



Multi-Year Accessibility Plan

The Accessibility Plan outlines the policies and actions that Peer Support South East Ontario (PSSEO) will put in place to improve the opportunities for people with disabilities.

PSSEO 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.

PSSEO is committed to providing Peers with publicly available emergency information in an accessible way upon request. We will provide employees with disabilities with individualized emergency response information when necessary.

Training

PSSEO will provide training to employees and others on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will continue to be provided in a way that best suits the duties of the employees and others.

PSSEO will ensure employees are provided with the training needed to meet Ontario's accessibility laws:

- Determine and ensure that appropriate training on the requirements of the Integrated Accessibility Standards Requirements and on the Ontario Human Rights Code as it pertains to persons with disabilities, is provided to all employees, others and persons participating in the development and approval of PSSEO policies;
- Ensure training is provided to persons listed above as soon as possible;
- Keep and maintain a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided;
- Ensure that training is provided on any changes to the prescribed policies on an ongoing basis.

Information and Communications

PSSEO 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.

PSSEO will take the following steps to make sure existing feedback processes are accessible to people with disabilities upon request:

- Notify the public about the availability of accessible formats and communication supports.

PSSEO will take the following steps to make the website and content conform with Web Content Accessibility Guidelines (WCAG):

- Conduct an assessment of PSSEO's website and test for accessibility;
- Obtain tools and resources to make the website accessible;
- Train the people who will use the software to make the website accessible;
- Monitor website accessibility and compliance with guidelines and the law.

Employment

PSSEO is committed to fair and accessible employment practices and its intent is to comply with the Integrated Accessibility Standard Regulations.

We will take the following steps to notify the public and staff that when requested PSSEO will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Job applicants will be notified when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used in the assessment/selection process. This will include:
 - a) A review, and, as necessary, modification of existing recruitment policies, procedures and processes;
 - b) Inclusion of availability of accommodation notice as part of the script in the scheduling of an interview and/or assessment;
 - c) If a selected applicant requests accommodations, consult with the applicant and arrange for provision of suitable accommodations in a manner that takes into account the applicant's accessibility needs due to the disability.

- When making offers of employment, PSSEO will notify the successful applicant to its policies for accommodating employees with disabilities. This will include:
 - a) A review, and, as necessary modification of existing policies, procedures and processes;
 - b) Include PSSEO’s policy on accommodating employees with disabilities in offer of employment letters.

PSSEO will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- Review and assess existing policies to ensure that they include a process for the development of documented individual accommodation plans for the employees with a disability, if such plans are required;
- Ensure that the process for the development of documented individual accommodation plans is in accordance with the provisions of the Integrated Accessibility Standards Regulations;
- Ensure that the return to work process as set out in the existing policies outlines the steps that PSSEO will take to facilitate the employee’s return to work after a disability – related absence, outlines the development of a written individualized return to work plan for such employees, and accommodation plans, in the return to work process.

PSSEO will take into account the accessibility needs of employees with disabilities as well as individual accommodation plans:

- When using its performance management process in respect of employees with disabilities;
- When providing career development to its employees with disabilities;
- When redeploying employees with disabilities.

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

- Review and update policies with practices regularly to reflect, maintain and comply with AODA legislation.

For more information:

For more information on this Accessibility Plan,
Please contact Terry Swift at:

Office: 613-969-0122

Email: tswift@psseo.ca

Accessible formats of this document are available free upon request from Terry Swift.