

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT

MULTI-YEAR ACCESSIBILITY PLAN

In April 2020 Adventure Place, The Etobicoke Children’s Centre, Griffin Centre and Skylark Children Youth & Families amalgamated to form Lumenus Community Services. The vision of Lumenus is to provide excellent, accessible and integrated mental health, developmental and community services where every client has the opportunity **to be seen, be heard and to be well.**

Commitment of Lumenus Community Services

Lumenus is committed to providing a barrier-free environment for all persons including clients and youth in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”). The goal of the AODA is to create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability.

Lumenus is committed to making every reasonable effort to accommodate people with disabilities, provided such accommodation does not cause Lumenus undue hardship.

Integrated Accessibility Standards Regulation (IASR)

Ontario businesses must follow the Integrated Accessibility Standards Regulation (IASR) to prevent and remove barriers for people with disabilities.

The **Ontario Regulation 191/11: Integrated Accessibility Standards** is a grouping of five standards that the Accessibility for Ontarians with Disabilities Act (AODA) developed.

The IASR includes five standards in the areas of:

1. Customer Service
2. Information and Communications
3. Employment
4. Transportation
5. Design of public spaces

Accessibility Plan

Lumenus is required to develop, implement and maintain a Multi-Year Accessibility Plan which outlines strategies to remove and prevent barriers to accessibility. The plan will be posted on Lumenus’s website and be provided in accessible format upon request.

The plan will be reviewed every year and updated at least once every five years.

Note: The requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”) were met by each of the four legacy agencies prior to the formation of Lumenus Community Services on April 1, 2020. Since amalgamation, the requirements have been met by Lumenus Community Services as noted below.

Commitment	Effective Date	Next Steps/Action Taken	Implementation Timeframe
ACCESSIBILITY POLICIES AND PLANS			
Lumenus is committed to developing, implementing, and maintaining policies regarding accessibility in compliance with regulation and to making these documents available to the public in an accessible format.	April 1, 2020	Accessible Communications and Services policy developed and posted on website www.Lumenus.ca	Completed
		Lumenus statement of commitment posted it on website	Completed
	Dec. 31, 2014 and 2017 and June 30, 2021	Review policy and submit compliance reports	Completed
Lumenus will develop, implement, maintain, and document a multi-year Accessibility Plan which outlines strategies to remove barriers. This plan will be reviewed annually and updated every 5 years at a minimum.	April 1, 2020	Multi-Year Accessibility Plan developed addressing requirements of Integrated Accessibility Standard and posted on website.	Completed
	April 1, 2020	Process for ongoing review and update of the plan established. Agency will review annually and revise as needed.	Completed
EMERGENCY PROCEDURES AND PUBLIC SAFETY			
Lumenus is committed to providing and maintaining premises that respect the dignity and independence of persons with disabilities. This information is available upon request in an accessible format.	April 1, 2020	Emergency and public safety information is made accessible to people with disabilities upon request. Staff will work with the person requesting the information to understand how to meet their needs, as soon as possible.	Completed
TRAINING			
Lumenus will provide training to employees, volunteers and other staff members including third parties Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. The purpose of this training is to maintain excellence in serving all clients, family members, and visitors, including persons with disabilities, and to carry out functions in a manner which delivers an accessible customer service experience that respects the dignity and independence of those with disabilities.	April 1, 2020	AODA training delivered via third party on-line training module upon hire or prior to volunteer activity. Orientation includes acknowledgement of AODA policies.	Completed
		Reports of completed training are maintained by HR and certificates of completed training are maintained in employee files.	Completed
		Develop and communicate expectations of 3 rd party service provider agencies	August 31, 2021
		On-line training is required annually through annual re-orientation process. Employees are notified via email of any changes to the policy or processes.	Completed

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INFORMATION AND COMMUNICATION			
Lumenus will ensure feedback mechanisms are accessible to persons with disabilities by providing accessible formats and communications supports upon request	April 1, 2020	Feedback may be given by phone, email or in person. Alternate formats and supports are available upon request.	Completed
Lumenus is committed to meeting the communication needs of people with disabilities and will provide accessible formats and communications supports upon request.	April 1, 2020	Explore alternatives for providing accessible formats and communication supports.	Dec 31, 2021
		Accessible Communications and Services policy posted on website includes reference to accessible formats.	Completed
Lumenus website www.lumenus.ca will conform to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG 2.0).	January 1, 2014 – new websites	Implement new web content that is WCAG 2.0-A compliant	Completed
	January 1, 2021 – all web content	Create and implement new website that is WCAG 2.0-AA compliant	Completed
EMPLOYMENT STANDARDS			
Recruitment			
Lumenus will notify employees and the public of the availability of accommodation for applicants with disabilities in the recruitment process.	April 1, 2020	Standard statement regarding availability of accommodation that included in all internal and external recruitment advertising on the internet/intranet and in job descriptions	Completed
		Recruitment policy updated to reference accommodation procedures	Dec 31 '21
		Standard offer letter of employment references availability of accommodation.	Completed
Employee Support			
Lumenus will inform current employees and new hires of Lumenus policies supporting employees with disabilities, including policies on the provision of job accommodations that take into account an employee's needs due to disability	April 1, 2020	AODA Policies, Individual Medical Accommodation Plan; Individual Emergency Response Plan updated and communicated to employees.	Sept 1 '21
		Information provided during orientation and updates communicated via internal methods.	

Commitment	Effective Date	Next Steps/Action Taken	Implementation Timeframe
Lumenus will keep employees up-to-date on changes to existing policies on job accommodation with respect to disability	April 1, 2020	Information on any changes via internal methods such as email and annual re-orientation.	On-going
Lumenus will provide an employee with information required to perform their job in accessible format or with communications support.		Explore technological and other alternatives for responding to employee requests for information in accessible formats and communication supports.	December, 2021
Performance management and career development			
Take the accessibility needs of employees with disabilities and, as applicable, their individual Medical Accommodation plans, into account when assessing performance, managing career development and advancement	April 1, 2020	Review, assess and, as necessary, modify existing policies, procedures and practices to ensure compliance with the IASR	December, 2021
		Managers provided with direction on their responsibilities annually.	Completed
Redeployment			
Lumenus will take into account the accessibility needs of employees during redeployment	April 1, 2020	Accommodation and return to work policies updated and communicated to employees via email.	Completed
Workplace emergency response information			
Where Lumenus is aware that an employee has a disability, individualized workplace emergency response information will be provided to the employee as soon as practicable, if such information is deemed necessary depending on the nature of the employee's disability	April 1, 2020	Develop and implement process to provide and maintain Individual Emergency Response Plan to employees who have a disability.	Completed
BUILT ENVIRONMENT			
Lumenus is committed to maintaining an accessible built environment and will comply with the IASR regulation.	April 1, 2020	Ensure compliance with the Built Environment regulation regarding exterior paths of travel, outdoor public eating areas, outdoor play spaces, off-street parking, service counters, queuing guides, and waiting areas as applicable.	Ongoing
preventative and emergency maintenance of the accessible elements in public spaces required by the standard		Built environment standards will be met in cooperation with landlords and property management, as applicable.	Ongoing
temporary disruptions to accessible public spaces when accessible elements in public spaces required by the standard are not working		Notice to be provided to the public as required.	Ongoing