

Family Options Accessibility Plan Updated January 2021

AODA at Family Options

Introductions:

Family Options is committed to working towards full compliance with all standards under the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA") as they are introduced. In doing so, we affirm our commitment to providing quality services in a manner that respects the dignity and independence of persons with disabilities. The Multi-Year Accessibility Plan outlines the policies, achievements and actions that Family Options have put in place to improve opportunities for people with disabilities.

About Family Options:

Family Option's mission is to provide adults with disabilities positive, healthy residential and community living options that encourage and promote acceptance, inclusion, and participation and that respects and promotes the individualized needs and rights of each person, while nurturing and supporting their dreams choices and successful goals. Our service principles include: Accessibility, Participation, Independence, Accountability.

With these goals in mind:

- To provide safe, supportive, care and services
- To ensure that a high standard of quality of care is maintained and all Ministry of Ontario and Agency Placement requirements are met throughout care
- To encourage and support each person to become as independent as possible and to experience personal achievements and success
- To ensure each person's personal values, dignity and privacy is respected
- To promote inclusion in community schools, community activities and social groups
- To encourage and support positive use of recreational and leisure time
- To promote and support meaningful relationships
- To pursue a menu of feasible professional services, community supports and programs to ensure health and personal development
- To advocate for and educate others about the importance of integration and involvement
- To provide Individualized planning, promoting personal choices, opportunities and responsibility.

Statement of Commitment:

Family Options believes in working collectively with families, agencies and facilities to help minimize the stress, barriers and challenges families, case managers and professionals can experience in their quest for the best care and services for individuals.

We specialize in assessing, meeting and assisting each client in their individual treatment needs and goals while in our care, allowing us to meet, if not exceed the accessibility standards set out in the AODA within the areas of Residential Treatment Care and Supports, that we offer under the Ministry and provide to various agencies.

Family Options is committed to creating an environment that allows all people to access and utilize our supports and services, while abiding by the core principles of the Accessibility for Ontarians with Disabilities Act (AODA): dignity, independence, integration and equal opportunity. This extends to employees, clients and any other people with whom Family Options employees interact.

We are committed to preventing, reducing and removing barriers to accessibility and responding to issues and complaints in a timely manner. It is our mission to meet the accessibility requirements under the AODA.

Integrated Accessibility Standards Regulations

Accessible Emergency Information

In accordance with section 13 of the Ontario Regulation 191/11, Family Options has developed emergency and safety procedures to follow in a given emergency situation (fire, lockdown etc.) These procedures will be posted on Family Options website that complies with Level AA of the World-Wide Consortium's Web Content Accessibility Guidelines (WCAG 2.0). Family Options is committed to providing clients with publicly available emergency information, plans or public safety information in an accessible way upon request. This information will also be available to the public on request.

Family Options recommends that all persons with disabilities or special needs to become familiar with the emergency procedures and policies that are posted in Family Options Policies & Procedures Manuals.

During the onboarding process for new hires, Family Options informs new hires of the availability of individual emergency response plans that takes into account their disability. Information on how to obtain individual emergency response plans is available in local Joint Health and Safety boards posted in a visible location.

Family Options is committed to providing employees and the public with a publicly available emergency information, plans or public safety information in an accessible manner upon request. This information is posted in the Family Options programs.

Family Options has provided and will continue to provide employees with disabilities with individualized emergency response information when necessary, and as soon as practically possible. If an employee who receives individualized workplace emergency response information requires assistance, with the employee's consent the workplace emergency response information will be given to the designated employee providing the assistance.

Family Options has a process for documenting issues of accessibility and recording and providing accommodation for individualized accessible emergency response information. Family Options will continue to review the individualized workplace emergency response plans when necessary, such as when the location of an employee changes.

Accessibility Policies and Plans

Family Options has developed, implemented and maintained a multi-year plan that outlines strategies and actions to identify, prevent and remove barriers for people with disabilities.

