

2013-2018 Multi-Year Accessibility Plan

Our Commitment

Communitech values the contributions and participation of all persons employed or utilizing services provided by Communitech. To facilitate this involvement, Communitech is committed to providing services that are accessible to all.

About the Multi-Year Plan

Communitech's Multi-Year Accessibility Plan outlines the ways Communitech will identify, prevent and remove barriers for people with disabilities.

Executive Summary

The Accessibility plan was prepared in order to meet the obligations of the Ontarians with Disabilities Act, 2001 (ODA) and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The plan describes the actions taken by Communitech in 2013 and the actions in which Communitech will be working towards for 2013-2018 that will identify, prevent and remove barriers for persons with a disability.

Legislative Background

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and formerly the Ontarians with Disabilities Act (2001), companies are annually required to prepare and publically release an accessibility plan in consultation with persons with disabilities and others in the community. The purpose of this plan is "to improve opportunities for persons with disabilities and to provide for their full involvement in the identification, prevention and removal of barriers to their full participation in the life of the Province". The AODA focuses on improving accessibility in areas such as buildings and spaces, employment, customer service, information and communications. The AODA also applies all public and government sectors. The AODA intends to achieve an accessible Ontario on or before January 1, 2025. To do so, mandatory and enforceable standards have been created. Effective January 2014, private sector businesses with more than 50 employees are required to have a Multi-Year Accessibility Plan as per AODA requirements.

Action	Working Timeline						Area/ Department of Responsibility
	2013	2014	2015	2016	2017	2018	
Customer Service							
Review and update Customer Service policy	X	X	X	X	X	X	Human Resources. This is ongoing, Communittech performs an annual review.
Provide customer service training for all staff	X	X	X	X	X	X	Ongoing. New hires complete training during orientation. They must sign off, stating that they have completed it.
Provide customer service training for all volunteer staff	X	X	X	X	X	X	Human Resources
Review and update resources for staff and make available.	X	X					Human Resources
Provide education and information support to affiliated groups to assist them with Customer Service Regulation Compliance	X	X					Human Resources
General Requirements							
Establish the Accessibility Policies	X						Human Resources
Review and Update the Accessibility Policy	X	X					Human Resources
Establish, implement and maintain the Accessibility	X	X					Human Resources

Plan							
Providing training to all staff on the Human Rights Code as it pertains to persons with disabilities	X	X					Human Resources
Providing training to all volunteers on the Human Rights Code as it pertains to persons with disabilities	X	X					Human Resources
Providing training to all other persons who provide goods, services, or facilities on behalf of Communitech on the Human Rights Code as it pertains to persons with disabilities	X	X					Facilities/HR

Action	Working Timeline						Area/ Department of Responsibility
	2013	2014	2015	2016	2017	2018	
Provide emergency procedures, plans or public safety information in an accessible format or with appropriate communication support to the public, upon request, as needed	X	X					Facilities
Notify the public about the availability of accessible formats and communication supports.	X						Marketing
Provide upon request accessible formats and communication supports.	X						Human Resources
Achieve compliance with the Web Content Accessibility Guidelines (WCAG) to ensure that websites and web content are accessible to people with disabilities	X						Marketing
Train staff on the creation of accessible documents	X						Marketing and Human Resources
All documents posted on the web January 1, 2013 and beyond are made accessible by January 1, 2015.							Marketing and Human Resources
Employment Standards							
Review policy and practices with respect to recruitment, hiring and interviewing as per the requirements under the employment standards	X						Marketing/Human Resources

Notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	X							Human Resources
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Action	Working Timeline						Area/ Department of Responsibility
	2013	2014	2015	2016	2017	2018	
Inform all current and new employees of policies used to support employees with disabilities	X	X					Human Resources
Provide or arrange for the provision of accessible formats and communication supports for employees	X						Human Resources
Provide individualized workplace emergency response information to employees who have a disability	X						Human Resources
Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities	X						Human Resources
Develop and have in place a return to work process and plan for employees who have been absent from work due to a disability	X						Human Resources



Priorities

As required by legislation, once approved, the Accessibility Plan will be posted on Communitech's website so that it is available to the public. The Accessibility Multi- Year Plan will be reviewed and updated every five years. In addition, Communitech will provide an annual status report on the progress of the Accessibility Plan which also will be posted on the website.

Staff Contacts

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