

**Accessibility for Ontarians with Disabilities Act
("AODA")**

**Multi-Year Accessibility Plan for Catholic Community
Services of York Region (CCSYR)**

2023-2028

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Message from the CEO

Catholic Community Services of York Region (CCSYR) is committed to meeting the needs of persons with disabilities, and to working towards and maintain full compliance with the standards under the Accessibility for Ontarians with Disabilities Act (AODA). In doing so, CCSYR is affirming its commitment to providing a high quality of service in a manner that respects the needs and independence of persons with disabilities. We advocate for equity and encourage positive change within our employee base, and the external community.

To meet this commitment, CCSYR has established a multi-year accessibility plan that is reviewed and updated at least every five (5) years and which outlines the policies and actions that we have taken and our continuing commitment to improve opportunities and ensure our services are accessible for people with disabilities.

Introduction

Since 1980, Catholic Community Services of York Region (CCSYR) has been providing programs and services to residents of the York Region in 11 languages. We offer settlement services to help newcomers and refugees adjust to the Canadian way of life and family services like counselling to help residents cope with personal challenges. CCSYR works within an anti-oppression framework and is committed to equity.

CCSYR committed to eliminating barriers and improving accessibility to all people, including people living with visible and invisible disabilities. Consequently, CCSYR will strive to ensure meeting the accessibility needs of people with disabilities and facilitate their access to all services in a timely manner.

CCSYR adheres to the Canadian Charter of Rights and Freedoms, the Ontario Human Rights Code, the Employment Standards Act, The Ontarians with Disabilities Act (ODA), the Accessibility for Ontarians with Disabilities Act (AODA) and the Accessibility Standards for Customer Service.

The current policy adheres to the principles stated on CCSYR's Anti-Racism, Anti-Discrimination, and Anti-Harassment Policy.

CCSYR shall use reasonable efforts to ensure that its practices and procedures are consistent with the following principles:

- All services must be provided in a manner that respects the independence and dignity of all people, including persons with visible and invisible disabilities.
- All services and programming shall reflect strong efforts towards integration and equality of opportunity.

- All people with visible and invisible disabilities shall have an opportunity equal to that given to others to access and benefit from CCSYR's services.

CCSYR is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided

CCSYR's Multi-Year Accessibility Plan:

- CCSYR makes a concerted effort to eliminate and avoid obstacles to accessibility in order to better serve the requirements of its disabled consumers and employees.
- CCSYR is committed to fulfilling our requirements under the **Accessibility for Ontarians with Disabilities Act, 2005**. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.
- CCSYR will review its multi year plan at least once every 5 years and update as new practices and requirements comes into effect.
- We train all new and existing employees on the various AODA and Human Rights Mandatory Trainings and when there is changes in the AODA policy and procedures
- We have documentation of training that has been provided to our employees and volunteers, which includes the dates of the training as well as the list of people who

attended the training. Our Board of Directors are currently undergoing the AODA mandatory training.

- The accessibility plan will be posted on the agency's website at www.ccsyr.org

CCSYR's past achievements to remove & prevent barriers

Customer Service

CCSYR is committed to providing people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other members of the public. We interact with customers every day: applicants for registration, employees of CCSYR, and the general public. In addition to engaging with customers over the phone or email, we have our reception where individuals may come in person to request information about CCSYR's processes or obtain assistance.

We are committed to ongoing compliance with the requirements of the Accessibility Standards for Customer Service by:

- Reviewing and updating our policies regularly to remove barriers and facilitate accessible customer service practices.
- Incorporating customer feedback into our processes.
- Ensuring that all new and existing employees receive training and orientation on providing service to people with disabilities.

Employment

CCSYR has implemented a process to address the needs of employees with disabilities in the event of an emergency. Employees with disabilities are provided with individualized, accessible emergency response plan when needed.

CCSYR is also committed to ensuring fair and accessible employment practices across all stages of the employment life cycle to allow employees to reach their full potential.

We take the following steps to accommodate people with disabilities during the recruitment, assessment and hiring processes:

- Including references from our accommodation policy in all job posting.
- Reviewing our current recruitment policies and updating them to reflect our commitment to accessibility.
- Removing barriers in our job postings (if any), ensuring that the information and language is clear.
- Consult with job applicants who request accommodations during the recruitment process in order to support them.
- CCSYR has developed a written process for the development of documented individual accommodation plans.
- Informing successful candidates of our accommodation policies when offering employment also including reference to our accommodation policy in our new hire onboarding presentation

Information and Communications

CCSYR 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.

All existing feedback processes are accessible to people with disabilities by providing or arranging for accessible formats and communication supports upon request.

CCSYR has also taken the following steps to ensure that we provide accessible formats and communication supports for people with disabilities upon request:

- Consult with the people making the request to determine the suitability of the accessible format or communication support.
- Provide or arrange for the provision of the accessible format or communication support in a timely manner and at a cost no more than that charged to other persons.
- Notify the public of the availability of accessible formats and communication supports.
- Introduction of the accessibility tool on the CCSYR's website to increase or decrease the font size also added other features.

Training

CCSYR is committed to ensuring that all employees, volunteers, Board members and other individuals providing services on behalf of CCSYR receive training on the requirements in the Integrated Accessibility Standards Regulation under the AODA and on the Human Rights Code as it relates to people with disabilities.

CCSYR has taken the following steps to meet this commitment:

- All existing employees have taken our online AODA and Human Rights Code training.
- The new hire orientation program have the Human Rights Code and AODA training for all new employees
- All new Board members will also take the Human Rights Code and AODA training when they join the agency.
- We require all our employees to annually review CCSYR's policies relating to accessibility and the accommodation of people with disabilities.

Our strategies and actions

Customer Service

CCSYR is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.

Information and Communications

CCSYR is committed to making our information and communications accessible to people with disabilities

Employment

It is CCSYR's commitment to fair and accessible employment practices that will continue to be implemented in order to accommodate the needs of all people.

Training

As part of its commitment to providing accessible training, CCSYR is dedicated to providing training on the requirements of Ontario's accessibility laws as well as the Ontario Human Rights Code, which apply to people with disabilities. Our new hire orientation will include training on the Accessibility Standards for Customer Service, Information and Communications, Employment, Design of Public Spaces, General Requirements, and the Human Rights Code.

FEEDBACK

- All people with visible and invisible disabilities shall provide feedback about the manner in which CCSYR provides services to persons with visible or invisible disabilities.
- Feedback about CCSYR's delivery of services to persons with disabilities may be given by telephone, in person, in writing, or in electronic format. Feedback received will be documented, responded to, tracked and available to the public.
- People may also submit complaints according to the established procedures (CCSYR's Complaints Policy).

For More Information & information on standard and accessible formats: -

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Our accessibility plan is publicly posted at www.ccsyr.org