



Accessibility for Ontarians with a Disability Multi-Year Plan As of June 1, 2021

Accessibility Plan and Policies for Chatham-Kent Children's Services (CKCS)

In 2014, CKCS designed this accessibility plan that outlines the policies and actions that CKCS has put in place to improve opportunities for people with disabilities. This plan is posted on our website at ckcs.on.ca/accessibility.

Statement of Commitment

CKCS is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Accessible Emergency Information

CKCS is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We also provide employees with disabilities with individualized emergency response information when necessary.

Training

Since January 1, 2015, CKCS provides 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 is provided in a way that best suits the duties of employees, volunteers and other staff members who deal with the public or other third parties.

Information and Communications

CKCS is committed to meeting the communication needs of people with disabilities. Since January 1, 2015, we consult with people with disabilities to determine their information and communication needs.

CKCS takes the following steps to ensure existing feedback processes are accessible to people with disabilities upon request:

- Information and feedback requests may be submitted in person, in writing, by email or by phone and;
- CKCS will reply within two weeks of original feedback being submitted.

Since January 1, 2016, CKCS makes sure all publicly available information is made accessible upon request at no cost.

Employment

CKCS is committed to fair and accessible employment practices.

Since January 1, 2016, we notify the public and staff and potential candidates with disabilities that accommodations can be made in recruitment and assessment processes.

As well we will notify new hires and employees of our policies for accommodating employees with disabilities which is integrated into our new hire orientation training.

Since January 1, 2016, CKCS has developed 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.

We take into account the accessibility needs of the employees with disabilities during performance management, career development or advancement, redeployment and emergency response planning.

Website

Since January 1, 2016, CKCS website conforms to the internationally recognized Web Content Accessibility Guidelines 2.0 Level AA.

Design of Public Spaces

Since January 1, 2018, CKCS meets the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

In the event of a service disruption, we will notify the public of the service disruption (post a notice in a conspicuous place) and alternatives available.

For more information on this accessibility plan, please contact Human Resources or Property Management at:

- Lori Weber, Human Resources (519) 358-4155 lori.weber@ckcs.on.ca
- Jeff Thibert, Property Management (519) 358-4103 jeff.thibert@ckcs.on.ca