

The Career Foundation's Multi-year Accessibility Plan

Effective date: January 1, 2014

Last reviewed and modified: December 18, 2023

Prior review date(s): December 19, 2018

Next review and update required by: December 18, 2028

Introduction and Statement of Commitment

This multi-year accessibility plan applies to The Career Foundation. The purpose of The Career Foundation's multi-year accessibility plan is to set out the steps that our organization has taken and plans to take in order to prevent and remove accessibility barriers in accordance with the Accessibility for Ontarians with Disabilities Act (the "AODA" or the "Act") and the related Integrated Accessibility Standards Regulations (the "IASR").

The Career Foundation is dedicated to providing equal access to our services. Our goal is to be accessible to everyone who requires our services. We are committed to providing customer service excellence, including meeting the needs of people with disabilities in a timely manner. The services provided by The Career Foundation to persons with disabilities will be provided with the following key principles:

- **Dignity:** Services will be provided in a manner that takes into account each individual's needs.
- **Independence:** Services provided to persons with disabilities will be provided in such a way that respects their independence.
- **Equal opportunity:** The goal-oriented outcomes of our services will be set in the same fashion for persons with disabilities as they are for persons without disabilities.
- **Integration:** Except when alternate measures are necessary to meet the needs of people with disabilities, persons with disabilities will benefit from our services in the same place and in the same way, or similar way, as persons without disabilities.

Accomplishments and Initiatives

As part of The Career Foundation's commitment to accessibility, our multi-year accessibility plan outlines our actions that have been and will be implemented to prevent and remove barriers, and to meet our compliance requirements under the AODA and IASR.

Requirements

The requirements outlined in this multi-year accessibility plan reflect the obligations that are applicable to The Career Foundation as a non-profit organization with 50+ employees.

Modifications

The last review date of this multi-year accessibility plan will be stated on the first page. This multi-year accessibility plan will be reviewed and updated by The Career Foundation at least once every five (5) years, and as required.

Requirements, Compliance, and Planning

Part 1: The Customer Service Standard

The Customer Service Standard is intended to help lead the way to an accessible Ontario. Ontario's accessible Customer Service Standard provides legal obligations that people, businesses and other organizations in Ontario must do to make the provision of their goods and services more accessible to people with disabilities. The following chart outlines requirements under the AODA's Customer Service Standard that apply to The Career Foundation, a non-profit organization with 50+ employees, and the deliverables completed by our agency to ensure compliance:

