



## Ontario Regulation 191/11 Integrated Accessibility Standard Regulation Multi-year Accessibility Plan

### Part 1: General Requirements

Component	Statutory Deadline	Results	Requirement	Action(s)	
1.	Establishment of Accessibility Policies	1-Jan-2015	Completed	<p><b>Sec. 3(2)</b> Shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities</p> <p><b>Sec. 3(3)</b> Prepare one or more written documents describing its policies</p>	The statement of commitment and policy on the Integrated Accessibility Standard Regulation is found in the Accessible Customer Service Standard.
2.	Accessibility Plan	1-Jan-2015	Completed	<p><b>Sec. 4(1)</b> Large organizations shall establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirement under this Regulation.</p>	This multi-year accessibility plan was completed.
3.	Kiosks	1-Jan-2015	Not Applicable	<p><b>Sec. 7(2)</b> Large organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.</p>	<p>"Kiosk" means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.</p> <p>Scouts Canada is not aware at this time of any kiosks being utilized. Should this change in the future, Scouts Canada will ensure it meets this requirement.</p>



Component	Statutory Deadline	Results	Requirement	Action(s)	
4.	Training	1-Jan-2016	Completed	<p><b>Sec. 7</b> Every obligated organization shall ensure training is provided on the requirements of the accessibility standards referred to in the Regulation and on the <i>Human Rights Code</i> as it pertains to person with disabilities</p>	<p>All employees, volunteers, persons who participate in developing the organization's policies; and all other persons who provide goods, services or facilities on behalf of the organization will be trained.</p> <p>Training will be on the requirements of the Integrated Accessibility Standard and will be appropriate to the duties of the individual being trained. Employees will also be trained on the Ontario <i>Human Rights Code</i> as it pertains to persons with disabilities using the Ontario Human Rights Commission's videos, <i>Working Together: The Code and AODA</i>.</p>
5.	Accessibility Report			<p><b>Sec. 86.1</b> Organizations shall file the accessibility report according to the following schedule: every three years in the case of large organizations.</p>	



**Part II: Information & Communications Standards**

Component		Statutory Deadline	Results	Requirement	Action(s)
1.	Feedback from Customers	1-Jan-2016	Completed	<b>Sec. 11</b> Receiving and providing feedback in an accessible format	<p>We provide accessible formats or communication supports to receive and respond to feedback from our customers. This is communicated through this multi-year plan posted on our website.</p> <p>Please notify Scouts Canada via email <a href="mailto:marcom@scouts.cato">marcom@scouts.cato</a> arrange for the required accessible formats or communication supports.</p>
2.	Accessible Formats and Communication Supports	1-Jan-2017	Completed	<b>Sec. 12</b> Information about their goods and services or facilities	Scouts Canada shall upon request, provide or arrange for the provision of accessible formats for persons with disabilities. The availability of accessible formats will be communicated through the multi-year accessibility plan posted on our website.
			Completed	<b>Sec. 12</b> Communication Supports	Communication supports will be provided in a timely manner which takes into account a person's needs. The cost to provide this service shall not be more than the regular cost charged to other persons. The customer will be consulted with to determine the suitability of a communication support.
3.	Unconvertible Information	1-Jan-2017	Not Applicable	<b>Sec. 12</b> Examples: blue prints or x-rays	Scouts Canada is not aware of any unconvertible information at this time. Should this change in the future, the Accessibility Plan will be amended.



Component		Statutory Deadline	Results	Requirement	Action(s)
4.	Meeting requests in a timely manner	1-Jan-2016	Completed	Sec. 12 HTML, MS Word, accessible electronic formats	Scouts Canada will be able to provide the accessible documents or communication supports in a timely manner that takes into account the person's accessibility needs due to disability.
5.	Posting Requirements	1-Jan-2016	Completed	Sec. 12 Public must be notified about accessible formats & communication supports	Scouts Canada will notify the public about the availability of accessible formats and communication supports via the website.
6.	Emergency Procedures / Plan or Public Safety Information	1-Jan-2012	Completed	Sec. 13 If publicly available must also provide in an accessible format. i.e.: evacuation procedures, floor plans, Health & Safety information	Any emergency procedures/plan or public safety information that Scouts Canada makes publicly available will be made available in an accessible format upon request.
7.	Accessible Websites & Web Content	1-Jan-2014	Completed	Sec. 14 Applies to new internet websites & content WCAG 2.0 A Level	Scouts Canada did not create a new URL or change their existing website by more than 50%.
		1-Jan-2021	Completed	Sec. 14 All internet websites and web content (World Wide Web Consortium web content accessibility guidelines at Level AA)	Scouts Canada utilizes an internal web site developer. We will ensure the web developer is aware of this requirement and that our website is compliant on or before the deadline of January 1, 2021.



**Part III: Employment Standard**

Component	Statutory Deadline	Results	Requirement	Action(s)
1.	1-Jan-2017	Completed	<b>Sec. 22</b> Notify employees and public about availability of accommodation(s) for applicants in the recruitment process	Scouts Canada utilizes a job posting process for open positions. The job posting form has been amended to include information about the availability of accessible formats, communication supports or any other form of accommodation a candidate would require to participate in the recruitment and selection process.
	1-Jan-2017	Completed	<b>Sec. 23</b> Notify applicants who have been invited to participate in a recruitment, assessment or selection process that accommodations are available	Scouts Canada will notify applicants when they are contacted for an interview about the availability of accommodations during the recruitment process. This will be done by phone or email when booking an interview date and time.
	1-Jan-2017	Completed	<b>Sec. 24</b> Offers of Employment - notify successful applicant of policies for accommodating employees with disabilities	Scouts Canada will notify the successful applicant(s) of our policies for accommodating employees with disabilities. All new hires receive written offers of employment with this information.
	1-Jan-2017	Completed	<b>Sec. 25</b> Informing Employees of Supports - all employees must be informed of policies used to support employees with disabilities (existing employees, new hires and when there is a change to the policy)	Scouts Canada will inform all employees of our policies for supporting employees with disabilities.  Notification is provided at the time of hire and will be sent via an email, communicated during a meeting or an AODA training session.



