

2015-18 Accessibility Plan

Banyan AODA Planning Committee
Banyan
Updated



Banyan Community Services Accessibility Plan

Table of Contents

Section	Title	Page #
	Introduction and Statement of Commitment	3
1	Objectives of the Banyan Accessibility Plan	4
2	AODA Committee	4
3	AODA, Customer Service Standard (O. Reg. 429/07)	5
4	AODA, Integrated Accessibility Standards Regulation, (O. Reg. 191/11)	6

Introduction

Banyan is committed to working towards full compliance with all standards under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) as they are introduced. In doing so, we affirm our commitment to providing quality services in a manner that respects the dignity and independence of persons with disabilities.

This Multi-year Accessibility Plan, developed with our AODA Planning Committee, provides an overview of Banyan Community Services commitment to accessibility planning and outlines the policies, achievements and actions that Banyan Community Services have put in place to improve opportunities for people with disabilities and those actions we will undertake to identify, remove and prevent barriers to people with disabilities.

The current plan covers a three year period (2015-2018).

Statement of Commitment

Banyan Community Services 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. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act. The goal of health equity and inclusion is underpinned by two key pieces of legislation, the Ontarians with Disabilities Act (ODA) and the 2005 Accessibility for Ontarians with Disabilities Act (AODA). These two acts establish principles of inclusion and minimum standards organizations must comply with. The ODA is intended to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province, and mandates that all organization prepare annual accessibility plans. The long-term goal of the AODA is the creation of a barrier-free Ontario for people with disabilities by 2025 through the implementation of accessibility standards for the private and public sectors including not-for-profit organizations.

Banyan has developed policies, procedures, and practices consistent with the principles of dignity, independence, integration, and equal opportunity. All documents are available upon request from Banyan Community Services.

Our accessibility plan is designed to ensure we meet legal requirements and increase inclusive and equitable treatment of people with disabilities.

To facilitate this commitment, Banyan Community Services will establish, maintain and document a multi-year accessibility plan, that will be reviewed and updated every year to identify progress made in addressing barriers and it will be posted on the Banyan Community Services website.

Section: 1**Item: Objectives of the Banyan Accessibility Plan**

The objectives of this plan will be to;

- Describe the process by which Banyan identifies, removes and prevents barriers to people with disabilities;
- Describe the measures that Banyan has taken to fulfill the accessibility requirements within the Customer Service Standard and IASR;
- Describe the measures that Banyan will take within the next three (3) years to meet the minimum requirements set out within the IASR legislation;
- Describe Banyan's strategy related to the training, awareness, communication and integration of accessibility into the culture of the organization;
- Describe the ways that Banyan will make this accessibility plan available to the public.

Section: 2**Item: AODA Committee****Mandate**

Banyan Community Services' Committee is comprised of senior leaders representing all programs (AYC, PYC, SNAP, Grocer Ease), HR and Information, Technology Systems. The objective of the Banyan Community Services' Accessibility Planning Committee is to ensure that the Organization complies with AODA by identifying and facilitating the removal of barriers to equal access among persons with disabilities, including clients, their families, visitors, employees and volunteers.

This committee is responsible for reviewing the annual status report which will address the outcomes of the deliverables and activities as stated in this plan and contribute to changes of this plan as required. Following the review, the updated plan will be placed on our website and made available on request.

Section: 3**Item: Methods used to identify Barriers at Banyan**

Barriers have been identified by the Banyan Community Services AODA Planning Committee. Feedback can be received through our AODA feedback form, via email, telephone, mail, fax or in person. Compliments/complaints are welcomed to ensure we are continuously improving our processes and services, doing so in a manner which is equitable and accessible for all.

The Program Manager will be notified of any complaints received and logged by Human Resources related to accessibility issues and will be responsible to request action be taken by the appropriate functional area within the organization. Such feedback will also form part of the content of the Accessibility Plan, within the following areas; Customer Service, Information and Communication, Employment, Transportation and Built Environment.

What we accomplished - Actions taken to Date			
Category of Barrier	Barrier within BCS	Means to prevent/address Barrier	Status
Customer Service Organizational	Creation of AODA Policy (Sec. 3)	Developed Policy and Procedure re: AODA within BCS. Includes support persons and service animal procedures, use of personal assistive devices	Completed
Customer Service	Guiding Statement for Accessibility (Sec. 3)	Created and approved, placed in documents	Completed
Information/Communication	Communicate when services will be or have been interrupted or closed early due to inclement weather or mechanical problems (Sec. 3)	Identified within the AODA policy. Technology services interruptions are emailed through the organization	Completed
Information /Communication	Improve on existing feedback mechanism to meet the AODA requirements (Sec. 11)	Customer Service feedback form created and circulated to clients. Posted on website	Completed
Training	AODA Training sessions (Sec. 7 & 36)– mandatory e-learning and accessible multiple modalities including Ontario Human Rights	Provided AODA and Human Rights Code training to all employees, managers and supervisors, consultants, students and volunteers. Training provided as mandatory training.	Completed and Ongoing
General	New Integrated Accessibility Standard (Sec. 3)	Policy reflects requirements of the IASR: policies must be available in alternative formats upon requests and be publicly available	Complete

