



Introduction

St. John Ambulance is committed to working towards full compliance with current standards of the Integrated Accessibility Standards Regulation (IASR) Policy, Regulation 191/11, under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) in doing so, we affirm our commitment to providing quality services in a manner that respects the dignity and independence of persons with disabilities.

Accessibility for Ontarians with Disabilities Act (AODA)

The AODA Multi-Year Accessibility Plan outlines the policies, achievements, and actions that St. John Ambulance has taken and the work underway to improve opportunities for people with disabilities. The current plan covers a five-year period (2018-2023), to align with our strategic plan.

Statement of Commitment

St. John Ambulance is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in inclusion 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.

St. John Ambulance is committed to develop, implement and maintain policies that govern how the organization achieves or will achieve accessibility through meeting this Regulation. To facilitate this commitment, St. John Ambulance has established, maintained and documented a multi-year accessibility plan, that is reviewed and updated at least once every five years to identify progress made in addressing barriers and will be posted on the St. John Ambulance website.

Standards of Accessibility under AODA:

I. General Requirements



(i) Accessible Emergency Information

St. John Ambulance is committed to providing clients with publicly available emergency information, plans or public safety information in an accessible way upon request. This information will also be available to the public.

St. John Ambulance has provided and will continue to provide employees with disabilities with individualized emergency response information when necessary, and as soon as practically possible. If an employee who receives individualized workplace emergency response information requires assistance, with the employee's consent the workplace emergency response information will be given to the designated employee.

St. John Ambulance has created a process for documenting issues of accessibility and recording and providing accommodation for individualized accessible emergency response information. St. John Ambulance will continue to review the individualized workplace emergency response plans when necessary i.e. the location of the employee changes and/or there is a change in disability.

(ii). Accessibility policies and plans

St. John Ambulance has developed, implemented and maintained a multi-year plan that outlines strategies and actions to identify, prevent and remove barriers for people with disabilities.

- The IASR is incorporated into St. John Ambulance's Code of Conduct. Our policy requires that the Code of Conduct must be reviewed by every employee upon hire.
- Policy Review takes place within the organization annually.

(iii). Training

Accessibility and inclusion of people with disabilities is a core value for St. John Ambulance and for that reason, St. John Ambulance provides training to employees and volunteers on Accessibility Standards and on the Human Rights Code as it relates to people with disabilities. Training is provided in a way that best suits the duties and needs of employees and volunteers and every person who deals with the public on behalf of St. John Ambulance, including third parties i.e. employees,



agents, volunteers, management. In addition, employees may require training on one or more of the standards—information and communications, employment or transportation, as it relates to the duties and responsibilities of their position.

St. John Ambulance has taken the following steps to ensure employees are provided with the training needed to meet current standards and legislation:

- Provide educational or training resources in an accessible format that takes into account the accessibility needs of a person with a disability.
- Ensure new employees and volunteers complete training within 30 days of employment or placement.
- Keep and maintain a database of the training participant's names and dates of completion.

II. Customer Service Standard

St. John Ambulance and its subsidiaries use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- Goods or services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods or services to persons with disabilities, and others, is integrated unless an alternate 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 or services.
- Persons with disabilities are given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- Persons with disabilities may use assistive devices and/or support persons in the access of goods and services.
- Persons with disabilities and their service animals are accommodated in all aspects of service provision unless the animal is otherwise excluded by law.
- St. John Ambulance employees, when communicating with a person with a disability, will do so in a manner that takes into account the person's disability.

The following measures have been implemented by St. John Ambulance.



- The Accessible Customer Service Policy was published on our website.
- Notice will be provided on the website, over the phone, or in writing where applicable, and in accordance with the Business Recovery Plan when a Service Disruption occurs and will be done as quickly as possible if the disruption is unexpected.
- In-person training on “Respectful in the Organization” and “AODA” are compulsory for all employees. Both training address areas with regard to how to better interact with, and/or accommodate persons with disabilities. Employees will gain understanding of their responsibilities in creating an inclusive and accessible environment, accepting and respectful of the differences between people.
- Completion of training of all employees is tracked and recorded.
- Comments relating to our programs and services with regard to customer service are welcomed and appreciated. A process has been established to encourage feedback regarding the way St. John Ambulance provides goods and services to people with disabilities. This feedback can be made: verbally, by e-mail, by feedback card or in writing.



- A process is in place to ensure that all feedback collected from clients, staff or the general public is reviewed and analyzed to identify potential gaps in customer services, and to ensure appropriate actions are taken.
- Any person with a disability who is accompanied by a support person or by a service animal will be allowed to ensure St. John Ambulance's premises with their support person and service animal. At no time will a person with a disability who is accompanied by a support person or service animal be prevented from having access to his or her support person and/or service animal while on our premises.
- Report compliance on the Accessibility Compliance Reporting tool at Service Ontario's One-Source for Business website.

III. Information and Communications Standard

St. John Ambulance is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs. We want to achieve the most effective and efficient access to information for all users.

