



Appendix A

This document provides reference to sections of the Accessibility for Ontarians with Disabilities Act. The detail in each section explains the action that is taken and the year it has been reviewed with the reviews status. **Note:** The organization is constructing a new office. In 2022/2023 we continue to offer service in one location and preparing for a new service counter with completion in 2024.

Legend: C: completed P: pending U: underway

REQUIREMENT: ESTABLISHMENT OF ACCESSIBILITY POLICIES			
O. Reg. 191/11, s. 3	2022	2023	2024
Develop, implement and maintain AODA Policy	C	C	
Review and update the AODA Policy to include a statement of the DSSMSSAB's commitment to meet accessibility needs of persons with disabilities	C	C	
A copy of the policy to be published on the DSSMSSAB website in an accessible format, communicated at entrances, and posted at all workplaces in a noticeable location.	P	C	
Reviewed by Senior Leadership Team	C	C	
REQUIREMENT: ACCESSIBILITY PLANS			
O. Reg. 191/11, s. 4	2022	2023	2024
Review and update AODA policy to outline a process on the establishment, implementation, maintenance and documentation of a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation;	P	C	
Review and update the AODA policy to include a process to review and update the accessibility plan at least once every five years.	P	C	
Reviewed by Senior Leadership Team	P	C	
REQUIREMENT: PROCURING OR ACQUIRING GOODS, SERVICES OR FACILITIES			
O. Reg. 191/11, s.5	2022	2023	2024
Review and update Materials Management - Procurement Policy and associated Directives/Forms to outline a process that incorporates accessibility design, criteria and features when procuring or acquiring goods, services, or facilities, except where it is not practicable to do so.	C	C	
Reviewed by Senior Leadership Team	C	C	
REQUIREMENT: DESIGNING/PROCURING OR ACQUIRING SELF-SERVE KIOSKS			
O. Reg. 191/11, s. 6	2022	2023	2024



Incorporate accessibility features when designing, procuring, or acquiring self-service kiosks.	C	C/P New Build	
Reviewed by Senior Leadership Team	C	C/P	

REQUIREMENT: TRAINING

O. Reg. 191/11, s 7	2022	2023	2024
Review and update the AODA policy that will ensure training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to, (a) All persons who are an employee of, or a volunteer with, the DSSMSSAB; (b) All persons who participate in developing the DSSMSSAB policies; and (c) All other persons who provide goods, services or facilities on behalf of the provider.	C	C	
Review and update the AODA policy to outline the requirements of the accessibility standards and on the Human Rights Code. The policy is to be provided to employees, volunteers, and other persons as part of the following processes: (a) New hire orientation (Reference: Orientation Policy and Directive); (b) Updates to the Policies; and (c) Recurring training.	C	C	
Review and update the AODA policy to include a process on retaining records of training, including dates and the individuals trained.	C	C	
Reviewed by Senior Leadership Team	C	C	

REQUIREMENT: FEEDBACK

O. Reg. 191/11, s. 11	2022	2023	2024
Review and update the AODA policy in regards to receiving and responding to feedback and ensure the process is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request.	C	C	
Reviewed by Senior Leadership Team	C	C	

REQUIREMENT: ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS

O. Reg. 191/11, s. 12	2022	2023	2024
Review and update the AODA policy to outline the provision of accessible formats and communication supports for the persons with disabilities: (a) in a timely manner that takes into account the person's accessibility needs due to disability; and (b) at a cost that is no more than the regular cost charged to other persons	C	C	
Reviewed by Senior Leadership Team	C	C	



