**Conestoga Students Incorporated**

**Multi-Year Accessibility Plan**

Revised June 2021

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# Introduction

Conestoga Students Incorporated (CSI) is committed to providing goods, services and employment in an integrated and accessible manner that respects the dignity and independence of persons with differing abilities. We are committed to meeting these needs and ensuring barriers to accessibility are removed and/or prevented in a timely manner. This Multi-Year Accessibility Plan outlines CSI’s strategy to prevent and remove such barriers.

This Plan is a living document that will be reviewed and updated every year as CSI’s accessibility strategy evolves. The Accessibility Committee, comprised of members from across the company, will design, adjust, and facilitate the implementation of the initiatives described in this Plan.

CSI welcomes feedback in relation to this Plan in the format most convenient to the person providing feedback. Our Accessibility policies, Multi-Year Accessibility Plan, and procedures for submitting feedback and requesting alternate formats are available under the Accessibility link on our corporate website at [www.conestogastudents.com](http://www.conestogastudents.com/)

# Accessible Customer Service Standards

* Staff Training
* Assistive Devices
* Service Animals
* Support Persons
* Notice of Temporary Disruption in Services
* Feedback

**Actions Taken:**

The following measures have been in place at CSI since January 1st, 2010:

* CSI has ensured that all full-time employees, part-time staff, volunteers, practitioners, vendors, and the Board of Directors have received, and continue to receive, accessible customer service training as part of their standard employment training. This training is reviewed on an annual basis with all employees.
* All CSI Accessibility Committee members have received professional training and certification on the Customer Service Standard and all other standards of the AODA.
* CSI is committed to providing an accessible experience to persons with disabilities who use assistive devices to obtain, use, or benefit from our goods and/or services.
* CSI is committed to welcoming people with disabilities who are accompanied by a service animal. CSI may request documentation to confirm that a service animal is required for reasons relating to an individual’s disability.
* CSI is committed to welcoming people with disabilities who are accompanied by a support person.
* CSI will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, if available. The notice will be placed in all CSI service areas and on our website and social media channels.
* CSI is committed to meeting and surpassing customer service standards and welcomes feedback on how we provide our goods and/or services to persons with disabilities. Customers can provide feedback in the manner deemed most convenient to them, including but not limited to: in person, in writing, by telephone, by email, via our website, or by any other reasonable method.
* Our Customer Service Accessibility Policies are available on our website at [www.conestogastudents.com](http://www.conestogastudents.com) under the Accessibility Link.

# Employment Standards

* Recruitment
* Workplace Emergency Response
* Individual Accommodation Plans
* Return-to-Work Process
* Performance Management, Career Development, and Redeployment

## Recruitment

**Actions Taken:**

The following measures have been in place at CSI since 2016:

* Where necessary, review and modify existing recruitment, assessment, and selection policies and procedures.
* Include on all job postings that accommodations are available upon request.
* If a request for accommodation has been made by an applicant, CSI will arrange suitable accommodations that take into account the applicants needs due to disability.

**Planned Action:**

By June 1st, 2021, or as soon as feasible, the following will be implemented into CSI’s employment practices:

* When making offers of employment, notify the successful candidate of CSI’s policies for accommodating employees with disabilities.
* All hiring managers will be well trained on the new recruitment, assessment, and selection polices in an effective and timely manner.

## Workplace Emergency Response

**Action Taken:**

The following measures have been in place at CSI since January 1st, 2012:

* All CSI full-time employees, part-time staff, volunteers, practitioners, vendors, and the Board of Directors have received training on all the facilities emergency policies and procedures as part of their standard employment training. This training is reviewed on an annual basis with all employees.
* When applicable, CSI shall create individualized Emergency Response Plans with CSI employees. These individualized plans are stored in the Emergency Response Plans binder at the employee’s workstation and in the employee’s HR file, and is reviewed as needed.

