

# Multi-Year Accessibility Plan

**For the period  
December 2014 to December 2019**

Prepared in accordance with the Accessibility for Ontarians with Disabilities Act (AODA)  
Integrated Accessibility Standards Regulation

## Availability of the Plan:

1. On BISNO website: [www.bisno.org](http://www.bisno.org)
2. At BISNO's Regional Office at 426 Balmoral Street, Thunder Bay, ON Phone:  
(807) 623-1188 Fax: (807) 623-1201
3. In accessible formats upon request: Contact the Human Resources Department  
through the Regional Office at (807) 624-4224.

Date: December 2014

## **Multi-Year Accessibility Plan** for the period December 2014 to December 2019

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## **Multi-Year Accessibility Plan**

for the Period December 2014 to December 2019

### **1.0 Purpose**

This multi-year Accessibility Plan is developed in accordance with the Integrated Accessibility Standards Regulation under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. It outlines the intentions of BISNO to meet its obligations under the *Ontarians with Disabilities Act, 2001 (ODA)*. The Plan describes the measures that the Organization will take over the five year period from 2014 to 2019 to identify, remove and prevent barriers to people with disabilities who work, learn and participate in BISNO's services and supports, including clients in service, friends and family of clients, community partners, staff, students on placement, volunteers, including Board members, and visitors. The plan will be guided by the Organization's Accessibility Standards-Policy Statement #2.16.

### **2.1 Objectives**

This plan:

- 2.2** Describes the process by which BISNO's services will identify, remove and prevent barriers;
- 2.3** Reviews recent efforts the Organization has taken to remove and prevent barriers;
- 2.4** Describes the measures that BISNO will take in the period 2014 - 2019 to identify, remove and prevent barriers;
- 2.5** Makes a commitment to provide an annual status report on the Organization's implementation of the Multi-Year Accessibility Plan;
- 2.6** Makes a commitment to review and update the Multi-Year Accessibility Plan at least once every 5 years;
- 2.7** Describes how BISNO will make this accessibility plan available to the public.

### **3.0 Commitment to Accessibility Planning**

This plan, along with any future amendments to the plan will be presented to Senior Management for approval. BISNO is committed to:

- 3.1** Ensuring, wherever practicable, that BISNO's policies, procedures and practices are consistent with the principles of accessibility and universal design.
- 3.2** Improving access to facilities, policies, programs, practices and services for clients in service, friends and family of clients, community partners, staff, students on placement, volunteers, including Board members, and visitors.
- 3.3** Consulting with persons with disabilities when necessary regarding the development and review of the multi-year plan;

#### **4.0 Description of BISNO:**

Statistics from the Ontario Brain Injury Association reveal that forty-four individuals in the province of Ontario sustain a brain injury per day and that of these; 12% - 15% will require lifelong support. Organization For the Multi Disabled (Thunder Bay) Inc. was formed in 1983 in response to the gap that existed in services for individuals requiring rehabilitation and /or lifelong support services. BISNO (Brain Injury Services of Northern Ontario) was incorporated in 1996 to specifically focus on programs and services.

In 1991 the organization was successful in obtaining funding for the establishment of the Transitional Learning Centre from the Ministry of Community and Social Services, Ministry of Health, Ministry of Housing and the Ministry of Northern Mines and Development. Following the launch of this residential rehabilitation program, funding from the Long Term Care Division of the Ministry of Health resulted in the development of Community Rehabilitation and Outreach Services in 1992. As well, in response to the expressed needs of survivors living in district communities for education, support and rehabilitation services, the Kenora/Rainy River Outreach Program was also initiated with funding from the Ministry of Health and Long Term Care.

Soon after, the organization has expanded its range of services to include the provision of Case Management Services for individuals with access to third party funding, long term support services via the Supportive Housing Program (1996, Ministry of Health and Long Term Care); and the provision of an adaptable service via the Variable Support Services Program (2000, Ministry of Health and Long Term Care) intended to meet the unique, diverse and changing needs of survivors with access to third party funding.

Services provided in all programs are based on the individual's priorities and goals for rehabilitation and/or support services. The organization collaborates with and fosters the involvement of other service providers as well as family members and significant others on the interdisciplinary team. In order to promote independence and assist in the community re-entry process, the organization refrains from duplicating services, instead, facilitates whenever possible the use of existing community based services.

