

AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

Intent

This 2021 to 2026 accessibility plan outlines the policies and actions that Thrive Counselling will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

Thrive Counselling believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act* (2005) and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

Plan

General Requirements			
Accessibility Requirement:	Establishment of accessibility policies	Compliance Deadline:	June 30/21
Current Barriers:	None noted		
Plan to Meet Requirements:	Notifications for potential policy changes are received through our HR platform All Thrive policies are reviewed every 3-4 years		
Potential Future Barriers:	None foreseen		
Responsible Authority:	ED	Results:	Achieved
Accessibility Requirement:	Procuring or acquiring goods, services or facilities – Not required	Compliance Deadline:	June 30/21
Current Barriers:	n/a		

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Plan to Meet Requirements:	n/a		
Potential Future Barriers:	n/a		
Responsible Authority:	ED	Results:	Achieved where applicable
Accessibility Requirement:	Designing/procuring or acquiring self-serve kiosks		Compliance Deadline: June 30/21
Current Barriers:	No kiosks		
Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:	ED	Results:	No kiosks
Accessibility Requirement:	Training on IASR and the <i>Human Rights Code</i>		Compliance Deadline: June 30/21
Current Barriers:	None noted		
Plan to Meet Requirements:	Agency has access to current courses and this is part of orientation for all staff/students/volunteers		
Potential Future Barriers:	None noted		
Responsible Authority:	ED	Results:	Completed

Information and Communications Standard			
Accessibility Requirement:	Feedback Process		Compliance Deadline: June 30/21
Current Barriers:	None		
Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:	ED	Results:	Achieved
Accessibility Requirement:	Accessible formats and communication supports		Compliance Deadline: June 30/21

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Current Barriers:			
Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:	ED	Results:	Achieved
Accessibility Requirement:	Emergency procedures, plans or public safety information	Compliance Deadline:	June 30/21
Current Barriers:	none		
Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:	ED	Results:	Achieved
Accessibility Requirement:	Accessible websites and web content	Compliance Deadline:	June30/21
Current Barriers:	none		
Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:	ED	Results:	Achieved
Accessibility Requirement:	Educational and training resources or materials	Compliance Deadline:	June 30/21
Current Barriers:	None		
Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:	ED	Results:	Achieved
Accessibility Requirement:	Training to educators	Compliance Deadline:	June 30/21
Current Barriers:	Not applicable		

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Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:	ED	Results:	n/a

Employment Standard			
Accessibility Requirement:	Recruitment, assessment and selection processes	Compliance Deadline:	June 30/21
Current Barriers:	none		
Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:	ED	Results:	Achieved
Accessibility Requirement:	Informing employees of supports	Compliance Deadline:	June 30/21
Current Barriers:	none		
Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:	ED	Results:	Achieved
Accessibility Requirement:	Accessible formats and communication supports for employees	Compliance Deadline:	June 30/21
Current Barriers:			
Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:	ED	Results:	Achieved
Accessibility Requirement:	Workplace emergency response information	Compliance Deadline:	June 30/21

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Current Barriers:	None		
Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:	ED	Results:	Achieved
Accessibility Requirement:	Documented individual accommodation plans	Compliance Deadline:	June 30/21
Current Barriers:	none		
Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:	Supervisor	Results:	Achieved
Accessibility Requirement:	Return to work process	Compliance Deadline:	June 30/21
Current Barriers:	none		
Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:	ED	Results:	Achieved
Accessibility Requirement:	Performance management process	Compliance Deadline:	June 30/21
Current Barriers:	None		
Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:	Supervisor	Results:	Achieved
Accessibility Requirement:	Career development and advancement	Compliance Deadline:	June 30/21
Current Barriers:	None		

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Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:	Management team	Results:	Achieved
Accessibility Requirement:	Redeployment	Compliance Deadline:	June 30/21
Current Barriers:	none		
Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:	ED	Results:	Achieved
Transportation Standard – Conventional Transportation			
Accessibility Requirement:	General responsibilities	Compliance Deadline:	
Current Barriers:	No transportation		
Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:		Results:	

Design of Public Spaces (Accessibility Standards for the Built Environment)			
Accessibility Requirement:	Make recreation trails and beach access routes accessible	Compliance Deadline:	
Current Barriers:	No trails		
Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:		Results:	

