



## **Sarnia-Lambton Children's Aid Society Accessibility Multi-Year Plan**

### **The Sarnia-Lambton Children's Aid Society Statement of Commitment**

The Sarnia-Lambton Children's Aid Society (SLCAS) is committed to treating all persons in a way that allows them to maintain their dignity and independence. The SLCAS has a shared responsibility with respect to creating an accessible community. The SLCAS will ensure that the agency's policies and procedures are consistent with the principles of dignity, independence, integration and equality. The provision of services to persons with disabilities will be integrated whenever possible, unless an alternate measure is necessary to enable a person with a disability to access goods or services. The SLCAS believes in integration and equal opportunity. Individuals with disabilities will be given an opportunity equal to that given to others, to obtain, use or benefit from the services provided by and on behalf of the SLCAS.

### **Availability and Format of Documents**

The SLCAS will maintain its accessibility policies and Multi-Year Accessibility Plan in written format. These documents will be available to the public and will be provided in an accessible format if requested. The SLCAS will also provide accessible formats of the agency's accessibility policies and plans to its employees.

### **Multi-Year Accessibility Plan**

The SLCAS's Multi-Year Accessibility Plan describes the actions the SLCAS will take to prevent and remove barriers, and when it will do so. This plan creates a road map for an organization to increase accessibility. The SLCAS will sustain its Multi-Year Accessibility Plan, and the plan will be reviewed and updated at least once every five years. The SLCAS will follow the Accessibility Standard's rules to identify, remove and prevent barriers, so that persons with disabilities will have more opportunities to participate in SLCAS services. The Accessibility Plan will be made available to the public and will be provided in an accessible format when requested. The information of the SLCAS Accessibility Plan will be a multi-phased process.

### **Purposes of the Accessibility Plan**

The Accessibility Plan outlines the policies and actions that the CAS will put in place to identify, remove and prevent barriers to provide better opportunities for persons with disabilities. This Multi-Year Plan includes:

- Actions the SLCAS have taken to remove barriers
- Processes by which the SLCAS has identified, removed, and prevented barriers to persons with disabilities
- Course of action the SLCAS will be taking to recognize, eliminate, and prevent barriers to persons with disabilities
- The monitoring process for the Accessibility Plan and
- Actions to be taken to communicate the SLCAS Accessibility Plan to the public and to those individuals who interact with the public and to those individuals who interact with the public on behalf of the agency (i.e., employees, volunteers, students)

The Accessibility Plan has been prepared in accordance with the requirements of the AODA, 2005.

## **Training**

SLCAS will provide training on AODA, any regulations under it, and the Ontario Human Rights Code as they relate to persons with disabilities, to employees, volunteers including Board Members, foster and other care providers, all persons who participate in developing the organization's policies and all other persons who provide goods, services or facilities on behalf of SLCAS.

## **Assisted Devices**

Individuals with disabilities may use assisted devices to aid receipt of services. Employees, board members, volunteers, foster parents and others who deal with the public on the behalf of the Agency are expected to be familiar with various assistive devices that may be used by people with disabilities.

## **Service Animals**

Persons with disabilities are permitted to be accompanied by their service animal and are able to keep the animal with them in areas/premise that are open to the public when accessing service provided by the Agency, unless the animal is otherwise excluded by law.

## **Support Persons**

Persons with disabilities are permitted to be accompanied by their support person in area/premises that are open to the public, when accessing services provided by the Agency. The Agency shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.

## **Notice of Disruption**

Efforts will be made to provide clients with notice in the event of a disruption in the facilities or services potentially used by people with disabilities, including information about the reasons for the disruption, its anticipated duration and a description of alternative facilities or services, if available. The notice will be placed as soon as possible at visible places on the premises and on the Agency website and internally. SLCAS will notify the public regarding the availability of accessible formats and communication supports on its website.

## **Accessible Formats and Communication Supports**

Upon request, SLCAS will provide, or arrange for the provision of, accessible formats and communication supports for persons with disabilities, will do so in a timely manner that takes into account the person's accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons.

## **Feedback**

SLCAS will ensure that there are opportunities for feedback regarding our services to individuals with disabilities. Anyone is invited to provide feedback and all feedback is tracked to ensure appropriate follow-up and reporting and is kept in strict confidence. A copy of the Society's Accessibility policies and related documents are available upon request by contacting the Society's HR Director, 1-519-336-0623 ext. 235 or [humanresouces@slcas.on.ca](mailto:humanresouces@slcas.on.ca).

Please note: If you require a copy of the Accessibility policy in an alternative format, please advise the HR Director.