

## Wesley Christian Academy

### Accessibility for Ontarians with Disabilities Act (AODA) Multi-Year Accessibility Plan, November 2023

#### Background and Reference

The Accessibility for Ontarians with Disabilities Act ("AODA") contains accessibility standards in a variety of areas, including Customer Service, Information and Communications, Employment, Transportation and Design of Public Spaces. As a non-profit organization with more than 50 employees, Wesley Christian Academy (WCA) has obligations under the AODA that come into effect on a rolling basis. The AODA and its standards are not a replacement or substitution for the requirements of the *Human Rights Code* (Ontario).

#### About this Document

WCA Multi-Year Accessibility Plan (the "Plan") is a road map for our path to increased accessibility as a company. The goal of the Plan is to provide the action steps that bring life to WCA AODA Policy and Commitment Statement.

This document describes (1) how WCA will meet accessibility requirements within the AODA' mandatory timelines, (2) how WCA will address current accessibility barriers in our organization, and (3) how WCA will identify and remove future barriers.

The document identifies the different standards applicable to WCA and the dates on which compliance with each standard is required. WCA is committed to reviewing the Plan at least once every five years. WCA will prepare and file an annual status report on the progress of measures taken to implement the strategy outlined in our Plan and post the status report on our website. Status reports will be made available in an accessible format upon request.

#### General Requirements under the AODA:

Detailed Standard	Implementation Date	Actions
Accessibility Policy	November 2023	<p>WCA has adopted an Accessibility Policy, and a copy is available upon request.</p> <p>Additionally, upon request, WCA will provide or arrange for accessible formats and communication supports for the Policy for persons with disabilities in a timely manner that considers each person's accessibility needs due to disability and (if applicable) at a cost that is no more than the regular cost charged to other persons.</p> <p>WCA will consult with the person making the request for an accessible format or communication support for the Policy when determining the suitability of an accessible format or communication support.</p>
Statement of Commitment		<p>WCA has adopted a Statement of Commitment as part of the Accessibility Policy, and a copy is available upon request.</p> <p>Additionally, upon request, WCA will provide or arrange for accessible formats and communication supports for the Statement of Commitment for persons with disabilities in a timely manner that considers each person's accessibility needs due to disability and (if applicable) at a cost that is no more than the regular cost charged to other persons.</p> <p>WCA will consult with the person making the request for an accessible format or communication support for the Statement of Commitment when determining the suitability of an accessible format or communication support.</p>
Multi-year Accessibility Plan	By December 31, 2023	<p>WCA has developed this the Multi-year Accessibility Plan (the "Plan"). The Plan has been posted on the website in an accessible format that conforms with, at minimum, WCAG 2.0 Level A. The Plan will be reviewed and updated at least once every five years.</p> <p>Additionally, upon request, WCA will provide or arrange for accessible formats and communication supports for the Plan for persons with disabilities in a timely manner that considers each person's accessibility needs due to disability and (if applicable) at a cost that is no more than the regular cost charged to other persons.</p>

		<p>WCA will consult with the person making the request for an accessible format or communication support for the Plan when determining the suitability of an accessible format or communication support.</p> <p>Finally, prior to the Design of Public Spaces Requirements come into effect under the AODA, WCA will ensure that its Plan is updated to include the items required under the Maintenance Standard (s. 80.44).</p>
Self-service kiosks	Currently N/A	WCA will have regard to the accessibility for persons with disabilities should it design, procure, or acquire self-service kiosks by considering what accessibility features could be built into kiosks to best meet the needs of our customers and clients.
Training	On-going	<p>WCA will provide initial orientation and annual refresher training to:</p> <ul style="list-style-type: none"> <li>• all of its staff, volunteers, including Board Members,</li> <li>• all persons who participate in developing WCA policies, and</li> <li>• all other persons who provide goods, services, or facilities on behalf of WCA, such as employment agencies and third party contracted staff,</li> </ul> <p>on the requirements of the accessibility standards referred to in the AODA and continue to provide training on the Human Rights Code (Ontario) as it pertains to persons with disabilities.</p> <p>Records of the training provided will be maintained and will include: (i) the dates on which training was provided and (ii) the number of individuals to whom training is provided.</p>