REQUIREMENT: EMERGENCY PROCEDURE, PLANS OR PUBLIC SAFETY INFORMATION			
O. Reg. 191/11, s. 13	2022	2023	2024
Review and update the documents to outline DSSMSSAB's emergency procedures, plans or public safety information and make the information available to the public in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	C	C	
Reviewed by Senior Leadership Team	C	C	
REQUIREMENT: ACCESSIBLE WEBSITES AND WEB CONTENT			
O. Reg. 191/11, s. 14	2022	2023	2024
Develop, implement and maintain a website and web content that conforms with WCAG 2.0 Level AA, except for Captions (live) and audio descriptions (prerecorded)	C	C	
Reviewed by Senior Leadership Team	C	C	
REQUIREMENT: RECRUITMENT, GENERAL			
O. Reg. 191/11, s. 22	2022	2023	2024
Review and update, if necessary, the Employment process to outline a notification procedure for employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	C	C	
Reviewed by Senior Leadership Team	C	C	
REQUIREMENT: RECRUITMENT, ASSESSMENT AND SELECTION PROCESS			
O. Reg. 191/11, s. 23	2022	2023	2024
Review and update the Employment process when applicable, so that it: (a) Notifies job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used. (b) Consults with the applicant and provides or arranges for the provision of a suitable accommodation that takes into account the applicant's accessibility needs due to disability, upon request by the selected applicant.	C	C	
Reviewed by Senior Leadership Team	C	C	



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REQUIREMENT: NOTICE TO SUCCESSFUL APPLICANTS			
O. Reg. 191/11, s. 24	2022	2023	2024
Review and update the Employment process to outline a notification process to the successful applicant of DSSMSSAB's policy for accommodating employees with disabilities when making an offer of employment.	C	C	
Reviewed by Senior Leadership Team	C	C	



REQUIREMENT: INFORMING EMPLOYEES OF SUPPORTS			
O. Reg. 191/11, s. 25	2022	2023	2024
Review and update the Employment process to inform employees of the procedures used to support employees with disabilities, including, but not limited to, procedures on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.	C	C	
Review and update the Employment process to include a procedure on providing employees with updated information whenever there is a change to the provision of job accommodations that take into account an employee's accessibility needs due to disability.	C	C	
Reviewed by Senior Leadership Team	C	C	

REQUIREMENT: ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS FOR EMPLOYEES			
O. Reg. 191/11, s. 26	2022	2023	2024
Review and update the AODA process to outline a process that consults with the employee to provide or arrange for the provision and suitability of accessible formats and communication supports for: (a) information that is needed in order to perform the employee's job, and (b) information that is generally available to employees in the workplace	C	C	
Reviewed by Senior Leadership Team	C	C	

REQUIREMENT: WORKPLACE EMERGENCY RESPONSE INFORMATION			
O. Reg. 191/11, s. 27	2022	2023	2024
Review and update the applicable procedure to outline the DSSMSSAB's emergency procedures, plans or public safety information to include: 1. The provision of individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employees' disability. 2. If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee. 3. A process of providing the information as soon as practical after the employer becomes aware of the need for accommodation due to the employees disability.	C	C	
Reviewed by Senior Leadership Team	C	C	



REQUIREMENT: DOCUMENTED INDIVIDUAL ACCOMMODATION PLANS			
O. Reg. 191/11, s. 28	2022	2023	2024
Review and update if applicable, the Workplace Accommodation Policy, and outline the process for the development of documented individual accommodation plans for employees with disabilities.	C	C	
Reviewed by Senior Leadership Team	C	C	
REQUIREMENT: RETURN TO WORK PROCESS			
O. Reg. 191/11, s. 29	2022	2023	2024
Review and update if applicable, the Early and Safe Return to Work Protocol to outline a process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work that: (a) Outlines the steps DSSMSSAB will take to facilitate the return to work of employees who were absent because their disability required them to be away from work, and (b) Use documented individual accommodation plans, as part of the process.	C	C	
Reviewed by Senior Leadership Team	C	C	
REQUIREMENT: REDEPLOYMENT			
O. Reg. 191/11, s. 32	2022	2023	2024
Review and update the Employment process to outline a procedure for redeployment that takes into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	C	C	
Reviewed by Senior Leadership Team	C	C	
REQUIREMENT: ACCESSIBILITY REPORTS			
O. Reg. 165/16, s. 18.	2022	2023	2024
Review and update AODA Policy to include a commitment ensuring the accessibility report is filed every 3 years	P	C	
Reviewed by Senior Leadership Team	P	C	
REQUIREMENT: COMPLIANCE WITH STANDARDS AND REVIEW OF REPORTS			
2005, c. 11, s. 14	2022	2023	2024
Review and update AODA Policy to include a process that ensures the accessibility report is filed every 3 years.	P	C	
Reviewed by Senior Leadership Team	P	C	



