Accessibility Audit

Updated 2020

South Essex Community Council

ACCESSIBILITY ASSESSMENT   **2017-18**

1-Low – Time / Limited effect on client/service

2-Medium – 1 to 2 years – Moderate effect on client service

3- High – less than 1 year – significant impact

AREA (ex. Design of Spaces)	ACCESSIBILITY ISSUE	SEVERITY	AODA COMPLIANCE DEADLINE?	ACCEPTABLE RISK?	EXISTING MEASURES	POTENTIAL SOLUTIONS
Website	June 2021 Compliance	2-Medium	2021	No	-Website revisions needed to meet compliance	-Marketing and Communications Coordinator to oversee website
Accessibility Employment	a.i..a. Recruitment, Assessment and Selection Processes	1-Low	Compliant	Yes	-policy in place -website updated and job posting language included information on accessibility/accommodations and employment equity	-No longer an issue
	a.i..b. Informing Employees of Supports (regarding accommodation)	1-Low	Compliant	Yes	-policy in place -training is done with new hires	-No longer an issue
	a.i..c. Accessible formats and communication supports for employees	1-Low	Compliant	Yes	-falls under the accommodation policy -completed upon request, i.e. large print for visually impaired, paper copies of training for learning disability	-No longer an issue
	a.i..d. Workplace Emergency response information	3-high	In place/	yes	-formal processes are already in place	- review policies with staff annually

	Ex: Staff who may have a wheelchair—need to have them implemented in a plan for them specifically		Compliant			
	a.i..e. Documented individual accommodation plans	3-high	Compliant	Yes	-formal processes are already in place	- review policies with staff annually
	a.i..f. Return to work process	3-High	Compliant	Yes	-formal processes are already in place	- review policies with staff annually
	a.i..g. Performance management process	3-high	Compliant	Yes	-formal processes are already in place	- review policies with staff annually
	a.i..h. Career development and advancement	3-high	Compliant	Yes	-formal processes are already in place	- review policies with staff annually
Information & Communication Standard	a. Feedback process	3-High	Compliant	Yes	-formal processes in place	- review policies with staff annually
	b. Accessible formats and communication supports	3-high	Compliant – broken link	Yes	-on website- not working; update link	-ensure accessible/alternate formats are available
	c. Educational & training resources or materials -print materials	3-high	Compliant	Yes	-Important client information is communicated in English, Spanish, French, Low German and Arabic	
	a. Availability of information on accessibility equipment	3-High	Compliant	Yes	-wheel chair available, alternative formats available upon request -case managers arrange interpreters, i.e. ASL	

Transportation – fare parity (what will this look like)	b. Emergency preparedness and response policies	3-high	Compliant	Yes	-there is a manual on each bus	-conduct annual training/refresher
	c. Fares for support persons	High	Compliant	Yes	-no charge/fare parity	-none
	d. Service disruptions	High	Compliant	Yes	-notification process (website, policy, social media) -drivers call all clients on the list to cancel	-none
	e. Hours of service	High	Compliant	Yes	-alternate hours of service upon request -cost recovery	-none
Design of Public Spaces	a. Make exterior paths of travel accessible	High	Complaint	Yes	-audit needed	
	b. Make parking accessible - # of spots we have, etc	high	Compliant	Yes	-additional accessible parking spots increased	
	c. Make service counters and waiting areas accessible	high	Compliant	Yes	-service counters are all at accessible height	
	d. Maintain accessible parts of public spaces	High	Compliant	Yes	-public spaces accessible (wide aisles, accessible counter heights, etc.)	
	a. Development, implement and maintain policies regarding the provisions of goods, services or	High	Compliant	Yes	-all staff are trained at hire on AODA, and training is refreshed yearly	-annual training review

	facilities to PWD					
Customer Service Standards	b. Provide (on request) the documents that are available in __ format (does not always mean a print format; large print, audio)	High	Compliant	Yes	Policy in place	Plan for requests (large print, audio)
	c. Ensure that a PWD is permitted to enter the premises with their service animal, and keep animal with them, unless animal is excluded by law from the premises	Low	Complaint	Yes	No	N/A
	d. Provide notice of any temporary disruption to services that may affect PWD	Low	Compliant	Yes	NA	NA
	e. Provide customer service training to all staff	High	Compliant	Yes	-training exists and has been completed by all staff	-done upon hire and every 2 years for review
	f. Provide training on changes to policies to staff on an ongoing basis and keep records of ongoing training	High	Compliant	Yes	-formal training & review	-biannual training rotation -changes as required/needed -changes in training
	g. Prepare document on the training policy, provide copy of it upon request (our staff are trained)	High	Compliant	Yes	-Reasonable Accommodation and Client Service Policy reflect AODA	

			Compliant	Yes		
	h. Establish a feedback process for providing goods, services or facilities to PWD's	High			-feedback process are in place	
	i. Ensure documents or info given to PWD are offered in accessible formats & with communication support	High	Compliant	Yes	-feedback process are in place	