### **Addictions Mental Health & Community Services:**

The goal of Addictions Mental Health & Community Services is to facilitate each individual's optimum level of functioning to fully participate in meaningful life roles at, or as close as possible to the level they did prior to their acquired brain injury.

Services are provided in the city of Thunder Bay and the Districts of Thunder Bay and Kenora/Rainy River. Direct service is available in Kenora, Fort Frances, Dryden and Sioux Lookout.

A Plan of Service is developed based on the individual's identified goals and input from significant others, outcomes of past rehabilitative efforts and recommendations for ongoing rehabilitation and/or support services. An assessment is completed in applicable life domains. From this, outcomes and objectives for the implementation and evaluation of compensatory, adaptive and remedial strategies and interventions are identified. Services are holistic and provided directly in the natural environment or where skill development is required (i.e. vocational, educational, leisure).

Proprietary services are flexible to meet the diverse needs of individuals who require up to 16 hours of rehabilitation and support services per day, or who live in surrounding areas outside of the city of Thunder Bay, and who have access to third party (Auto Insurance or WSIB) or specialized funding.

### **Assisted Living Services:**

The Assisted Living Services Program is a 9-bed, 24-hour program located at the Transitional Learning Centre (TLC) in Thunder Bay. There are also 15 assisted living spaces at Andras Court and 6 assisted living spaces at McKellar Place. The goal of these services is to provide a structured setting that is respectful, safe and in which individuals can achieve their desired quality of life. This incorporates health, wellness, significant other involvement and meaningful activity and involvement in community life.

A Plan of Service is developed based on the individual's expressed needs and goals, input from significant others, outcomes of past rehabilitative efforts, recommendations for ongoing rehabilitation and if appropriate, considerations for future re-integration to community life.

The service includes a thorough assessment of the individual's level of functioning as it relates to the following domains:

- Sensory/Perceptual
- Medical/Physical
- Cognitive
- Psychosocial (communication and behavior)

- Daily Living Skills
- Vocation/avocation

Following the assessment period, a plan is developed with identified outcomes and objectives for service delivery. Regular opportunities for case conferences and formal reports are provided that details the individual's participation and progress in service.

A transitional component can be incorporated for those individuals whose goals include independent community living. A forty-five day follow up service is provided once the individual exits the program in order to facilitate a successful transition to the individual's desired living environment and other services identified in the transition plan

BISNO's Mission Statement and Overall Goals best describe our passion for what we do:

### **Mission Statement:**

To assist individuals, living with the effects of acquired brain injury in attaining their maximum potential as they continue living, loving and doing.

The purpose of Brain Injury Services of Northern Ontario is to provide the skills, experiences and information necessary to achieve maximum potential for individuals with an acquired brain injury and their families/caregivers/significant other(s), residing in Northern Ontario. Northern Ontario is defined as the following: the Districts of Rainy River, Kenora, Thunder Bay, Algoma, Sudbury-Manitoulin, Cochrane, Timiskaming and Nipissing in the Province of Ontario.

### **Overall Organizational Goals:**

Brain Injury Services of Northern Ontario (BISNO) will work with individuals, their family/caregiver/significant other(s), to provide as much as reasonably possible, flexible, individualized services, which will assist individuals to attain their maximum potential. Overall organizational goals are targeted to address issues in five broad categories - improving quality of service, expanding and developing our services, collaborating with other services, recognizing the needs of our employees and leading in best and promising practices.

## **5.0 Strategy for the Prevention and Removal of Barriers**

The Integrated Standards Regulation 191/11, pursuant to the Accessibility for Ontarians with Disabilities Act, 2005 identified specific requirements to achieve Accessibility in the areas of:

- Information and Communications
- Employment

- Transportation
- Accessible Built Environment

These requirements build on the Accessibility Standards for Customer Service.