REQUIREMENT: OUTDOOR PLAY SPACES			
O. Reg. 413/12, s. 6	2022	2023	2024
Review and update the applicable process to outline a procedure for the addition, or development of newly constructed and redeveloped outdoor play spaces, that includes play equipment, such as swings, or features such as logs, rocks, sand or water, where the equipment or features are designed and placed to provide play opportunities and experiences for children and caregivers.	C	C	
Reviewed by Senior Leadership Team	C	C	
REQUIREMENT: OBTAINING SERVICES			
O. Reg. 413/12, s. 6.	2022	2023	2024
Review and update the applicable Policy to outline a process that ensures when constructing service counters, which includes replacing existing service counters, the following requirements are met: 1. Must be at a minimum one service counter that accommodates a mobility aid for each type of service provided and the accessible service counter must be clearly identified with signage, where there are multiple queuing lines and service counters. 2. Each service counter must accommodate a mobility aid, where a single queuing line serves a single or multiple counters.	C/U New Build	C/U New Build	
Review and update the applicable process to ensure that for each service counter that accommodates mobility aids, the following requirements are met: 1. The countertop height must be such that it is usable by a person seated in a mobility aid. 2. There must be sufficient knee clearance for a person seated in a mobility aid, where a forward approach to the counter is required. 3. The floor space in front of the counter must be sufficiently clear so as to accommodate a mobility aid.	C/U New Build	C/U New Build	
Review and update the applicable process to ensure when constructing new fixed queuing guides, the following requirements are met: 1. The fixed queuing guides must provide sufficient width to allow for the passage of mobility aids and mobility assistive devices. 2. The fixed queuing guides must have sufficiently clear floor area to permit mobility aids to turn where queuing lines change direction. 3. The fixed queuing guides must be cane detectable.	C	C/U New Build	
Review and update the applicable process to ensure when constructing a new waiting area or redeveloping an existing waiting area, where the seating is fixed to the floor, and a minimum of three per cent of the new seating must be accessible.	N/A	N/A	
Reviewed by Senior Leadership Team	C	C/U	



REQUIREMENT: MAINTENANCE			
O. Reg. 413/12, s. 6	2022	2023	2024
Review and update the applicable process and to ensure the following procedures are established: 1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this part. 2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order.	C	C	
Reviewed by Senior Leadership Team	C	C	

REQUIREMENT: ESTABLISHMENT OF POLICIES			
O. Reg. 165/16, s. 16	2022	2023	2024
Review and update the AODA Policy to outline the provision of goods, services or facilities to persons with disabilities which will include the following principles (if applicable): (a) The goods, services or facilities must be provided in a manner that respects the dignity and independence of persons with disabilities. (b) The provision of goods, services or facilities to persons with disabilities must be integrated with the provision of goods, services or facilities to others, unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods, services or facilities. (c) Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services or facilities. (d) When communicating with a person with a disability, the provider shall do so in a manner that takes into account the person's disability.	C	C	
Review and update the AODA Policy, without limiting the above principles, to outline a process on how the organization will deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the goods, services or facilities or with the availability of other measures, if any, which enable them to do so.	C	C	
Reviewed by Senior Leadership Team	C	C	



