



Affiliated Services for
Children & Youth

**ASCY's Multi-Year
Accessibility Plan
2021 to 2025**

ASCY's Commitment to Accessibility

Affiliated Services for Children and Youth (ASCY) is committed to meeting the legislative requirements under the Accessibility for Ontarians with Disabilities Act (AODA), 2005.

ASCY began this process in 2008 when it participated in a pilot Diversity Needs Assessment Study which focused on how inclusive practices within the organization were in several key areas including Leadership and Governance, Programs and Services and Human Resources. Following this process, ASCY formed an internal staff committee on Diversity and Inclusion to further guide the agency in developing guiding principles for the provision of agency programs and services and offering opportunities to staff for further training in these areas.

In 2011, ASCY deemed as a small non-profit organization met the requirements of the Accessibility Standard for Customer Service and then subsequently, the Integrated Accessibility Standards Regulation. In the fall of 2017, ASCY met the criteria for a large non-profit organization under the AODA and began to address the legislative requirements due to this new designation.

ASCY is committed to the goals and guiding principles outlined in our Accessibility Plan posted on our website and available on request to visitors of our sites. We will continue to strive to ensure we provide a welcoming and inclusive place to all who are employed or visit our agency and that there is equal opportunity to benefit from our programs and services while at the same time, respecting the dignity and independence of all people.

We will review the Accessibility Plan on an annual basis making modifications as necessary and commit to reviewing and updating our Multi-Year Accessibility Plan at least once every 5 years.

Our Approach

We value the knowledge and expertise of the ASCY Diversity and Inclusion Working Group and will ask this group to review and provide input as changes are made to our agency's overall Accessibility Plan as well as the Multi-Year Accessibility Plan. Recommendations made by the ASCY Diversity and Inclusion Working Group will be brought forward to the Management Team for review and approval. When needed, additional input will be gathered through client feedback (i.e.: Feedback Form on website, surveys, focus groups, etc.)

2017

Review AODA legislation for 50+ employees and update the ASCY Accessibility Plan, if needed.

Address and implement the Employment Standard under the AODA.

Develop the 5-year Multi-Year Accessibility Plan and post on the ASCY website.

If there are changes to the legislation and/or ASCY Accessibility Plan, provide training to employees, Board members, volunteers, students and independent contractors.

Respond to any feedback received on accessibility via the website or other avenues (i.e.: phone, email, etc.) in a timely manner.

Respond to any requests received to provide public information or training materials in an accessible format.

Submit the Accessibility Compliance Report by the December 31st, 2017 deadline.

2018

If there are any changes to the AODA legislation, review and update the Accessibility Plan, and inform/train employees, Board members, volunteers, students and independent contractors of the changes.

Review and revise the information/templates on how to apply the policies under the Accessibility Plan as needed. Ensure this information is readily available to our employees, Board members, independent contractors, etc. (i.e.: communicate with people with disabilities based on their needs and preferences, TTY service, etc.)

Place standard documents in an accessible format (i.e.: emergency and public safety information, etc.)

Respond to any feedback received on accessibility via the website or other avenues (i.e.: phone, e-mail, etc.) in a timely manner.

Respond to any requests received to provide public information or training materials in an accessible format.

Should any renovations occur, the space will be considered to ensure the design meets legislative requirements. Accessibility of space will also be considered when seeking new spaces for off-site services (i.e.: satellite locations).

2019

If there are any changes to the AODA legislation, review and update the Accessibility Plan, and inform/train employees, Board members, volunteers, students and independent contractors of the changes.

Respond to any feedback received on accessibility via the website or other avenues (i.e.: phone, e-mail, etc.) in a timely manner.

Respond to any requests received to provide public information or training materials in an accessible format.

2020

If there are any changes to the AODA legislation, review and update the Accessibility Plan, and inform/train employees, Board members, volunteers, students and independent contractors of the changes.

Review and update our website accordingly to ensure it meets the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements (excluding live captioning and audio description) by 2021.

Respond to any feedback received on accessibility via the website or other avenues (i.e.: phone, e-mail, etc.) in a timely manner.

Respond to any requests received to provide public information or training materials in an accessible format.

Submit the Accessibility Compliance Report by the December 31st, 2020 deadline.

2021

If there are any changes to the AODA legislation, review and update the Accessibility Plan, and inform/train employees, Board members, volunteers, students and independent contractors of the changes.

Respond to any feedback received on accessibility via the website or other avenues (i.e.: phone, e-mail, etc.) in a timely manner.

Respond to any requests received to provide public information or training materials in an accessible format.

Feedback

Our goal is to meet or exceed the expectations of clients, members or individuals with disabilities in regard to our facilities, goods and services provided. We welcome and appreciate comments on how well we are meeting these expectations.

Feedback regarding our facilities and/or the way goods and services are provided to those with disabilities can be made:

- by e-mail
- verbally
- in writing
- through the feedback form on our website at www.ascy.ca

- through surveys, feedback forms, etc.

All feedback will be submitted to Albertina Maciukas, Human Resources Generalist 905-574-6876 ext. 225 or via e-mail at amaciukas@ascy.ca. Anyone who gives feedback will hear back in 3 to 5 business days.

Complaints will be addressed using our regular complaint procedures.

In Closing

Our agency is open to continuing to learn and build our awareness, knowledge and capacity in providing goods and services to individuals with disabilities.