Family Options's multi-year accessibility plan outlines our strategy to prevent and remove barriers and meet current and future requirements of the AODA. Family Options will review and update the plan at least once every five years and progress will be reported as required. The plan and report will be provided in alternate formats upon request.

Accessibility Standard Training

Family Options will provide the necessary training to all employees, students and Third-party associates on the Integrated Accessibility Standards Regulation (IASR) and on the Human Rights Code. This training will extend to anyone who participates in developing the organization's policies and anyone who provides direct care or services on behalf of Family Options.

Existing employees will be trained on updated accessibility policy and new employees will be trained within three months of hire. Family Options will keep a record of training dates and employees involved.

Family Options has taken the following steps to ensure employees are provided with the training needed to meet current standards and legislation:

- Provide educational or training resources in an accessible format that takes into account the accessibility needs of a person with a disability.
- Ensure new employees and students complete training within 30 days of employment or placement.
- Keep and maintain a database of the training participant's names and dates of completion.

Accessibility of Information and Communications

Accessibility formats and communication supports:

Family Options is committed to making information and communications accessible to people with disabilities. This includes all emergency procedures, plans and safety information made available to the public.

Accessible formats and communication support for people with disabilities will be provided within our means, upon request. They will be given in a timely manner that takes into account the person's accessibility needs. These alternate formats will be determined in consultation with the person making the request.

Accessible websites and web content:

Family Options will ensure that our internet websites and web content conform to the necessary Web Content Accessibility Guide (WCAG 2.0) Level AA requirements.

Feedback:

Family Options will continue to ensure that new and existing processes for receiving and responding to feedback are accessible to people with disabilities.

Accessible Employment

Family Options is committed to inclusive and accessible employment practices that attract and retain individuals with disabilities. We have taken the following steps to notify the public and employees, that when requested, Family Options will accommodate people with disabilities throughout all phases of the employment relationship, which are detailed more fully below.

a) Recruitment

Family Options is committed to ensuring that our recruitment and assessment processes are fair and accessible. All supervisors and management who are involved in hiring are required to complete AODA and Human Rights training.

Family Options will take the following steps to ensure compliance with this standard:

- Specify that accommodation is available for applicants with disabilities in recruitment material, and with regards to interviews and assessments.

- When making offers of employment, Family Options will notify successful applicants of policies for accommodating employees with disabilities.
- All Company job postings will state that accommodations will be available on request for persons with disabilities.
- Inform employees of policies supporting employees with disabilities. This information will be provided to new employees as soon as is practicable after hiring.
- Provide updated information on accommodation policies to employees when they occur.
- Consult with employee to determine suitability of format or support.

b) Documented Individual Accommodation Plans

Family Options is committed to providing documented individual accommodation plans that include the following:

- Participation of the employee requiring the individual accommodation plan.
- Requesting outside medical evaluation, to the extent necessary, to determine if accommodation can be achieved and how.
- Ensuring a high level of privacy is achieved, and that information is only disclosed to individuals as necessary and in order to achieve the accommodation needs of the person with a disability.
- Providing regular review, updates and communications with employee during the accommodation process.
- Providing an employee with information if a request for accommodation is denied.
- Providing Individual Accommodation Plans in a format that takes into account the needs of the employee.
- If required, including individualized workplace emergency response information.

c) Return to Work

Family Options is committed to developing and putting in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability or injury.

Family Options has developed and maintains a return-to-work process for our employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. The accommodation process is outlined in the Policies and Procedures Manual. The process includes steps Family

Options takes to facilitate the return-to-work process and uses the documented individual accommodation plan.

d) Performance Management, Career Development and Redeployment

Family Options is committed to ensuring the accessibility needs of employees with disability needs are taken into account with regards to performance management, career development and redeployment processes.

