



<u>Title:</u> Multi-Year Accessibility Plan	<u>Date Issued:</u> December 10, 2019	<u>Policy #:</u> Z1.5
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I. STATEMENT OF COMMITMENT

Bethesda Community Services Inc. (Bethesda) continues to be 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 Disability Act.

II. MULTI-YEAR PLAN

Accessible Emergency Information

Bethesda is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary. Refer to policy #R1.16 Emergency Management for additional information.

Training

Bethesda will ensure employees are provided with and understand the revised Multi-Year Accessibility Plan before January 1, 2020.

Information and Communications

Bethesda is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs. Refer to policy # Z1.4 Accessibility and Customer Service for additional information.

Bethesda will take the following steps to make all websites and content conform to WSCAG 2.0 Level AA by January 1, 2021:

- Consult with an external provider to ensure websites conform with the 2021 standard.

Feedback processes are accessible to people with disabilities upon request. Refer to policy # OP10.0 Complaints/Feedback Process for additional information.

All publicly available information is made accessible upon request:

- Bethesda's website contains digital copies of public documents, such as Bethesda's brochure and Bethesda's "The Link" newsletter. Alternative formats are available upon request.

Employment

Bethesda is committed to fair and accessible employment practices. Bethesda will take the following steps to notify the public and staff that when requested we will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- Accommodation upon request statement included in all job postings external and internal.
- Accommodation upon request statement included in the following internal policies: G1.1 Promotional Opportunities and Posting Guidelines, G1.2 Staff Referral Program, G1.3 External Job Posting Guidelines, G1.5 Leadership Transition and Succession Planning.
- Accommodation upon request statement included in all internal/external offer letters and



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contracts.

Bethesda has taken the following steps for developing accommodation plans for employees who have been absent due to a disability:

- Return to Work Policy and Program available.

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account when Bethesda is using performance management, career development and redeployment processes:

- Accommodation upon request which can include; alternate information/training formats, accessible workstations, alternate work hours.
- Established accommodation will continue when staff are redeployed.
- Individual plans established based on the individuals' functional abilities.

Bethesda will take the following steps to prevent and remove other accessibility barriers identified:

- Barriers identified through regular inspections.
- Barriers identified through the feedback process.
- Barriers identified and removed during the employment process.
- Accessibility standards met for all new builds or renovations.
- Resources allocated to remove identified accessibility barriers.

Design of Public Spaces

Bethesda will meet the Accessibility Standards for the Design of Public Spaces when building or making major modification to public spaces. Public spaces include:

- Recreational trails/beach access routes.
- Outdoor public eating areas like rest stops or picnic areas.
- Outdoor play spaces, like playground in provincial parks and local communities.
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals.
- Accessible off street parking.
- Service-related elements like service counters, fixed queuing lines and waiting areas.

Bethesda will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces:

- Regular inspections and maintenance of such areas.

In the event of service disruption, we will notify the public of the service disruptions and alternatives available.

III. CONTACT FOR INTERPRETATION

Human Resources

Accessible formats of this document will be made available upon request.