Customer Service Standard Requirements – January 1, 2012 Deadline	Compliance Deliverables	Future Planning/Deliverables (if applicable)
<p>Establish policies, practices and procedures on providing goods or services to persons with disabilities according to principles set out in the regulation. Make reasonable efforts to ensure that policies, practices and procedures are consistent with the principles of <i>independence, dignity, integration and equality of opportunity</i></p> <p>Have a policy dealing with people's use of their own assistive devices to access goods or services or any other measures the organization offers to enable an individual access to the goods or services. Let people with disabilities bring their service animals onto the parts of the premises open to the public or other third parties, except where the animal is otherwise excluded by law from the premises.</p> <p>Let people with disabilities be accompanied by their support persons while on the parts of the provider's premises open to the public or other third parties.</p>	<p>The Career Foundation implemented a Customer Service Policy for Providing Services to Persons with Disabilities that went into force on December 8, 2011. The policy outlines that the services provided by The Career Foundation to persons with disabilities will be provided with the key principles of dignity, independence, equality of opportunity and integration. It also incorporates the requirements pertaining to assistive devices, service animals and support persons. In addition, we created written procedures for our personnel to follow in accordance with the provisions set out in our policy.</p>	<p>All accessibility policies and procedures in place at The Career Foundation will be kept updated to accurately reflect our organization and its practices.</p>
<p>Customer Service Standard Requirements – January 1, 2012 Deadline</p> <p>Train anyone who interacts with the public or other third parties on the provider's behalf on topics outlined in the customer service standard. Train anyone who is involved in developing the provider's customer service policies, practices and procedures on topics outlined in the customer service standard. Keep a record of the number of people who are trained and when.</p>	<p>Compliance Deliverables</p> <p>A training program to meet this requirement was originally launched on December 8, 2011. Our training program remains a combination of written materials, including procedures specific to our workplace, and expert training videos. We also created a training acknowledgement form for the purpose of recording the required training details.</p>	<p>Future Planning/Deliverables (if applicable)</p> <p>Training for all new personnel and representatives to meet the related requirement is ongoing, including maintenance of records to confirm who is trained and when. All accessibility policies and procedures in place at The Career Foundation will be kept up to date to accurately reflect our organization and its practices. Updates made to our policies and procedures are communicated accordingly.</p>
<p>Customer Service Standard Requirements – January 1, 2012 Deadline</p> <p>Provide notice when facilities or services that people with disabilities usually use to access goods or services are temporarily disrupted. Communicate with a person with a disability in a manner that takes into account their disability.</p>	<p>Compliance Deliverables</p> <p>These requirements were incorporated in our Customer Service Policy for Providing Services to Persons with Disabilities, the related procedures, and our AODA training program.</p>	<p>Future Planning/Deliverables (if applicable)</p> <p>All related policies, procedures and training materials will be kept updated to accurately reflect our organization and its practices. This includes communicating with persons with disabilities in a manner that takes into account their individual disabilities, and providing notice when facilities or services that people with disabilities usually use to access our services are temporarily disrupted.</p>
<p>Customer Service Standard Requirements – January 1, 2012 Deadline</p> <p>Establish a process for receiving and responding to feedback about the way the organization provides goods or services to people with disabilities, including the actions to be taken if a complaint is received, and make information about the process readily available to the public.</p>	<p>Compliance Deliverables</p> <p>A feedback process, including actions that will be taken if a complaint is received, is part of our Customer Service Policy for Providing Services to Persons with Disabilities, which is publicly viewable on our website. The feedback process and procedures to handle complaints is also part of the mandatory training that we have in place.</p>	<p>Future Planning/Deliverables (if applicable)</p> <p>The related training program is ongoing, including the requirement to complete the training within the first two weeks of joining our organization. All related policies, procedures and training in place at The Career Foundation</p>

Customer Service Standard Requirements – January 1, 2012 Deadline	Compliance Deliverables	Future Planning/Deliverables (if applicable)
Document in writing all policies, practices and procedures for providing accessible customer service to persons with disabilities. Let customers know that the documents are available upon request. Upon request, provide the documented information to a person with a disability in a format that takes into account their disability.	All policies and procedures for providing accessible customer service at The Career Foundation are documented in writing. Our Customer Service Policy for Providing Services to Persons with Disabilities informs the public that the policy and other documents related to how we provide services to persons with disabilities will be made available upon request. It also states that the documents can be made available upon request in an alternative format that is mutually agreeable. Handling requests for alternative formats is also part of our related training program.	All related policies, procedures and training in place at The Career Foundation will be kept updated to accurately reflect our organization and its practices. Upon request, we will also continue to provide the documented information to a person with a disability in a format that takes into account their disability.
Customer Service Standard Requirements – December 31, 2012	Compliance Deliverables	Future Planning/Deliverables (if applicable)
Register and file a compliance report via Service Ontario’s One-Key reporting system to confirm compliance with the Customer Service Standard.	The Career Foundation filed its first compliance report on December 11, 2012 and subsequent reports have been filed each year that they were required.	We will continue to meet all reporting requirements that are applicable to our organization by the required deadlines.

Part 2: The Integrated Accessibility Standards Regulation

The AODA’s Integrated Accessibility Standards Regulation (IASR) consolidates accessibility standards in the areas of **employment, information & communications, transportation** and **design of public spaces**. The following chart outlines requirements under the IASR that apply to The Career Foundation, a non-profit organization with 50+ employees, and the deliverables that have been completed or will be completed by our agency to ensure compliance prior to the applicable deadlines.

