



Accessibility for Ontarians with a Disability Multi-Year Plan

Accessibility Plan and Policies for Chatham-Kent Children's services

This 2014 – accessibility plan outlines the policies and actions that CKCS will put in place to improve opportunities for people with disabilities.

Statement of Commitment

CKCS 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.

Accessible Emergency Information

CKCS is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

CKCS will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

CKCS will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015**:

- Training for all individuals who deal with the public or other third parties

Information and Communications

CKCS 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.

CKCS will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**:

- Feedback may be submitted in person, in writing, by email or by phone
- Customer Service Feedback Form in place
- Documentation of feedback information
- Reply within two weeks of original feedback being submitted

CKCS will make sure all publicly available information is made accessible upon request by **January 1, 2016**.

Employment

CKCS is committed to fair and accessible employment practices.

We will notify the public and staff and potential candidates with disabilities that accommodations can be made in recruitment and assessment processes by **January 1, 2016**.

We will notify new hires and employees of our policies for accommodating employees with disabilities by **January 1, 2016**:

- Implemented in New Hire Orientation training

CKCS will 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 by **January 1, 2016**.

We will take into account the accessibility needs of the employees with disabilities if: using performance management, offering career development or advancement, redeploying employees by **January 1, 2016**.

Design of Public Spaces

CKCS will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces by **January 1, 2018**.

In the event of a service disruption, we will notify the public of the service disruption (post a notice in a conspicuous place) and alternatives available.

For more information on this accessibility plan, please contact Human Resources at:

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