What we accomplished - Actions taken to Date

Category of Barrier	Barrier within BCS	Means to prevent/address Barrier	Status
General	Accessibility Plan (Sec. 4) -mandatory requirement	Developed a multi-year Accessibility Plan for Banyan which outlines our strategy to prevent and remove barriers and meet the Act; do an annual update of the plan in January on actions completed and new actions proposed and annual 'status report' for AODA. Plan posted publicly on www.banyancommunityservices.org and make it available in alternative format upon request; engage relevant Banyan departments on specific actions required under the Act.	Completed
Employment	Job competition accessibility notification (Sec. 22 & 23)	Job postings identify and note if candidate requires accommodation to put in a request to HR	Completed
Technology	Assistive devices, Accessible formats and communication supports (Sec. 12 & 13)	In accordance with legislation, staff will encourage and permit persons with disabilities access to technology as needed (i.e. computer, assistive devices. Shall provide accessible format upon request.	Completed
Transportation	Accessibility of transportation (Sec. 33)	Reviewed by Program Managers When clients require accessible transportation, Banyan staff will make arrangements with an external service provider to complete the transport. ie. Darts	Completed

What we accomplished - Actions taken to Date

Category of Barrier	Barrier within BCS	Means to prevent/address Barrier	Status
Information/Communication	AODA intranet page to provide Customer Service Support to staff. (Sec. 12)	AODA Policy and Customer Feedback added to website. This applies to clients, staff, volunteers and anyone who has feedback about accessibility.	Completed

Barriers Banyan will address in 2015-2018

Category of Barrier	Identified Barrier	Means to Prevent/Address Barrier	Lead	Target Date	Status
Information / Communication	AODA plan (Sec. 4)	AODA plan was created. Accessibility Plan 2015-2018 is in progress and posted in July 2015 on website	HR/IT	July 2015	Completed
Information/Communication	AODA guiding statement (Sec. 3 & 12)	Statement to be added to website	IT	July 2015	Completed
Information / Communication	AODA policy to be issued to staff and posted (Sec. 3)	Copy of AODA will be issued out to all staff, volunteers, board members etc. and posted at each facility.	HR	July 2015	Completed
Employment	Recruitment notification re: accommodation (Sec.	Automatic response provided to all candidates relating if selected for an interview and accommodations are required for any aspect of the	HR and IT	July 2015	In progress

Barriers Banyan will address in 2015-2018

Category of Barrier	Identified Barrier	Means to Prevent/Address Barrier	Lead	Target Date	Status
	23)	recruitment process to contact HR. Accommodation for disabilities available upon request.			
Information / Communication	Services are provided only in English. Have few staff who are fluent in sign language (Sec. 12)	Ensure BCS employees are informed and can access interpretative language services upon request for clients or welcomes a support person to assist client.	All programs	July 2015	Completed
Physical Environment (Built Environment)	GRF lift or elevator required (Sec. 80)	Work within funding framework to acquire resources to have this installed	Prog. Manager	2017	Not started
Physical Environment (Built Environment)	Accessible pathways	Accessible way finding; review and create a list of accessible parking, entrances, meeting rooms and washrooms	Prog. Managers	Aug 2015	In progress
Physical Environment (Built Environment)	Doors on site do not automatically open	Staff to assist person with disabilities to greet at door and assist in entering building/rooms	430 York Prog Manager	July 2015	Completed
Physical Environment (Built Environment)	Elevator not accessible to public	Staff will greet clients with disabilities at elevator and assist them to enter, exit and utilize elevator.	430 York Prog Manager	July 2015	Completed
Technology	Improve access to www.banyancommunityservices.org for a range of disabilities (Sec. 14)	Review legislative requirements and how to apply to website.	IT	Jan 2021	In progress

Barriers Banyan will address in 2015-2018

Category of Barrier	Identified Barrier	Means to Prevent/Address Barrier	Lead	Target Date	Status
Employment	Individual Emergency Plans (Sec. 27)	To depict how a new hire or existing employee will be able to notify of the opportunity to develop an individualized emergency response plan, we will add a segment to our Operational training. Employees with disabilities may need assistance when evacuating workplace during an emergency. Develop a plan for individuals who have identified a disability to their manager and are existing employees of Banyan.	HR and Prog Managers	Nov 2015	Ongoing
Employment	Individual Emergency Plans (Sec. 27 & 28)	Language describing these forms and how they are completed will be integrated into existing policies: Health & Safety and Recruiting policy	HR and Prog. Managers	Nov 2015	Ongoing
Employment	Meet new Integrated Standard (Sec. 7 & 36)	Continue offering current Accessibility e-learning; HR keeps records of training/participants/ dates	HR and Prog. Managers	June 2015	In progress
Employment	Accommodation in recruitment process (Sec. 22-24)	During recruitment must notify employees and the public about availability of accommodation for applicants and successful candidates with disabilities; ensure HR integrate the standard into practice, revise relevant HR policies.	HR	Nov 2015	Ongoing
Employment	Accommodation in return to work (Sec. 29)	Have a written return to work strategy implemented which outlines the steps the employer takes to facilitate the return to work and include and individual accommodation plan. Currently provide accommodation plans for employees with	HR	Nov 2015	In progress

Barriers Banyan will address in 2015-2018

Category of Barrier	Identified Barrier	Means to Prevent/Address Barrier	Lead	Target Date	Status
		disabilities. Need a Return to Work policy to relate information and process.			
Employment	Accommodation in employment processes (Sec. 25, 26, 30, 31, 32)	Reviewing existing Occupational health and HR policies on accommodation and return to work and integrate any new changes from this regulation. Includes; a written process regarding development and documentation of individual accommodation plans for employees with disabilities; how employees are consulted; means by which employer will assess; manner in which employer can request external medical or expert advice etc; Performance review, career development and redeployment must take into account accessibility needs and individual accommodation.	HR and Prog Manager	Nov 2015	Not started
Employment	Offer of employment (Sec. 22-24)	Notify successful applicants of Banyan’s policies for accommodating employees with disabilities when offering employment – to add blurb to the initial offer via email/phone	HR	July 2015	In progress