Integrated Accessibility Standards Regulation (As per its Employment Standard) Requirement – January 1, 2012 Deadline	Compliance Deliverables	Future Planning/Deliverables (if applicable)
By January 1, 2012, provide individualized workplace emergency response information to disabled employees in circumstances where you are aware that a disabled employee has a need to be accommodated, and where the employee has a disability that would require individualized information. Employers must obtain the employee’s consent before sharing the information with anyone designated to help the disabled employee in an emergency. Employers must then review the emergency response information when the employee changes work locations, the employee’s overall accommodation needs need to be reviewed, or the organization’s emergency response policies are reviewed.	The Career Foundation implemented a Workplace Emergency Response Information Policy to meet these requirements.	All accessibility policies and individualized emergency response information plans will be reviewed and updated as needed.
Integrated Accessibility Standards Regulation (As per its Information and Communication Standard) Requirement – January 1, 2012 Deadline	Compliance Deliverables	Future Planning/Deliverables (if applicable)
For emergency or safety information that is made available to the public, organizations need to provide such information in an alternative format to a person with a disability when asked. The law does not tell you what formats to use; it is flexible so you can work with the public to figure out what they need when asked.	Should a person with a disability request an alternative format of any emergency or safety information that we have available to the public, our organization will work with the individual to provide a format that is mutually agreeable, as we do for customer service documents as outlined in our Customer Service Policy for Providing Services to Persons with Disabilities.	We will continue to provide alternative formats, when requested, for any emergency or safety information that we make available to the public.
Integrated Accessibility Standards Regulation Requirements – January 1, 2014 Deadline	Compliance Deliverables	Future Planning/Deliverables (if applicable)
Develop a multi-year accessibility plan that sets out how your organization will: - meet its accessibility requirements under the IASR on time	The Career Foundation established a multi-year accessibility plan as of January 1, 2024. Our multi-year accessibility plan has been kept updated in accordance with review	Our multi-year accessibility plan will be reviewed and updated at least once every five years, as per the requirement, and as

<ul style="list-style-type: none"> - address any current barriers to accessibility, and - prevent and remove future barriers. <p>Organizations need to review and update their organization’s plan every five years. When you update the plan, you may want to highlight your organization’s accomplishments to date.</p> <p>Once you have created your plan:</p> <ul style="list-style-type: none"> - post it on your organization’s website or in another public location - give the information to anyone who asks for it, and - provide it in an accessible format, when asked. 	<p>requirements. The most current version of our multi-year accessibility plan will be maintained on our website for public access. We will also give it to anyone who asks for it and provide it in an accessible format that is mutually agreeable when asked.</p>	<p>often as updates are necessary. We will continue to make it available on our website. We will also continue to provide a copy of our multi-year accessibility plan in an accessible format that is mutually agreeable, when asked.</p>
Integrated Accessibility Standards Regulation Requirements – January 1, 2014 Deadline	Compliance Deliverables	Future Planning/Deliverables (if applicable)
<p>Develop a statement of commitment that establishes your organization’s vision and goals for accessibility. The statement must confirm your commitment to meeting the accessibility needs of people with disabilities in a timely manner. The statement of commitment can be combined with other related information.</p> <p>A formal policy for each of Ontario’s accessibility laws is <u>not</u> required. Organizations need to consider if creating a policy could help achieve compliance. The law is also flexible in that organizations can create new policies, or integrate them into existing ones, such as those that were created for the Customer Service Standard.</p> <p>All organizations — except private sector and non-profit organizations with 1-49 employees — must put their statement of commitment and any policies in writing and make them available to the public. You <u>do not</u> have to post them on your website, but if requested, you need to provide your polices in an accessible format.</p> <p>Accessibility policies need to be kept up-to-date to make sure they accurately reflect your organization and its practices.</p>	<p>The Career Foundation already has in place written policies and procedures to help us achieve compliance. A statement of commitment has been part of our Customer Service Policy for Providing Services to Persons with Disabilities since December 2011. We have updated it to further expand upon our organization’s vision and goals for accessibility, and how we are dedicated to meeting the needs of people with disabilities in a timely manner.</p>	<p>All accessibility policies will be kept updated to accurately reflect our organization and its practices for serving persons with disabilities, including our statement of commitment. Any additional policies that we develop related to Ontario’s accessibility laws will be made available to the public upon request, as required.</p>
Integrated Accessibility Standards Regulation Requirements – January 1, 2014 Deadline	Compliance Deliverables	Future Planning/Deliverables (if applicable)
<p>The IASR requires government and public sector organizations to include accessibility features in self-service kiosks they design or buy. All other organizations in the province must consider the accessibility of their kiosks.</p> <p>A self-service kiosk is an interactive electronic terminal. People use them to access many kinds of products and services, for example:</p> <ul style="list-style-type: none"> - paying parking fees - validating tickets - buying groceries, and - renewing licences. <p>Often people can pay for the products and services with a debit or credit card.</p>	<p>Compliance with this requirement is not currently applicable to our organization because we do not provide self-service kiosks.</p>	<p>If we ever implement self-service kiosks, we will consider and ensure the accessibility of them as required.</p>
Integrated Accessibility Standards Regulation (As per its Information and Communication Standard) Requirements – January 1, 2014 Deadline	Compliance Deliverables	Future Planning/Deliverables (if applicable)
<p>The World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 sets out guidelines for organizations to follow to make their websites more accessible for people with disabilities. The guidelines cover things like writing web content in clear language and making sure someone can navigate your website with just a keyboard. Each guideline has three</p>	<p>The Career Foundation’s current website conforms with WCAG 2.0 Level AA, except for exclusions set out in the IASR.</p>	<p>We will ensure that our website continues to conform to applicable requirements, except for exclusions set out in the IASR.</p>