The chart on the following page sets out agency compliance status with respect to each particular Standard.

| AODA REQUIREMENTS                                | LEGISLATED COMPLIANCE DATE | TARGET DATE FOR COMPLETION & ACTIONS  | STATUS                       |
|--|----------------------------|---|------------------------------|
| <b>Customer Service Standards</b>                |                            |   |                              |
| 1. Policies                                      | January 1, 2012            | Target Date: March, 2011<br>Actions: Develop & implement policy governing how BISNO will comply with accessibility by meeting requirements in the regulations. Inform Board of Directors, staff, volunteers about the AODA policy on customer service requirement of the legislation. Make policy available to the public from the <u>Regional Office</u> . | Completed<br><br>March, 2011 |
| 2. Training & Education (In house)               | January 1, 2012            | Target Date: December 2011<br>Actions: Training outlined in the policy on Accessibility Principles for Persons with Disability #2.16, Customer Service. Set up e-learning training on the AODA Customer Service Standards for all staff & students working in the organization.   | Completed<br><br>June, 2011  |
| 3. Feedback & Complaint related to Accessibility | January 1, 2012            | Target Date: December 2011<br>Actions: Outline feedback information in the policy, post at a location open to the public re: processes for receiving and responding to feedback. Ensure processes are accessible to person with disability.   | Completed<br><br>April, 2011 |
| 4. Communication & Assistive Devices             | January 1, 2012            | Target Date: December 2011<br>Actions: Outline communication & assistive devices in the Policy re: The organization's expectations for communication and assistive devices related to accessible customer service standard  | Completed<br><br>March, 2011 |
| 5. Use of Support Persons and Service Animals    | January 1, 2012            | Target Date: December 2011<br>Actions: Outline use of support persons & service animals in the Policy re: the organization's expectations for use of support persons and service animals.   | Completed<br><br>March, 2011 |
| 6. Notice of temporary disruptions               | January 1, 2012            | Target Date: December 2011<br>Actions: Outline notice of temporary disruptions in the policy-re: actions to be taken in event of notice of temporary disruptions (including posting of signage).  | Completed<br><br>March, 2011 |

| AODA REQUIREMENTS  | LEGISLATED COMPLIANCE DATE                           | TARGET DATE FOR COMPLETION & ACTIONS  | STATUS  |
|--|--|---|---|
| <b>Integrated Accessibility Standards Regulation</b>       |  |   |   |
| 1. <b>General – Multi-Year Accessibility Plan</b>          | January 1, 2014                                      | Target Date: January, 2014<br>Actions: Develop multi-year accessibility plan to identify, remove and prevent barriers. This will include annual accessibility work plan and ensure annual goals are completed.  | Completed<br>December, 2014   |
| <b>2. Information and Communication Standards</b>          |  |   |   |
| a) Feedback  | a) January 1, 2015                                   | Target Date: June 30, 2014<br>Actions: a) Develop a process for receiving and responding to feedback in an accessible manner and arrange for the provision of accessible formats and communication supports, upon request. Notify the public about the availability of accessible formats and communication supports. Process outlined in Policy, 2.16. | a) Completed<br>December, 2014  |
| b) Accessible formats and communication supports           | b) January 1, 2016                                   | Target Date: June 30, 2015<br>Actions: b) Expand on current policy that Sets out the specific requirements, to arrange for the provision of accessible formats and communication supports for persons with disabilities. This shall include stating the formats and types of resources.   | b) In Progress  |
| c) Emergency procedure, plans or public safety information | c) January 1, 2012                                   | Target Date: December 31, 2011<br>Actions: c) Prepare emergency procedures, plan or public safety information and make the information available to the public, provide information in an accessible format or with appropriate communication supports, upon request.   | c) Completed<br>January 1, 2012   |
| d) Accessible Websites                                     | d) (i) January 1, 2014<br><br>d)(ii) January 1, 2021 | Target Date: Under review for any new website development<br>Actions: d)(i) New websites and web content to conform with WCAG 2.0 at Level A<br>Target Date: December 31, 2019<br>Actions: d)(ii) All internet websites and Web content to conform with WCAG 2.0 at Level AA  | d)(i) n/a at this time<br><br>d)(ii) Investigation to begin January 1, 2017 |