#### Information and Communication Standards:

Detailed Standard	Implementation Date	Actions
Accessible websites & web content.	November 2023	WCA will ensure that web content conforms with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level A.
Feedback and Feedback Form	Posted November 2023	<p>WCA will ensure that its processes for receiving and responding to feedback are accessible to persons with disabilities by, upon request, providing or arranging for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that considers each person's accessibility needs due to disability and (if applicable) at a cost that is no more than the regular cost charged to other persons.</p> <p>WCA will consult with the person making the request for an accessible format or communication support when determining the suitability of an accessible format or communication support.</p> <p>WCA will continue to advise the public about the availability of accessible formats and communication supports with respect to its feedback processes through a notification on the website and a posted board at the main entrance outside of the main office.</p> <p>The processes that WCA develops to meet its feedback obligations under the AODA will be complementary to, and will not detract from, the feedback processes WCA has developed in accordance with the Customer Service Standards.</p>
Accessible formats and communication support	On-going	Upon request, WCA will provide or arrange for accessible formats and communication supports for persons with disabilities in a timely manner that takes into account each person's accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons.

		<p>WCA will consult with the person making the request for accessible formats or communication support when determining the suitability of an accessible format or communication support.</p> <p>WCA will advise the public about the availability of accessible formats and communication supports through a notification on our company website.</p>
Accessible websites and web content	November 2023	WCA will ensure that its websites, including web content on those sites (that WCA controls directly or through a contractual relationship that allows WCA to modify the content), conform with the WCAG 2.0 at Level AA, except with respect to success criteria 1.2.4 (captions (live)) and 1.2.5 (pre-recorded audio descriptions) or where meeting the requirement is not practicable.

**Employment Standards:**

Detailed Standard	Implementation Date	Actions
Emergency Procedure, Plans or Public Safety Information	By December 31, 2023	<p>WCA has emergency response procedures, plans and public safety information that it makes available to the public.</p> <p>Upon request, WCA provides or arranges for accessible formats and communication supports for persons with disabilities in a timely manner that takes into account each person's accessibility needs due to disability and (if applicable) at a cost that is no more than the regular cost charged to other persons.</p> <p>WCA consults with the person making the request for an accessible format or communication support for the procedures, plans and public safety information when determining the suitability of an accessible format or communication support.</p>
Individualized Workplace Response Information	On-going upon declaration by Employee.	<p>WCA provides individualized workplace emergency response information to employees with disabilities where the disability is such that individualized information is necessary and WCA is aware of the need for accommodation.</p> <p>In the event that an employee who receives individualized workplace emergency response information requires assistance, WCA designates a person to help and, with the employee's consent, WCA provides the workplace emergency response information to the person.</p> <p>WCA provides workplace emergency response information as soon as practicable after learning of the need for accommodation due to an employee's disability.</p> <p>WCA reviews individualized workplace emergency response information, at minimum, whenever:</p> <ul style="list-style-type: none"> <li>• the employee moves to a different location within WCA,</li> <li>• the employee's overall accommodation needs or plans are reviewed, or</li> <li>• WCA reviews its general emergency response policies.</li> </ul>
Recruitment	November 2023	<p>In our recruitment processes, WCA will advise our employees and the public about the availability of accommodation for applicants with disabilities.</p> <p>WCA will notify job applicants, when they are individually selected to participate further in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.</p> <p>If a selected job applicant requests accommodation, WCA will consult with the individual and provide or arrange for the provision of suitable accommodation that considers the applicant's disability-related needs.</p> <p>When making offers of employment, WCA will notify successful applicants of our policies for accommodating employees with disabilities.</p>