levels of accessibility: A, AA and AAA. Level AAA is the highest level of accessibility.

Beginning January 1, 2014:
If you *launch* a new public website or your existing site undergoes a *significant refresh*, the site and any of its web content published after January 1, 2012, must conform to WCAG 2.0, **Level A**.

Beginning January 1, 2021:
All public websites and all web content on those sites published after January 1, 2012, must conform to WCAG 2.0 **Level AA**, other than providing captions on live videos or audio descriptions for pre-recorded videos.

If it is not possible for your organization to do so:
Sometimes it may not be possible to meet the WCAG 2.0 requirements. For example, you used software and other tools that predate WCAG 2.0 to develop your website. You may be able to update or repair the products you used to support accessibility. If this is not possible, make sure you use software that supports accessibility the next time you revamp your site.

If asked, you will need to work with individuals to make the content accessible to them in some way, like large print or Braille.

**Integrated Accessibility Standards Regulation Requirements –
January 1, 2015 Deadline**

By January 1, 2015 non-profit organizations with 50+ employees must train their staff on:

- the IASR requirements that apply to their organization’s business, and
- what must be done under the Ontario Human Rights Code related to disabilities.

Training must be provided to:

- all employees and volunteers, including paid and unpaid positions,
- anyone who is involved in developing the organization’s policies, including managers, senior leaders, directors and owners, and
- anyone who provides goods, services or facilities on the organization’s behalf, such as facilities management and contact centres. *Note: For those who provide goods, services or facilities on behalf of the organization, the organization must ensure that they are trained, but the organization is not required to provide the training.*

You have the flexibility to decide the best way to provide training for your organization. You can provide the training in many ways. For example, you could include it as part of an orientation session or staff meeting or incorporate it into your overall training program. You can use handouts or presentations at sessions or staff meetings or offer online training modules. All organizations — except private sector and non-profit organizations with 1-49 employees — must also keep a record of the number of people who are trained and when.

Compliance Deliverables

The Career Foundation implemented training to meet these requirements prior to December 31, 2014. We have continued to maintain and enforce the training since then, including maintaining appropriate records, as required.

**Future Planning/Deliverables
(if applicable)**

The Career Foundation will continue to maintain and enforce our related training program to meet the applicable requirements, including maintaining appropriate training records.

