



Multi-Year Accessibility Plan 2012 - 2021

Job Skills is committed to creating an inclusive culture across the Organization by preventing and removing barriers for persons with disabilities. Where it is not possible to remove barriers, Job Skills will make efforts to accommodate persons with disabilities in a timely, effective and suitable manner. We believe in integration and equal opportunity for all people. To that end, we will implement the accessibility requirements, under the Accessibility for Ontarians with Disabilities Act, 2005 as set out in this Multi-Year Accessibility Plan.

Customer Service Standard	Status:
Develop and implement the Accessibility Standards for Customer Service as outlined in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), for the provision of Goods and Services to persons with disabilities. Make Policy available to Staff and the public, in an accessible format.	Completed
Develop Multi-year Accessibility Plan, reviewing and revising Plan, as required, at least once every five years. This Plan will be made available to Staff and the public and will be in an accessible format.	Completed
Develop a customer feedback process that is accessible to persons with disabilities.	Completed
Provide Customer Service Accessibility Training to all Job Skills' Staff.	Completed
Provide individualized workplace emergency response information to Staff who have a disability.	Completed
Identify potential accessibility barriers at Job Skills locations and conduct a gap analysis for review and correction of barriers, as appropriate.	Completed

Accessibility Standards Regulation: Part 1 - General Requirements	Status:
Develop and implement the Integrated Accessibility Standard Policy, as outlined in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).	Completed
Provide training to Job Skills Staff on the requirements of Accessibility Standards and on the Ontario Human Rights Code, as it pertains to persons with disabilities.	In Process

Accessibility Standards Regulation: Part 2 - Information and Communications Standard	Status:
Meet requirement for accessible formats and communication supports for persons with disabilities, upon request.	Under Review
Meet requirements of WCAG 2.0 Level AA, as required, per the required schedule.	Under Review

Accessibility Standards Regulation: Part 3 - Employment Standard	Status:
In all facets of the Recruitment/Orientation process, ensure Staff and the public are notified of the availability of accommodation, for persons with disabilities.	Under Review
Instructions will be included within the pre-interview correspondence sent to job candidates; notifying applicants who have been selected to participate in a recruitment, assessment or selection process that, where needed, recruitment-related accommodations for persons with disabilities are available upon request.	Under Review
Notification of our Accommodation Policy for Staff with disabilities will be included as part of our offer of employment.	Under Review
Staff with disabilities will be consulted to determine which accessible formats or communication they require, in order to be able to perform their jobs effectively.	Under Review
To develop Individual Accommodation Plans to include the manner which Staff can participate in the development of the Individual Accommodation Plan, means by which the Staff member is assessed on an individual basis, the manner in which Staff can request the participation of a representative from the workplace in the development of the Plan, the steps taken to protect Staff's personal information privacy, frequency of Individual Accommodation Plan review, updating and manner in which it will be done and if an Accommodation Plan is denied, the manner which the reasons for the denial will be provided to the Staff member.	Under Review
To develop a Return To Work Process that shall be individual and documented and include the steps Job Skills will take to facilitate the Staff member's return to work.	Under Review
Create process to review Staff accommodation needs, determining if the Plan requires modification for performance improvement, also ensuring information is provided in an accessible format, taking into consideration the Staff's disability and needs.	Under Review
To develop a process to prepare Staff with a disability for career development and advancement, by taking into consideration their current Accommodation Plan and accommodations that may be required to succeed elsewhere within company or to take on new responsibilities within their own role.	Under Review
To develop a process to ensure that the accessibility needs of persons with disabilities are considered when redeploying Staff with disabilities, which involves the review of their Individual Accommodation Plan.	Under Review