

This 2014-21 accessibility plan outlines the policies and actions that Cheshire will or has put in place to improve opportunities for people with disabilities.

Statement of Commitment

Cheshire is committed to providing an accessible environment in which all individuals have equal access to Cheshire's services and programs in a way that respects the dignity and independence of persons with disabilities. This includes creating and fostering an inclusive environment that is considerate and accommodating for all individuals, including people with disabilities. We will continue to prevent barriers by designing inclusive and supportive positive attitudes and preventing attitudes which devalue and limit the potential of persons with disabilities.

Accessible Emergency Information

Cheshire is committed to providing the consumers 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

Cheshire 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.

Cheshire will take the following steps to ensure employees are provided with the training needed to meet the requirements by January 1, 2015.

- Provide training to existing staff, volunteers during staff/volunteer meetings
- Provide e-training to new hires and volunteers as part of their orientation

Information and Communication Standards

a) Emergency Procedure, Plans or Public Safety Information

Information that is prepared by Cheshire and made available to the public will be made available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

b) Accessible Websites and Web Content, effective January 1, 2014

Cheshire will ensure that all new websites or significant refreshes to an existing website and all content on that website that has been posted since January 1, 2012 conforms to the Web Content Accessibility Guidelines 2.0, Level A.

Effective January 1, 2021 we will make Cheshire's website and web content conform to the WCAG 2.0 Level AA, except for exclusions set out in the IASR.

c) Feedback, Accessible Formats, effective January 1, 2015

Cheshire will identify any barriers in our existing feedback processes and remove those barriers to ensure they are accessible to people with disabilities upon request.

d) Accessible Formats and Communication Supports, effective January 1, 2016

Cheshire will ensure that all of our publicly available information is made accessible upon request. Where a request for an accessible format or for communication supports is received, we will consult with the individual making the request to determine their accessibility needs and what would be a suitable format or support and provide the requested information in a timely manner.

Employment Standards, Effective January 1, 2016

Cheshire is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, Cheshire will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- An offer to provide additional information regarding the position and the recruitment process will be included in job advertisements.

Cheshire will take the following steps to 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.

- Return-to-work process is already in place – see H&S Policies #1-127 and #1-128

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if Cheshire is using performance management, career development and redeployment processes.

- Cheshire will ensure that workers with disabilities who are redeployed or reassigned will be afforded appropriate accommodations in accordance with prescribed functional restrictions.
- Cheshire will provide all employees, including those with functional disabilities, the chance to participate in career development opportunities as they arise.

Design of Public Spaces

Cheshire will take the following steps to prevent and remove other accessibility barriers identified.

- With respect to any new construction or renovation, Cheshire will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces which it owns and/or controls.
- In the event of a service disruption, Cheshire will notify the public of the service disruption as soon as feasible and description of alternative option, if available.

We Value Your Questions and Feedback

Contact us with any questions or feedback you have on our services, accessibility, or organization as a whole.

Phone: 519-439-4246 ext. 237

Email: cheshire.info@cheshirelondon.ca

By Mail: 2-1111 Elias Street
London, ON N5W 5L1