Integrated Accessibility Standards Regulation (As per its Information and Communication Standard) Requirements – January 1, 2015 Deadline	Compliance Deliverables	Future Planning/Deliverables (if applicable)
<p>By January 1, 2015 non-profit organizations with 50+ employees are required to make the ways they receive and respond to feedback accessible when asked. When asked, you must be able to receive and respond to feedback from your customers, your employees and members of the public who have a disability.</p> <p>Most organizations in Ontario are already required to set up a way for the public to give feedback about customer service as per the Customer Service Standard regulation of the AODA.</p> <p>If you do not receive and respond to feedback about other topics, you are not required to start doing so.</p>	<p>In addition to receiving and responding to feedback about customer service for persons with disabilities pursuant to the Customer Service Standard, and as outlined in our Customer Service Policy for Providing Services to Persons with Disabilities, The Career Foundation also receives and responds to feedback about our customer service in general, as well as our privacy practices. Therefore, we also make the ways that we receive and respond to general customer service feedback and our privacy practices more accessible when asked, as required. Any feedback received and responded to from employees who have a disability is also made more accessible, when asked.</p>	<p>We will continue to meet these requirements of making the ways that we receive and respond to such feedback more accessible, as required.</p>
Integrated Accessibility Standards Regulation (As per its Employment Standard) Requirements – January 1, 2016 Deadline	Compliance Deliverables	Future Planning/Deliverables (if applicable)
<p>Another goal of the Employment Standard is to make hiring accessible. For non-profit organizations with 50+ employees, the compliance deadline for the following requirements is January 1, 2016.</p> <p>Recruitment, general Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.</p> <p>Recruitment, assessment or selection process During a recruitment process, an employer shall notify job applicants, 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.</p> <p>The Accessibility Directorate of Ontario provides the following examples for how job applicants can be informed that an employer will accommodate disabilities during the selection process:</p> <ul style="list-style-type: none"> - post the information on your website or include it in the job postings - call applicants directly or speak to them in person and write them a letter or send an email. <p>If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.</p> <p>The Accessibility Directorate of Ontario provides an example of a job applicant who is Deaf and asks for accommodation for a telephone interview. In this situation, alternatives could be to conduct the interview via email or through a TTY line.</p> <p>Notice to successful applicants Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities. The Accessibility Directorate of Ontario states that this can be done in several ways and provides the following examples:</p>	<p>We inform the public and job applicants that our organization can accommodate disabilities during our recruitment process. We do this by posting a statement on our website and all of our job postings. Successful applicants are notified of our policies for accommodating employees with disabilities when they receive their job offer from us.</p>	<p>All of The Career Foundation's accessibility policies and our related website content will be kept updated to accurately reflect these requirements and our corresponding practices.</p>

<ul style="list-style-type: none"> - include the information in the offer letter or in a separate email - call applicants directly or speak to them in person. 		
Integrated Accessibility Standards Regulation (As per its Employment Standard) Requirements – January 1, 2016 Deadline	Compliance Deliverables	Future Planning/Deliverables (if applicable)
<p>As of January 1, 2016, you need to let your staff know about your organization’s policies for supporting employees with disabilities. You have the flexibility to do this in a way that best suits your organization’s culture and business practices, such as by using newsletters, emails, memos, staff meetings, one-on-one conversations, etc.</p> <p>When an employee with a disability asks for it, you must also work with them to make workplace information accessible. This means providing the information in an accessible format or with communication supports suited to the individual needs of the employee. Workplace information means:</p> <ul style="list-style-type: none"> - information that employees need to perform their jobs, and - general information that is available to all employees at work. 	<p>The Career Foundation maintains policies and procedures for supporting staff with disabilities. We ensure that our staff members are aware of any new or revised policies for supporting employees with disabilities by announcing them via company memorandums. We also work with employees with disabilities to make workplace information more accessible when asked, as per the requirement.</p>	<p>All of The Career Foundation’s accessibility policies for supporting staff with disabilities will be kept updated and any changes made will be announced and communicated accordingly.</p>
Integrated Accessibility Standards Regulation (As per its Employment Standard) Requirements – January 1, 2016 Deadline	Compliance Deliverables	Future Planning/Deliverables (if applicable)
<p>By January 1, 2016, you need to make accommodation plans for employees with disabilities. Accommodation plans are a formal way to record and review the things you need to do to accommodate an employee with a disability. Individual accommodation plans for employees with disabilities should be developed in a clear and consistent way.</p> <p>To develop accommodation plans in a clear and consistent way, think about how you will:</p> <ul style="list-style-type: none"> - involve employees in the development of their plans - assess the accommodation needs of your employees - protect the privacy of your employees’ personal information - tell employees why you would deny a request for an accommodation plan - provide plans in accessible formats, and - review and update the plans with your employees. <p>In most cases, employees with disabilities will tell you if they require accommodation, but employers do not need to wait for that. If you see that an employee has a disability that may require accommodation, talk to them to find out how you can accommodate their needs. When you create plans, outline:</p> <ul style="list-style-type: none"> - the accommodations you will provide - how you will help your employees stay safe in an emergency - accessible formats and communications supports your employees need, and - how and when you will review and update the plans. <p>This information should be kept private.</p>	<p>The Career Foundation creates accommodation plans for employees with disabilities when required. If we see that an employee with a disability may require accommodation, we speak with them to find out how we can accommodate their needs to the extent possible, and we work with them to develop an individualized accommodation plan. All personal information of employees is always kept private and secure.</p>	<p>Any individual accommodation plans developed will be kept updated to reflect the needs of the individual being accommodated and The Career Foundation’s practices.</p>

