

Banyan Accessibility Plan 2020-2025

Mission:

Providing client-centered, quality care to individuals and families with complex needs. Supporting people to build independence, resilience, life skills and connection to community through a multidisciplinary approach.

Vision:

A transformational partner in the journey to build safe, inclusive and barrier free communities.

Values:

- Respect & Dignity
- Integrity & Ethical Conduct
- Equity & Inclusion
- Advocacy & Social Justice
- Accountability & Transparency

Statement of Commitment

The Accessibility for Ontarians with Disabilities Act 2005 (AODA) was passed by the Ontario legislature with the goal of ensuring accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025.

Banyan:

- Is committed to ensuring equal access and participation for people with disabilities.
- Is committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.
- Believes in integration, and is committed to meeting the needs of people with disabilities in a timely manner to ensure that everyone has equal opportunities.

Banyan will achieve this by removing and preventing barriers to accessibility and by meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (2005) and Ontario's accessibility laws.

Banyan is also committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. and understands that obligations under the Accessibility for Ontarians with Disabilities Act (AODA) and its accessibility standards do not substitute or limits its obligations under the Human Rights Code or obligations to people with disabilities under any other law.

Banyan has developed policies, procedures, and practices consistent with the principles of dignity, independence, integration, and equal opportunity. For more detailed information on our accessibility policies, plans, and training programs, please contact the Human Resources department at HRAdmin@banyancs.org

Multi Year Accessibility Plan

Banyan is committed to working towards full compliance with all standards under the AODA (2005) 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 following Multi Year Accessibility Plan was developed based on the requirements within the AODA and provides an overview of Banyan's commitment to accessibility planning and outlines the policies, achievements and actions that Banyan has put in place to improve opportunities for people with disabilities and those actions we will undertake to identify, remove and prevent barriers to people with disabilities.

The current plan covers a five-year period (2020-2025) and applies to all locations of Banyan. It will be reviewed and updated every five years.

Feedback

Feedback regarding the way Banyan provides goods and services to people with disabilities can be made by email, on the Website Contact page or verbally to:

Banyan Community Services
688 Queensdale Ave. East, Suite 2B
Hamilton, ON L8V 1M1
Phone: 905-545-0133
www.banyancommunityservices
email: HRAdmin@banyancs.org

Other accessible formats and communication supports can be arranged upon request.

The Director/designate in charge of Human Resources shall respond either in writing, in person, by e-mail or by telephone, within 10 business days.

Multi-Year Accessibility Workplan

Section	Action	Compliance Date	Responsibility	Status
Part 1- General Standard				
Establishment of Accessibility Policies (s.3)	<ul style="list-style-type: none"> Developed 01-24 Accessibility Policy. This policy is reviewed every 3-years 	January 2014	Human Resources	Completed and ongoing
	<ul style="list-style-type: none"> Included a statement on the Banyan website that our accessibility policies are available upon request and provided in an accessible format if required. 	January 2014	IT/ Communications	
Accessibility Plans (s.4)	<ul style="list-style-type: none"> Develop multi-year accessibility plan to identify barriers and actions needed to remove these barriers to accessibility. This plan is updated annually and more thoroughly after 5 years. 	January 2014	Human Resources	Completed and ongoing
	<ul style="list-style-type: none"> Post plan on website and have ability to provide plan upon request in accessible format. 	January 2014	IT/ Communications	
Training (s.7)	<ul style="list-style-type: none"> Develop and implement AODA Training sessions– mandatory e-learning and accessible multiple modalities including Ontario Human Rights. Continue to review and ensure training is relevant. Training records kept on Surge Learning Platform and can be assessed through Human Resources. 	January 2015	Human resources	Completed and ongoing
Section	Action	Compliance Date	Responsibility	Status
Part 2 – Information and Communications Standard				
Feedback Processes (s.11)	<ul style="list-style-type: none"> Developed feedback process and included in 01-24 Accessibility Policy and plan and posted on Banyan website. 	January 2015	IT/ Communications	Completed
	<ul style="list-style-type: none"> Included in 01-24 Accessibility Policy and plan and posted on Banyan website. 		IT/ Communications	Completed
	<ul style="list-style-type: none"> Staff will receive training regarding receiving and responding to feedback from the public and employees 		HR	Completed and ongoing
Accessible Formats and Communication Supports (s.12)	<ul style="list-style-type: none"> All publicly available information is made accessible upon request. This is embedded in 01-24 Accessibility Policy. The public is notified of accessible formats and communication support through the agency website and signs that are posted in publicly accessible areas such as reception and in meeting rooms. 	January 2016	Communications	Completed
	<ul style="list-style-type: none"> Continue to ensure Banyan employees are informed and can access interpretative language services upon request for clients or welcomes a support person to assist client. 		Program Managers	Completed and ongoing