Information for employees regarding supports	November 2023	<p>WCA will notify employees of WCA's policies (and any updates to those policies) for supporting persons with disabilities, including (at minimum) our policies regarding the provision of job accommodations that consider an employee's accessibility needs due to disability.</p> <p>This information will be provided to new hires as soon as practicable after they commence employment.</p> <p>If an employee with a disability asks for information in an accessible format or to receive communication supports, WCA will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that the employee needs to perform his/her job, as well as information that is generally available to other employees.</p> <p>In determining the suitability of an accessible format or communication support, WCA will consult with the employee making the request.</p>
Documented Individual Accommodation Plans	November 2023	<p>WCA will develop and maintain a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>The process for the development of documented individual accommodation plans will include the following elements:</p> <ol style="list-style-type: none"> <li>1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</li> <li>2. The means by which the employee is assessed on an individual basis.</li> <li>3. The manner in which WCA can request an evaluation by an outside medical or other expert, at WCA' expense, to assist WCA in determining if accommodation can be achieved and, if so, how accommodation can be achieved.</li> <li>4. The manner in which the employee can request the participation of a representative from the workplace in the development of the accommodation plan.</li> <li>5. The steps taken to protect the privacy of the employee's personal information.</li> <li>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</li> <li>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</li> <li>8. The means of providing the individual accommodation plan in a format that considers the employee's accessibility needs due to disability.</li> </ol> <p>If requested, information regarding accessible formats and communication supports provided will also be included in individual accommodation plans, in accordance with the Accessible Formats and Communication Supports for Employees Standard (s. 26).</p> <p>Additionally, the plans will include individualized workplace emergency response information (where required) and will identify any other accommodation that is to be provided, in accordance with the Workplace Emergency Response Information Standard (s. 27).</p> <p>Finally, individual accommodation plans will identify any other accommodation that is to be provided.</p>
Return to Work Process	By December 2023	<p>WCA will develop and maintain a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.</p> <p>The return-to-work process will, as part of the process, outline the steps that WCA will take to facilitate the return to work and will include documented individual accommodation plans.</p> <p>WCA notes that this return-to-work process will not replace or override any other return to work process created by or under any governing body, such as Long-Term Disability or Short-Term Disability Insurance programs.</p>
Performance Management, Career Development and Advancement, and Redeployment	By December 2023	<p>WCA will consider the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.</p>

**Design of Public Spaces:**

Detailed Standard	Implementation Date	Actions
Outdoor Public Use Eating Areas	On-going	WCA will adhere to the general obligations and technical requirements of the AODA when we construct new or redevelop outdoor public use eating areas that we intend to maintain.
Exterior Paths of Travel	On-going	WCA will adhere to the general obligations and technical requirements of the AODA when we construct new or redevelop exterior paths of travel that we intend to maintain (including ramps, stairs, curb ramps, depressed curbs, pedestrian signals and rest areas) that are intended to serve a functional purpose, subject to applicable exceptions and limitations as contemplated by the AODA.
Accessible Parking	On-going	WCA will adhere to the general obligations and technical requirements of the AODA when we construct new or redevelop off-street parking facilities that we intend to maintain, subject to applicable exceptions and limitations as contemplated by the AODA.
Obtaining Services	On-going	WCA will adhere to the general obligations and technical requirements of the AODA when we construct new or redevelop service counters, fixed queuing guides and waiting areas.
Maintenance	On-going	<p>Prior to the Design of Public Spaces Requirements come into effect under the AODA, WCA will ensure that its multi-year accessibility plan is updated to include:</p> <ol style="list-style-type: none"> <li>1. Procedures for preventative and emergency maintenance of the accessible elements in WCA' public spaces that are governed by the AODA.</li> <li>2. Procedures for dealing with temporary disruptions when accessible elements in WCA's public spaces that are governed by the AODA are not in working order.</li> </ol>

**Full Accessibility:**

Detailed Standard	Implementation Date	Actions
	By January 1, 2025	This is the date by which the development, implementation and enforcement of accessibility standards is contemplated by the AODA in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures, and premises. WCA will ensure compliance with its obligations under the AODA and its regulations by this date.