Integrated Accessibility Standards Regulation (As per its Employment Standard) Requirements – January 1, 2016 Deadline	Compliance Deliverables	Future Planning/Deliverables (if applicable)
<p>By January 1, 2016, the Accessibility Standard for Employment requires employers to support employees who have been away from work because of a disability and need some form of disability-related accommodation to return to work.</p> <p>Consideration should be given about whether or not such employees have temporary, recurring and permanent disabilities. For example, accommodations may be appropriate when an employee:</p> <ul style="list-style-type: none"> - has a broken leg after a ski trip - is undergoing cancer treatment, such as chemotherapy - has a mental illness, such as depression, or - has a disease that causes an evolving or worsening disability, such as amyotrophic lateral sclerosis (ALS, also known as Lou Gehrig’s Disease). <p>Determine whether your employees will need some form of employment-related accommodation to effectively return to work. If so, you need to create an accommodation plan.</p> <p>You have the flexibility to help your employees return to work in a way that suits your organization’s culture and business practices. For example, you may already have a return-to-work practice in place. You can build on it to meet this new requirement.</p>	<p>The Career Foundation has an Attendance and Disability Management Policy and Program in place for employees who have been away from work and require some form of disability-related accommodation to return to employment.</p>	<p>Any individual accommodation plans developed as part of an employee’s return to work plan will be kept updated to reflect the needs of the individual being accommodated and The Career Foundation’s practices.</p>
Integrated Accessibility Standards Regulation (As per its Employment Standard) Requirements – January 1, 2016 Deadline	Compliance Deliverables	Future Planning/Deliverables (if applicable)
<p>If your organization uses performance management, provides employees with career development opportunities or moves staff from one job to another, the Accessibility Standard for Employment under the IASR requires you by January 1, 2016 to take into account the accessibility needs of your employees and any accommodation plans.</p> <p>You can make performance management accessible in many ways. For example, you can:</p> <ul style="list-style-type: none"> - review your employees’ accommodation plans to understand their needs and see whether you need to make adjustments to help them succeed - make performance management documents, such as performance plans, available in accessible formats, such as large print, when asked, and - provide feedback and coach your employees in a way that is accessible to them, such as using plain language for an employee who has a learning disability. <p>When you provide career development opportunities, consider what accommodations your employees with disabilities may need to:</p> <ul style="list-style-type: none"> - learn new skills, or - take on more responsibilities in their current position. <p>Also, think about what you could do to help your employees with disabilities succeed in other positions in your organization when they change jobs.</p>	<p>The Career Foundation ensures that individual accessibility needs of employees with disabilities are taken into account with regard to performance management, career opportunities, and how the employee can succeed in other positions, if changing jobs within our organization. We accomplish this by incorporating all relevant and required information whenever an individual accommodation plan is developed for an employee with a disability.</p>	<p>All individual accessibility plans and related policies will be kept updated, as required.</p>
Integrated Accessibility Standards Regulation (As per its Information & Communications Standard) Requirements – January 1, 2016 Deadline	Compliance Deliverables	Future Planning/Deliverables (if applicable)
<p>By January 1, 2016, the Accessibility Standard for Information and Communications requires all organizations in the province with at least one employee to make information about their</p>	<p>The Career Foundation’s Customer Service Policy for Providing Services to Persons with Disabilities informs the public that alternative formats of the policy and/or other</p>	<p>Our publicly available Customer Service Policy for Providing Services to Persons with Disabilities will continue to make</p>

