

Report CCR-AAC-12-16

To: Members of the Accessibility Advisory Committee
From: Rob Hatten
Meeting Date: March 4, 2016
Subject: **Accessibility Audit Update**
Status: **Adopted as Presented by Committee per Resolution AAC-03-16 and CS32-16. Endorsed by County Council May 3, 2016 per Resolution CC57-16.**

Recommendation(s)

WHEREAS Grey County is required to submit an accessibility compliance report to the province every two years;

AND WHEREAS Grey County was randomly selected for a compliance audit, provided the requested documentation, and passed the audit;

NOW THEREFORE BE IT RESOLVED THAT Report CCR-AAC-12-16 be received;

AND THAT staff be directed to look for opportunities to improve job-specific training relating to accessibility and the Integrated Accessibility Standards Regulations after July 1, 2016.

Background

Every two years Grey County is required to complete a compliance report under *Accessibility for Ontarians with Disabilities Act, 2005*. Each year the province conducts random audits to ensure organizations are accurately complying with the legislation. On January 7, 2016 Grey County was contacted and asked to provide a variety of documentation to show compliance. Information was provided and on February 1, 2016 Grey County was informed the file review as complete.

Documentation Requested by the Province

The following is the specific information requested by the province. The submitted documents have been linked below.

- Grey County's Multi-Year Accessibility Plan

- Document(s) identifying that appropriate training is provided to all persons on accessibility standards and Human Rights Code, as required under section 7(1-4)
- Document(s) describing how the County meets the requirements of section 12(3) including a description on where the information is posted and/or a hyperlink to its location on the County's website.
- Document(s) confirming that the County provide public notification of the availability of accommodation in its recruitment process, as required under section 22.
- Document(s) identifying that the County will provide individualized workplace emergency response information to employees who have a disability (if necessary), as required under section 27(1).

Strengthening Accessibility Training

During the file review, Grey County's auditor suggested Grey County consider doing more job specific accessibility training. Currently all staff receive customer service training as well as an overview of the AODA and the Human Rights Code during orientation. Some job-specific training is also provided after orientation depending on the employee's specific role. For example, anyone who creates public facing documents receives small group training on accessible document creation.

The province is expected to implement changes to the AODA by July 1, 2016. It is possible that some of these changes may affect training requirements so any potential changes to the County's current training practices should be made after July 1, 2016.

Financial/Staffing/Legal/Information Technology Considerations

More training will require more staff time for specific roles within Grey County included but not limited to Paramedic Services and Long-Term Care.

Link to Strategic Goals/Priorities

Corporate Strategic Plan goal 6.7 – Ensure that county services and programs are inclusive, accessible, and reflective of the diversity of the population.

Attachments

[2013 - 2017 Multi Year Accessibility Plan](#)

[Accessible Customer Service Training \(updated 2015\)](#) (and a variety of sample training materials for the creation of accessible documents)

[Employee Orientation - Agenda Template](#)

[MS-ACC-001 Accessibility Policy](#)

[III-A-10.00 Recruitment & Selection Process](#)

[Recruitment and Selection Policy HR-RCT-001 \(Section 2 of HR Manual\)](#)

[Memo - Workplace Emergency Response Plans for Employees with Disabilities](#)

[Form - Workplace Emergency Response Request](#)

Respectfully submitted by,

Rob Hatten
Communications Officer

Director Sign Off: *Sharon Vokes, Clerk*