

Human Resources Policies and Procedures

Multi-Year Accessibility Plan 2012-2021: C-2

Effective Date: January 1, 2012

Last Revision: November 18, 2020

Statement of Commitment

Lake Simcoe Region Conservation Authority (the Authority) is committed to sound governance, accountability, diversity, inclusiveness and a focus on service excellence in fulfilling its vision of a thriving environment that inspires and sustains us for generations to come.

The Authority is committed and guided by the four core principles of Dignity, Independence, Integration and Equal Opportunity and supports the full inclusion of persons as set out in the Canadian Charter of Rights and Freedoms, and the Accessibility for Ontarians with Disabilities Act, 2005.

The Authority shall use every effort to ensure that it meets the needs of people with disabilities, in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

Background

The purpose of the Authority's Multi-Year Accessibility Plan is to demonstrate how the Authority has met and will meet legislative requirements of the Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities Act, 2005. A link to the Authority's accessibility policies can be found on our website.

Legislative Requirements

Completed

January 1, 2012

- Provide Accessible Customer Service
 - Created written accessible customer service policies including a statement of our organizational commitment and posted on our Authority website.
 - Trained all staff and volunteers on Authority customer service policy and Human Rights Code and maintain an ongoing written record of training.

- Created an accessible feedback process.
- Continue to welcome service animals and support persons.
- Provide accessible emergency and public safety information
- Provide accessible emergency information to staff.

January 1, 2014

- Created accessibility policies and a multi-year plan and posted to the Authority website.
- Ensure website met Web Content Accessibility Guidelines (WCAG) 2.0 Level A.

January 1, 2015

- Trained all staff and volunteers and those providing services on behalf of the Authority on Ontario's accessibility laws, Authority policies and the Human Rights Code.
- Ensured accessible feedback program was and continues to be in place.

January 1, 2016

- Ensured public information is accessible upon request.
- Ensured employment practices are accessible.
 - Ensured recruitment, retention processes and career development opportunities were accessible, and that accommodations and supports continue to be available upon request.
 - Documented a process for developing individual accommodation and return to work plans.
 - Provided employees, upon request, with individualized workplace emergency response information.

January 1, 2017

- Ensured new or redeveloped public spaces were and continue to be accessible and comply with specific accessibility design requirements.

In Progress

January 1, 2021

- Websites and web content: Under the AODA, all obligated organization websites must meet Web Content Accessibility Guidelines (WCAG) 2.0 Level AA other than criteria 1.2.4 (live captions) and 1.2.5 (pre-recorded audio descriptions) by January 1, 2021. The Authority has

implemented a work plan to ensure our website meets this important requirement by the 2021 deadline.

Monitoring, Evaluation and Reporting

As legislated, the Authority will review and update this plan at least once every five years. This document will be posted on our website in an accessible format. Additional communication supports may be available upon request.

The Authority will continue to monitor compliance to ensure we meet AODA requirements. Accessibility (compliance) reports will be submitted, as required, to the Government of Ontario.

Feedback

We welcome feedback on our Multi-Year Accessibility Plan and all other accessibility matters.

To request a copy of this plan in another format or to send your comments or questions, please contact us at:

Lake Simcoe Region Conservation Authority

Email: accessibility@LSRCA.on.ca

Mail: 120 Bayview Parkway, Newmarket, Ontario L3Y 3W3

Phone: (905) 895-1281

Fax: (905) 853-5881