Family Options will review the following information and update all relevant accommodation policies to include the following:

- Policies that support addressing the accessibility needs of employees with disabilities, as well as taking into account individual accommodation plans when using performance management processes.
- Policies that support addressing the accessibility needs of employees with disabilities, as well as taking into account individual accommodation plans when providing career development and advancement opportunities.
- Policies that support addressing the accessibility needs of employees with disabilities, as well as taking into account individual accommodation plans when redeploying employees with disabilities.

Accessibility Review

Family Options discusses issues of accessibility and monitors compliance with the requirements of AODA by periodic review of policies and practices at policy reviews conducted by Family Options management.

Contact Details

For more information on this accessibility plan, please contact:

T: 888-217-8635

F: 416-532-4022

info@familyoptions.ca

AODA Return to Work Process

At Family Options, we are committed to supporting employees who have been absent from work due to a disability and who require an accommodation in order to return to work. We will follow the process detailed below to support their safe return to work.

Step 1: Initiate the Return-to-Work Process

The employee reports a need for disability leave to supervisor or human resources. Information is sent to the employee's supervisor

Step 2: Make and Maintain Contact with the Employee on Leave

Employee Supervisor:

- maintains regular contact with the employee, with the employee's consent
- provides the employee with return-to-work information
- helps resolve any problems with treatment, if asked by the employee
- monitors employee's progress until fit or work

Employee:

- gets and follows the appropriate medical treatment
- updates the Supervisor with his or her progress
- provides the healthcare provider with return-to-work information

Health-care provider:

- provides the appropriate and effective treatment to employee
- provides required information on employee's functional abilities, if requested

Step 3: Develop a Return-to-Work Plan

- The employee, the Supervisor and Human Resources and the healthcare provider (if needed) develop a formal return to work plan. This is included in the employee's individual accommodation plan (if applicable).
- If the employee has no residual functional limitations, he or she returns to his or her regular position with no accommodation required.
- If the employee has temporary functional limitations, he or she returns to work to a temporary modified job with accommodation, or to an alternate transitional position.
- If the employee has lasting functional limitations, he or she returns to work with permanent accommodations or is reassigned to another permanent position.

Step 4: Monitor and Evaluate the Return-to-Work Process

- The employee, supervisor, and Human Resources monitor and review the return-to-work plan regularly until it is completed.
- The return-to-work process will undergo modifications to overcome any challenges the employee encounters.

AODA -The Individual Accommodation Process

Family Options is committed to providing accommodations for people with disabilities. When an employee with a disability requests an accommodation, we will follow this process.

Step 1: Recognize the Need for Accommodation

The need for accommodation can be:

- Requested by the employee through his/her supervisor, or human resources.
- Identified by the employee's manager or the hiring manager.

Step 2: Gather Relevant Information and Assess Needs

- The employee is an active participant in this step.
- Family Options does not require details on the nature of the employee's disability to provide an accommodation; it only needs to know about the employee's abilities.
- The manager may ask for a functional capacity assessment at the organization's expense.
- The employee and his/her manager evaluate potential options to find the most appropriate measure.
- An external expert may be involved, at the organization's expense.
- The employee can request the participation of a representative from his/her bargaining agent. If there is no bargaining agent, someone from the workplace can be a representative.

Step 3: Write a Formal, Individual Accommodation Plan

Once the most appropriate accommodation has been identified, the accommodation details are written down in a formal plan, including:

- Accessible formats and communication support, if requested.
- Workplace emergency response information, if required.
- Any other accommodation that is to be provided.

The employee's personal information will be protected at all times.

If Family Options denies an accommodation, the employee will be provided with the reasons for the denial.

Step 4: Implement, Monitor, and Review Accommodation Plan

The employee and his or her manager monitor the accommodation to ensure that it has effectively resolved the challenge.

- Formal reviews happen according to a regular schedule.
- The accommodation plan is reviewed if the employee's work location or position changes.

- The accommodation is reviewed if the nature of the employee's disability changes.

If the accommodation is no longer appropriate, the employee and the manager can work together to gather information and reassess the employee's needs in order for Family Options to find the best accommodation measure (Step 2)

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