp; ACTIONS</b>	<b>STATUS</b>
<p>3. Employment Standards (con't)</p> <p>g) Performance Management</p> <p>h) Career Development</p> <p>i) Redeployment</p>	<p>g) January 1, 2016</p> <p>h) January 1, 2016</p> <p>i) January 1, 2016</p>	<p>Target Date: June 30, 2015 g) Agency to take into account the accessibility needs of employees with disability needs as well as individualized accommodation plans in administering the performance appraisal process.</p> <p>Target Date: June 30, 2015 h) Agency to take into account accessibility needs of employees with disabilities as well as individual accommodation plans in providing career development and advancement to employees.</p> <p>Target Date: June 30, 2015 i) Agency will take into account accessibility needs of employees with disabilities as well as any individualized accommodation plans during a redeployment process.</p>	<p>g) Completed March 8, 2016</p> <p>h) Completed March 8, 2016</p> <p>i) Completed March 8, 2016</p>
<p>4. Transportation</p> <p>Not Applicable to OPTIONS northwest</p>			
<p>5. Design of Public Spaces Standards (Accessibility Standards for The Built Environment)</p>	<p>January 1, 2017</p>	<p>Target Date: n/a Address barriers in public spaces and buildings. The standards for public spaces will only apply to new construction and planned redevelopment and for OPTIONS northwest, should new construction or redevelopment occur, the legislation to be considered would apply to accessible parking, counters and waiting areas of the Administrative Office.</p>	<p>n/a (no new construction or planned redevelopment)</p>

## **6.0 Review and Monitoring Process**

- a) The Director, Human Resources shall be the lead to monitor the progress of the Multi-Year Plan. The Senior Administration Team shall evaluate the effectiveness of barrier-removal and prevention strategies and together with the Board of Directors, as applicable, to plan for increased accessibility throughout OPTIONS northwest.
- b) The Senior Administration Team shall prepare an annual status report on measures taken to implement the plan.
- c) At least once every 5 years, the plan shall be reviewed and updated in consultation with persons with disabilities, as appropriate.

## **7.0 Communication of the Plan**

In addition to the public availability of the Plan as noted on the cover, an annual Status report of the Multi-Year Plan will be posted on the Agency website. OPTIONS northwest will accommodate requests for accessible formats of the Plan.

Questions, comments and feedback regarding the Accessibility Plan may be directed to:

Senior Administration Team; C/O Director Human Resources  
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