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Accessibility Requirement:	Make outdoor public eating areas accessible	Compliance Deadline:	
Current Barriers:	No eating areas		
Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:		Results:	
Accessibility Requirement:	Make outdoor play spaces accessible	Compliance Deadline:	
Current Barriers:	No play spaces		
Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:		Results:	
Accessibility Requirement:	Make exterior paths of travel accessible	Compliance Deadline:	
Current Barriers:	n/a		
Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:		Results:	
Accessibility Requirement:	Make parking accessible (off-street and on-street) *On-street parking does not apply to private and not-for profit organizations*	Compliance Deadline:	
Current Barriers:	n/a		
Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:		Results:	
Accessibility Requirement:	Make service counters, queuing guides and waiting areas accessible	Compliance Deadline:	June 30/21
Current Barriers:	Height not fully accessible		

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Plan to Meet Requirements:	Any renovations will meet accessibility requirements		
Potential Future Barriers:			
Responsible Authority:	ED	Results:	n/a
Accessibility Requirement:	Maintain the accessible parts of your public spaces	Compliance Deadline:	June 30/21
Current Barriers:	n/a		
Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:		Results:	

Customer Service Standards			
Accessibility Requirement:	Develop, implement, and maintain policies regarding the provisions of goods, services, or facilities to persons with disabilities	Compliance Deadline:	June 30/21
Current Barriers:	none		
Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:	ED	Results:	Achieved
Accessibility Requirement:	Prepare one or more documents describing the accessible customer service policies, provide on request, and notify that the documents are available on request	Compliance Deadline:	June 30/21
Current Barriers:	none		
Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:	ED	Results:	Achieved

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Accessibility Requirement:	Ensure that a person with a disability is permitted to enter the premises with their service animal and to keep the animal with them, unless the animal is otherwise excluded by law from the premises		Compliance Deadline:	June30/21
Current Barriers:	none			
Plan to Meet Requirements:				
Potential Future Barriers:				
Responsible Authority:	ED	Results:	Achieved	
Accessibility Requirement:	Ensure that other measures are available to enable a person with a disability to obtain, use, or benefit from Thrive Counselling's goods, services, or facilities if the person's service animal is excluded from the premises		Compliance Deadline:	June 30/21
Current Barriers:				
Plan to Meet Requirements:				
Potential Future Barriers:				
Responsible Authority:	ED	Results:	Achieved	
Accessibility Requirement:	Ensure that a person with a disability and their support person 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		Compliance Deadline:	June 30/21
Current Barriers:				
Plan to Meet Requirements:				
Potential Future Barriers:				
Responsible Authority:	ED	Results:	Achieved	
Accessibility Requirement:	Require a person with a disability to be accompanied by their support person only for a valid health and safety reason and after consulting with the person with a disability		Compliance Deadline:	June 30/21

Current Barriers:			
Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:	ED	Results:	Achieved
Accessibility Requirement:	Provide advance notice if there is an admission charge for a support person	Compliance Deadline:	June 30/21
Current Barriers:	n/a		
Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:		Results:	
Accessibility Requirement:	Waive the admission charge when a support person is required to accompany a person with a disability	Compliance Deadline:	June 30/21
Current Barriers:	n/a		
Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:	ED	Results:	
Accessibility Requirement:	Provide notice of any temporary disruption to services that may affect persons with disabilities	Compliance Deadline:	June 30/21
Current Barriers:	none		
Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:	ED	Results:	Achieved
Accessibility Requirement:	Prepare a document on temporary disruption of services, provide document on request, notify that the document is available on request	Compliance Deadline:	June 30/21
Current Barriers:	none		

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Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:	ED	Results:	Achieved
Accessibility Requirement:	Provide accessible customer service training to all staff	Compliance Deadline:	June 30/21
Current Barriers:	none		
Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:	ED	Results:	Achieved
Accessibility Requirement:	Provide training on changes to policies to staff on an ongoing basis and keep records of training	Compliance Deadline:	June 30/21
Current Barriers:	none		
Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:	ED	Results:	Achieved
Accessibility Requirement:	Prepare a document on the training policy, provide a copy of the document on request, notify that the document is available on request	Compliance Deadline:	June30/21
Current Barriers:	none		
Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:	ED	Results:	Achieved
Accessibility Requirement:	Establish a feedback process for providing goods, services, or facilities to persons with disabilities	Compliance Deadline:	June 30/21
Current Barriers:	none		
Plan to Meet Requirements:			

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Potential Future Barriers:			
Responsible Authority:	ED	Results:	Achieved
Accessibility Requirement:	Prepare a document on the feedback process, provide a copy of the document on request, notify that the document is available on request	Compliance Deadline:	June 30/21
Current Barriers:	none		
Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:	ED	Results:	Achieved
Accessibility Requirement:	Ensure that documents or information given to a person with a disability are offered in an accessible format or with communication support	Compliance Deadline:	June 30/21
Current Barriers:	none		
Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:	ED	Results:	Achieved

Review and Update

This document was created on (Insert Date) and must be reviewed and updated by (Insert Date).