St. John Ambulance has undertaken the following plans to ensure compliance with this standard:

- A feedback process has been established that is accessible, alternate formats are also available such as telephone, mail and in-person. These processes have been communicated to the public and are available on our website.
- Our website has been designed to be user friendly for people with a range of needs. People are encouraged to download this free browser and evaluate it against their needs, and contact St. John Ambulance via email or phone if they require additional information.
- Our website also provides a feature that allows users to change the size of text they see online to suit their preference.
- The Accessibility Standards online course that includes the Information and Communication Standard module is provided to staff that are involved in developing or disseminating information internally or externally on behalf of the organization.



In accordance with the IASR, St. John Ambulance has reviewed and converted existing emergency & public safety information into a format that makes it available in accessible formats on request and in a timely manner.

St. John Ambulance has ensured all new websites and content on those sites conform to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A by January 1, 2014 and conforms to WCAG 2.0, Level AA. The organization has exceeded this standard and is at Level AAA.

St. John Ambulance has taken the following steps to ensure compliance with this standard:

- Continue to assess accessibility of existing website organization and content.
- Consult with persons requesting alternative formats.
- Internet websites and web content conforms to WCAG 2.0 Level AA.
- Post a notice on the website and of premises that information is available in a variety of accessible formats.
- Establish a plan/familiarize with sources and time-frames for formatting that is not feasible to do in-house. i.e. captioning, video-description

IV. Employment Standard

St. John Ambulance is committed to inclusive and accessible employment practices that attract and retain individuals with disabilities. We have taken the following steps to notify the public and employees that, when requested, St. John Ambulance will accommodate people with disabilities throughout the recruitment and onboarding process.

Recruitment

St. John Ambulance is committed to ensure that our recruitment and assessment processes are fair and accessible. All supervisors and other employees involved in staffing of any type will be required to complete the Accessibility Standards online course that includes Employment Standard module and the in-person workshop on “Hiring for Performance: Behavioural Recruitment and Selection.”

St. John Ambulance has taken the following steps to ensure compliance with this standard:



- Specify that accommodation is available for applicants with disabilities in recruitment material, and with regards to interviews and assessments
- When making offers of employment, notify successful applicant of policies for accommodating employees with disabilities
- Inform employees of policies supporting employees with disabilities. Provide this information to new employees as soon as practicable after hiring
- Provide updated information on accommodations policies to employees when changes occur.
- Consult with employee to determine suitability of format or support.

Documented Individual Accommodation Plans

St. John Ambulance is committed to producing and providing documented individual accommodation that includes the following:

- Participation of the employee requiring the individual accommodation plan.
- Ability to request outside medical evaluation to determine if accommodation can be achieved and how.
- High level of privacy.
- Regular review and updates.
- Reason for denial if applicable.
- The means of providing Individual Accommodation Plans in a format that takes into account the needs of the employee.
- And if required, include individualized workplace emergency response information.

Return to Work

St. John Ambulance is committed to developing and putting in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

St. John Ambulance has developed and maintained a return to work process for our employees who have been absent from work due to a disability and require disability related accommodations in order to return to work. The process includes: steps St. John Ambulance takes to facilitate the return to work process & uses the documented individual accommodation plans.



Performance Management, Career Development & Redeployment

St. John Ambulance is committed to ensuring the accessibility needs of employees with disabilities needs are taken into account with regards to performance management, career development and redeployment processes.

St. John Ambulance has reviewed and updated the Human Resources policies and procedures to include the following elements:

- Accessibility needs of employees with disabilities, as well as individual accommodation plans are taken into account when using performance management processes
- Accessibility needs of employees with disabilities, as well as individual accommodation plans are taken into account when providing career development and advancement opportunities.
- Accessibility needs of employees with disabilities, as well as individual accommodation plans are taken into account when redeploying employees with disabilities.

V. Transportation Standard

St. John Ambulance is committed to maintaining policies, planning for accessibility and training staff to comply with the accessibility standards related to the Transportation Standards outlined in the Accessibility for Ontarians with Disabilities Act. All staff that are involved in transporting people – either for free or for a fee, will complete the Accessibility Standards online course that includes Transportation Standard module. Records are kept of the training provided. These commitments will be available in accessible formats upon request.

VI. Design of Public Spaces

St. John Ambulance will establish plans to meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

St. John Ambulance will take appropriate measures to prevent service disruptions to its accessible parts of its public spaces. In the event of a service disruption, we will notify the public of the service disruptions and alternatives available.



St. John Ambulance

AODA MULTI-YEAR ACCESSIBILITY PLAN

Contact Details

For more information on this accessibility plan, please contact:

St. John Council for Ontario

800-15 Toronto St

Toronto, ON M5C 2E3

Phone: 416.923.8411 or Toll Free 1-800-263-3463.

Email: Paula Anglin, Director, Human Resources Development: paula.anglin@sj.ca