Component		Statutory Deadline	Results	Requirement	Action(s)
2.	Accessible formats and communication supports for employees	1-Jan-2017	Completed	<b>Sec. 26</b> Must provide in an accessible format information needed to perform the job and information which is generally available to employees in the workplace	Scouts Canada will, upon request, consult with an employee with a disability to determine which accessible formats or communication supports they require to perform the duties of their job.
3.	Workplace emergency response information	1-Jan-2012	Completed	<b>Sec. 27</b> Provide individualized workplace emergency response information ; prepare for the specific needs employees with disabilities may have in emergency situations	Scouts Canada will create an individualized workplace emergency response plan for employees who have a disability and require accommodation(s)/supports to evacuate their workplace in an emergency.  With the employee's consent, the person designated to provide assistance to the employee will be provided with the necessary information to assist the employee with the disability.
4.	Documented individual accommodation plans	1-Jan-2017	Completed	<b>Sec. 28</b> Develop and document individual accommodation plans for employees with disabilities; employee involvement, outside medical or expert evaluation; review frequency	Scouts Canada will create an individualized accommodation plan for any employee for which they have been made aware has a disability. There may be times when we may initiate a dialogue to offer assistance for employees who are clearly unwell or perceived to have a disability. The employee will be included in the development of the plan. This plan will be reviewed when there is a change in the employee's disability or job.
5.	Return to Work Process	1-Jan-2017	Completed	<b>Sec. 29</b> Develop and have in place a RTW process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work	Scouts Canada has developed and has in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. The return to work process will be documented. If an individual's injury is covered by the return to work provisions of the Workplace Safety and Insurance Act, then that Act's return to work process would apply.
Component		Statutory Deadline	Results	Requirement	Action(s)



<b>6.</b>	<b>Performance Management</b>	1-Jan-2017	Completed	<p><b>Sec. 30</b> Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, during the performance management process in respect to employees with disabilities</p>	<p>Under the AODA, the term performance management means activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success. Scouts Canada will consider the accessibility needs of employees with disabilities in the area of performance management.</p>
<b>7.</b>	<b>Career Development and Advancement</b>	01-Jan-17	Completed	<p><b>Sec. 31</b> Includes providing additional responsibilities within an employee's current position and the movement of an employee from one job to another in an organization.</p>	<p>Scouts Canada will take into account what accommodations employees with disabilities may need to succeed elsewhere within the organization or to take on new responsibilities within their current position.</p> <p>If the employee has an individual accommodation plan in place, the plan will be updated to reflect the changes in their new responsibilities.</p>
<b>8.</b>	<b>Redeployment</b>	01-Jan-17	Completed	<p><b>Sec. 32</b> Reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization</p>	<p>In the event Scouts Canada initiates a redeployment process, it will consider the accessibility needs of employees with disabilities when moving them to other positions within the organization.</p> <p>If the employee has an individual accommodation plan, the plan will be reviewed and updated to reflect the changes in their new responsibilities.</p>



**Part IV.I: Design of Public Spaces Standard (Accessibility Standards for the Built Environment)**

	Component	Deadline	Status	Requirement	Action(s)
1.	Exterior Paths of Travel	1-Jan-2017		<p><b>Sec. 80.21</b> Applies to newly constructed and redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience. O. Reg. 413/12, s. 6.</p>	<p>Scouts Canada has not constructed or redeveloped an exterior path of travel since January 1, 2017. Should Scouts Canada construct or redevelop an exterior path of travel in the future, it will ensure it meets the accessibility requirements.</p>
2.	Accessible Parking	1-Jan-2017		<p><b>Sec. 80.32</b> Obligated organizations shall ensure that when constructing new or redeveloping off-street parking facilities that they intend to maintain, the off-street parking facilities meet the requirements set out in this Part. O. Reg. 413/12, s. 6.</p>	<p>Scouts Canada has not constructed or redeveloped accessible parking spaces since January 1, 2017. Should Scouts Canada construct or redevelop an accessible parking spaces in the future, it will ensure it meets the accessibility requirements.</p>
3.	Obtaining Services	1-Jan-2017		<p><b>Sec. 80.40</b> 1. All newly constructed service counters and fixed queuing guides. 2. All newly constructed or redeveloped waiting areas. O. Reg. 413/12, s. 6.</p>	<p>Scouts Canada has not constructed or redeveloped a service counter, fixed queuing guide or waiting area since January 1, 2017. Should Scouts Canada construct or redevelop a service counter, fixed queuing guide or waiting area in the future, it will ensure it meets the accessibility requirements.</p>
	Maintenance of Accessible Elements	1-Jan-2017		<p><b>Sec. 80.44</b> 1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces</p>	<p>Should Scouts Canada construct or redevelop any of the Design of Public Spaces elements listed upon, Scouts Canada will ensure it complies with the requirements as outlined.</p>





Component	Deadline	Status	Requirement	Action(s)
			2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order. O. Reg. 413/12, s. 6.	