| AODA REQUIREMENTS                               | LEGISLATED COMPLIANCE DATE | TARGET DATE FOR COMPLETION & ACTIONS   | STATUS   |
|---|----------------------------|--|--|
| <b>3. Employment Standards</b>                  |                            |  |  |
| a) Recruitment                                  | a) January 1, 2016         | Target Date: June 30, 2015<br>Actions: a) Develop/amend policy and practice to ensure internal and external recruitment, assessment and selection processes meet the required standards.   | a) In Progress   |
| b) Supports for Employees                       | b) January 1, 2016         | Target Date: December 31, 2014<br>b) Inform employees of agency policy of supporting employees with disabilities and procedures for accommodation, make same information available to new employees as soon as practicable and ensure updates.   | b) In Progress   |
| c) Accessible Formats and Communication Support | c) January 1, 2016         | Target Date: November 2015<br>c) Upon request, consult with employees to provide or arrange for accessible formats and communication supports in relation to information that is generally available to employees in the workplace that the employee needs to perform their job.   | c) In Progress   |
| d) Workplace Emergency Response Information     | d) January 1, 2012         | Target Date: December 31, 2011<br>d) (i) Provide for individualized workplace emergency response information for employees with disabilities, where the agency has been made aware of the need for accommodation due to disability in accordance with standards. (ii) Develop policy, procedures and processes for same. | d) Completed<br>January 1, 2012<br><br>d)(ii) Completed<br>December 2013 |
| e) Individualized Accommodation Plans           | e) January 1, 2016         | Target Date: December 31, 2014<br>e) Develop a written process for the development of documented individualized accommodation plans for employees with disabilities, in accordance with the standards.   | e) In Progress   |
| f) Return to Work                               | f) January 1, 2016         | Target Date: December 31, 2014<br>f) Develop a written return to work process for employees who have been absent from work due to a disability and require disability related accommodations in order to return to work.   | f) In Progress   |

| <b>AODA REQUIREMENTS</b>  | <b>LEGISLATED COMPLIANCE DATE</b> | <b>TARGET DATE FOR COMPLETION &amp; ACTIONS</b>  | <b>STATUS</b>   |
|---|-----------------------------------|--|---|
| 3. Employment Standards (con't)   |                                   |  |   |
| g) Performance Management   | g) January 1, 2016                | Target Date: June 30, 2015<br>g) Agency to take into account the accessibility needs of employees with disability needs as well as individualized accommodation plans in administering the performance appraisal process.  | g) In Progress  |
| h) Career Development   | h) January 1, 2016                | Target Date: June 30, 2015<br>h) Agency to take into account accessibility needs of employees with disabilities as well as individual accommodation plans in providing career development and advancement to employees.  | h) In Progress  |
| i) Redeployment   | i) January 1, 2016                | Target Date: June 30, 2015<br>i) Agency will take into account accessibility needs of employees with disabilities as well as any individualized accommodation plans during a redeployment process.   | i) In Progress  |
| <b>4. Transportation</b><br><br><b>Not Applicable to BISNO</b>                                  |                                   |  |   |
| <b>5. Design of Public Spaces Standards (Accessibility Standards for The Built Environment)</b> | January 1, 2017                   | Target Date: n/a<br>Address barriers in public spaces and buildings. The standards for public spaces will only apply to new construction and planned redevelopment and for BISNO, should new construction or redevelopment occur, the legislation to be considered would apply to accessible parking, counters and waiting areas of the Administrative Office. | Reconstruction of Regional Office completed in 2013.<br>Handicap entrances/doors installed and parking lot. |

## 6.0 Review and Monitoring Process

- a) The Human Resources Manager shall be the lead to monitor the progress of the Multi-Year Plan. The Senior Management Team shall evaluate the effectiveness of barrier-removal and prevention strategies and together with the Board of Directors, as applicable, to plan for increased accessibility throughout BISNO.
- b) The Senior Management Team shall prepare an annual status report on measures taken to implement the plan.
- c) At least once every 5 years, the plan shall be reviewed and updated in consultation with persons with disabilities, as appropriate.

## 7.0 Communication of the Plan

In addition to the public availability of the Plan as noted on the cover, an annual Status report of the Multi-Year Plan will be posted on the Organization's website. BISNO will accommodate requests for accessible formats of the Plan.

Questions, comments and feedback regarding the Accessibility Plan may be directed to:

Senior Management Team; C/O Leslie Vass, Human Resources Manager  
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Thunder Bay, ON  
P7C 5G8

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