<p>goods, services and facilities accessible. Examples include emails, brochures, menus and video presentations.</p> <p>When someone asks for accessible information, work with them to try to meet their needs. The law is flexible, because what you provide will depend on your resources, the type of information, its current format and the person's needs.</p> <p>You can make a document accessible by printing it in large print for someone with vision loss, for example. You can also make information accessible by helping someone to use the original document or resource by reading it aloud.</p> <p>In some cases, you may be able to make the information accessible instantly. In other cases, it may take longer – it depends on the individual's needs, the format and your organization's resources.</p> <p>Tell your customers that you will make information accessible upon request. You could include a note on your website or promotional materials, create a sign or post a notice on a bulletin board. The law is flexible. Use an approach that works for you. You do not have to have accessible formats on hand or make information that comes from another organization accessible, and this requirement doesn't apply to products or product labels.</p>	<p>documents available to the public by The Career Foundation, can be made available in an accessible format that is mutually agreeable, when asked.</p>	<p>people aware that our related policies and other information about our organization will be provided in an accessible format that is mutually agreeable, when asked.</p>
<p align="center">Integrated Accessibility Standards Regulation (As per its Accessibility Standard for the Design of Public Spaces) Requirements – January 1, 2017 Deadline</p>	<p align="center">Compliance Deliverables</p>	<p align="center">Future Planning/Deliverables (if applicable)</p>
<p>By January 1, 2017, the Accessibility Standard for the Design of Public Spaces requires all organizations in Ontario with 50 or more employees to maintain the accessible parts of their public spaces.</p> <p>Have your accessibility plan include preventative and emergency maintenance procedures for the accessible parts of your public spaces, such as posting when regular maintenance occurs and letting people know about alternatives.</p> <p>Procedures should be in place for handling temporary disruptions in service when an accessible part of your public spaces stops working, such as putting up a sign explaining the disruption and outlining an alternative.</p>	<p>The Career Foundation conducts monthly health and safety workplace inspections at all of our service sites. The monthly inspections allow us to make certain that any required maintenance is not overlooked. Our inspections cover all spaces of our offices. If one of our health and safety worker representatives identifies an issue that requires correction, they submit a recommendation report to management and appropriate action is taken.</p> <p>We also have in place procedures for handling temporary disruptions in service when an accessible part of our public space is not available, including posting a notice as soon as possible about the reason for the disruption, how long it is expected to last, and what alternative facilities or services exist to allow people with disabilities to access services during the disruption.</p>	<p>All related policies and protocols will continue to be updated and enforced.</p>
<p align="center">Integrated Accessibility Standards Regulation (As per its Accessibility Standard for the Design of Public Spaces) Requirements – January 1, 2017 Deadline</p>	<p align="center">Compliance Deliverables</p>	<p align="center">Future Planning/Deliverables (if applicable)</p>
<p>By January 1, 2017, the Accessibility Standard for the Design of Public Spaces requires non-profit organizations with 50+ employees to make new or redeveloped service counters, fixed queuing guides and waiting areas accessible. The standard only applies when you plan to build new or make major changes to your existing features. You <i>do not</i> have to change your organization's service counters, fixed queuing guides or waiting areas to comply with this requirement. The standard only applies when you plan to build new or make major changes to your existing features. When you build new or make major changes to your existing service counters, you must make at least one service counter accessible to people who use mobility aids, such as wheelchairs. You can make the counter accessible by making sure it:</p> <ul style="list-style-type: none"> - is low enough for someone sitting in a mobility aid, and - has enough clear space in front for a person in a mobility aid to approach the counter, including space for the person's knees. <p>When you build new or make major changes to your existing waiting areas that have</p>	<p>We will ensure that any new or major changes made to our service counters or waiting areas are accessible and meet all requirements.</p>	<p>All renovations or replacements of our service counters or waiting areas will include accessibility plans to ensure that all requirements are met.</p>

seating fixed to the floor, such as in a hospital, you must make sure:

- at least three per cent of the new seating is accessible, and
- no fewer than one seating space is accessible.

Accessible seating means a space in the waiting area where someone using a mobility aid, such as a wheelchair, can wait to receive service.

The Career Foundation is a Service Excellence Organization that is committed to providing exceptional service to all individuals.