## Individual Accommodation Plans

**Action Taken:**

The following measures have been in place at CSI since 2016:

* Develop a procedure which advises all CSI employees of changes in the existing accommodation policies and the provision of workplace accommodations.
* Develop and integrate procedures for creating and updating Individual Accommodation Plans as required. These plans will be provided to the employee in the most suitable method or format that takes into account their accessibility needs.

**Planned Action**:

By June 1st, 2021 or as soon as feasible, the following will be implemented into CSI’s employment practices:

* Ensure that the process and procedure for onboarding the Board of Directors, volunteers, vendors, and practitioners encompasses communication on accommodation plans.
* Develop appropriate training processes for managers and employees who are responsible for supporting Individual Accommodation Plans, and create a training schedule that will monitor the effectiveness of the process on a continuous basis.

## Return-to-Work Process for Disability-Related Leaves

**Planned Action:**

By June 1st, 2021 or as soon as feasible, the following will be implemented into CSI’s employment practices:

* Review and, as needed, modify and document existing return-to-work processes for employees who have been absent from CSI’s workplace due to a disability and who require accommodations in order to return to work.
* Ensure documented Individual Accommodation Plans contain part of the return-to-work process.
* Develop and provide appropriate training to managers and other employees responsible for supporting the return-to-work process for colleagues who may require accommodations in order to return to work, and create a training schedule for the same that will ensure effective completion of the return-to-work process on a continuous basis.

## Performance Management, Career Development, and Re-Deployment

**Planned Action:**

By June 1st, 2021 or as soon as feasible, the following will be implemented into CSI’s employment practices:

* Review and, as needed, amend existing performance management, career development, and re-deployment processes to ensure that accessibility needs and accommodation plans of employees with disabilities are taken into account.
* Develop and provide appropriate training to managers and other employees for supporting or influencing performance management, career development and advancement, and redeployment processes, and create a training schedule that will ensure CSI is compliant on a continuous basis.

# Information and Communication Standard

* Accessible Websites and Web Content
* Accessible Formats, Communication Supports, and Feedback

## Accessible Websites and Web Content:

**Action Taken:**

The following measures have been in place since 2021:

* Web content is compliant with (WCAG 2.0) Level AA

**Planned Action:**

As soon as feasible, and on a continuous basis, the following will be implemented into CSI’s web development practices:

* When planning futureweb content and expansion, CSI will ensure that all accessibility guidelines are included in all website project management and development.

## Accessible Formats, Communication Supports, and Feedback

**Planned Action:**

As soon as feasible, and on a continuous basis, the following will be implemented into CSI’s Communication Supports and Feedback practices:

* CSI will provide alternative communications and will convert documentation and information when requested. If CSI is not able to complete this in-house, a third-party service will be hired to convert documents to accessible formats.
* All CSI staff will be trained on how to receive and/or respond to customers inquiring about accessible formats/communication supports.
* The public will be notified about the availability of accessible formats/communication supports and how to request accessible formats on [www.conestogastudents.com](http://www.conestogastudents.com/) and by at least one other method.

# Design of Public Spaces Standard

**Action Taken:**

* Accessibility will be integrated into CSI’s public spaces to ensure that we have an inclusive environment.
* All new builds and remodeled areas will be compliant with the *Ontario Building Code* and will meet the criteria set out by the *Integrated Accessibility Standards Regulation*.
* All CSI service areas will be accessible.

# CSI Multi-Year Accessibility Plan Revision History

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| --- | --- |
| Revision Date | Summary of Revisions |
| June 2021 | Revised Action Taken and Planned action for Accessible Web Content.  Updated Planned Action for Accessible Formats, Communication Supports & Feedback. |
| April 2021 | Added volunteers and vendors to Customer Service Accessibility Standard section.  Adjusted “Planned Action” tasks under “Recruitment” to “Action Taken”.  Adjusted the completion date under “Workplace” “Planned Action” to June 2021.  Adjusted the completion date under “Performance Management” “Planned Action” to June 2021.  Adjusted “Planned Action” tasks under “Design of Public Spaces” to “Action Taken”. |