Accessible Websites and Web Content (s. 14)	Website and content conform to guidelines WCAG 2.0 Level A standards	January 2014	IT	Completed
	Ensure that any updates to website ensure continued compliance to WCAG 2.0 Level AA (apart from live captions and pre-recorded Audio Descriptions).	January 2021	IT	Completed and ongoing
Section	Action	Compliance Date	Responsibility	Status
Part 3 - Employment Standards				
Accommodation in recruitment process (Sec. 22-27)	<ul style="list-style-type: none"> •All Human Resources policies have been reviewed to ensure they are compliant with the AODA legislations and standards. •Job postings include Banyan's commitment to providing individual accommodation. •02-2 Recruitment and Selection includes a section on accessibility through the recruitment process •Job assessment and selection materials and procedures, will be made available in accessible formats and methods for those applicants who have self-identified a need and requested accommodation. 	January 2016	Human Resources	Completed
Documented Individual Accommodation Plans (s.28)	<ul style="list-style-type: none"> •Where the successful candidate has a disability, a 14-35F Work Accommodation Plan will be developed to support them in undertaking their new role •All successful applicants are notified of Banyan's policies for accommodating employees with disabilities. 	January 2016	Human Resources	Completed
Accommodation in return to work process (Sec. 29)	<ul style="list-style-type: none"> •14-19 Early and Safe Return to Work Program contains a section on how to provide accommodation for employees with permanent disabilities and the creation of an individual work accommodation plan. •RTW policy 14-19 Early and Safe Return to Work Program and supporting procedures will continue to be reviewed regularly to ensure compliance with AODA. 	January 2016	Human Resources	Completed and ongoing
Individual Emergency Plans (Sec. 27 & 28)	<ul style="list-style-type: none"> •Where necessary, we develop Individual Employee Emergency Response Plans using 14-35F Work Accommodation Plan. • Process for completing individualized emergency accommodation plan is embedded in 14-14 Fire and Emergency Situation Evacuation Plan. •All site-specific Emergency Evacuation plans will include a statement that Banyan staff with disabilities that may require assistance in an 	January 2016	Human Resources	Completed

	emergency situation have an individualized emergency accommodation plan 14-35F Work Accommodation Plan completed.			
Performance Management (s.30)	<ul style="list-style-type: none"> The performance management process 02-11 Performance Management takes into consideration the accessibility needs and individual accommodation plans of staff with disabilities. 	January 2016	Human Resources	Completed
Career Development and Advancement (s.31)	<ul style="list-style-type: none"> The career development and advancement process shall take into consideration the accessibility needs and individual accommodation plans of employees with disabilities. Embedded in 02-28 Talent Management. 	January 2016	Human Resources	Completed
Section	Action	Compliance Date	Responsibility	Status
Part 4. Design of Public Spaces Standard (Accessibility Standards for the Built Environment)				
Design of Public Spaces (s. 80.2)	<ul style="list-style-type: none"> We continue to ensure that public spaces that are newly constructed or redeveloped on or after January 1, 2017 are accessible for people with disabilities and will be in compliance with AODA requirements. We continue to ensure building accessibility features are maintained (i.e., wheelchair accessibility, elevators, door openers) 	January 2017	Program Directors	