REQUIREMENT: USE OF SERVICE ANIMALS AND SUPPORT PERSONS			
O. Reg. 165/16, s. 16	2022	2023	2024
Review and update the AODA Policy to outline a process that ensures: (a) If a person with a disability is accompanied by a guide dog or other service animal, the provider shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises. (b) If a service animal is excluded by law from the premises, the provider shall ensure that other measures are available to enable a person with a disability to obtain, use or benefit from the provider's goods, services or facilities.	C	C	
Review and update the AODA Policy to outline a process that ensures: (a) If a person with a disability is accompanied by a support person, the provider shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises. (b) The provider may require a person with a disability to be accompanied by a support person when on the premises, but only if, after consulting with the person with a disability and considering the available evidence, the provider determines that, • a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises; and • there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises.	C	C	
Develop/obtain appropriate signage for DSSMSSAB facilities that communicates that persons with a disability are permitted to enter the premises with a guide dog or other service animal.	C	C/P New Build	
Reviewed by Senior Leadership Team	C	C/P	
REQUIREMENT: NOTICE OF TEMPORARY DISRUPTIONS			
O. Reg. 165/16, s. 16	2022	2023	2024
Review and update the AODA Policy to outline a process that ensures: (a) Notice is given to the public of a temporary disruption to facilities or services. (b) Notice of disruption includes the reason for the disruption, its anticipated duration and a description of alternative facilities or services available, if any. (c) preparation of a document (the Policy and/or Directive/Forms) setting out the steps that the provider will ensure are taken in connection with a temporary disruption and, on request, shall give a copy of the document to any person. (d) That persons to whom it provides goods, services or facilities, that documentation required is available on request.	C	C	
Reviewed by Senior Leadership Team	C	C	



REQUIREMENT: TRAINING FOR STAFF			
O. Reg. 165/16, s. 16	2022	2023	2024
Review and update the AODA Policy to outline a process that will ensure that the following persons receive and complete training about the provision of the provider's goods, services or facilities as soon as practicable and as the case may be, to persons with disabilities: (a) Every person who is an employee of, or a volunteer with, the provider. (b) Every person who participates in developing the provider's policies. (c) Every other person who provides goods, services or facilities on behalf of the provider.	C	C	
Review and update the AODA Policy to ensure that the organization will: (a) Prepare a document (Policy and/or Directives/Forms) that describes its training policy, summarizes the content of the training, and specifies when the training is to be provided. (b) On request, give a copy of the document to any person. (c) Shall notify persons to whom it provides goods, services or facilities that the document is available on request.	C	C	
Reviewed by Senior Leadership Team	C	C	
REQUIREMENT: FEEDBACK PROCESS			
O. Reg. 165/16, s. 16	2022	2023	2024
Review and update the AODA Policy for receiving and responding to: (a) Feedback about the manner in which it provides goods, services or facilities to persons with disabilities; and (b) Feedback about whether the feedback process established for purposes of clause (a) complies with subsection (3), which is to ensure that the feedback process is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, on request.	C	C	
Review and update the AODA Policy to ensure that the feedback process specifies the actions that the provider will take if a complaint is received about the manner in which it provides goods, services or facilities to persons with disabilities.	C	C	
Review and update the AODA Policy that ensures the feedback process is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, on request.	C	C	
Review and update the AODA to include confirmation that information about the feedback process is readily available to the public.	C	C	
Review and update the AODA Policy to outline a process that ensures a document is prepared describing the feedback process, and on request, shall give the document to any person.	C	C	



Review and update the AODA Policy to include a notification process that notifies persons to whom it provides goods, services or facilities that the document is available on request.	C	C	
Reviewed by Senior Leadership Team	C	C	

REQUIREMENT: FORMAT OF DOCUMENTS			
O. Reg. 165/16, s. 16	2022	2023	2024
Review and update the AODA Policy to outline a process that will ensure that a copy of a document is available to a person with a disability, upon request, and provided to the person in an accessible format or with communication support, (a) In a timely manner that takes into account the person's accessibility needs due to disability; and (b) At a cost that is no more than the regular cost charged to other persons.	C	C	
Review and update the AODA Policy to outline a process that consults with the person making the request in determining the suitability of an accessible format or communication support	C	C	
Reviewed by Senior Leadership Team	C	C	