

AODA MULTI-YEAR ACCESSIBILITY PLAN

Bayfield Treatment Centres

1. Introduction

Bayfield Treatment Centres is committed to working towards full compliance with all standards under the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA") as they are introduced. In doing so, we affirm our commitment to providing quality services in a manner that respects the dignity and independence of persons with disabilities.

The Multi-Year Accessibility Plan outlines the policies, achievements and actions that Bayfield has put in place to improve opportunities for people with disabilities.

2. Statement of Commitment

Bayfield is committed to treating all people with dignity and independence. We believe in integration 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 AODA.

BTC is committed to continue developing, implementing and maintaining policies governing how it will achieve accessibility through meeting the requirements under AODA and its associated regulations, the Customer Service Accessibility Standard and the Integrated Accessibility Standard ("IASR"). To facilitate that commitment, Bayfield will establish, maintain and document a multi-year accessibility plan that will be reviewed and updated every five years to identify progress made in addressing barriers. The plan is posted on Bayfield's website.

3. Customer Service Accessibility Standard

Bayfield uses reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- Services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of services to persons with disabilities, and others, is integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis.
- Persons with disabilities may use assistive devices and/or support persons in the access of goods or services.
- Persons with disabilities and their service animals are accommodated in all aspects of service provision unless the animal is otherwise excluded by law.
- Bayfield 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 Bayfield:

- A member of Management and HR representative has been designated to present and/or revise practices or procedures. A policy review occurs annually.
- The Accessible Customer Service Policy is published on Bayfield's website.

- Notice will be provided on the website, email, over the phone or in writing where applicable when a service disruption occurs and will be done quickly as possible if the disruption is unexpected.
- Training on AODA Customer Service has been provided and is given to every person who participates in developing the policy, practices and procedures and this includes every person who deals with the public on behalf of Bayfield.
- AODA Training, including Customer Service, is also part of mandatory onboarding for all new hires.
- 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 that Bayfield provides goods and services to people with disabilities. The feedback process is posted on the Bayfield website, and comments can also be made verbally, by email, or in writing.
- 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.
- All regulatory-related requests for accommodation and accessibility needs by the public and members will be handled by Bayfield in accordance with the requirements set forth in AODA and its associated regulations and the Ontario *Human Rights Code*. The Registrar specifically deals with issues pertaining to:

Bayfield Treatment Centres has established a comprehensive policy, which can be viewed on our website that specifically addresses accessibility and accommodation needs.

Website_Information

In accordance with the IASR (Integrated Accessibility Standards Regulation), Bayfield can convert existing emergency & public safety information into a format that will allow it to be made available in accessible formats on request and in a timely manner.

Bayfield also does the following:

- Continue to assess accessibility of existing website organization and content.
- Consult with persons requesting alternative formats.
- Post a notice on the website and on premises that information is available in a variety of accessible formats.
- Inform employees of policies supporting employees with disabilities. This information will be provided to new employees as soon as is practicable after hiring.
- Provide updated information on accommodation policies to employees when they occur.
- Consult with employees to determine suitability of format or support.

Accessibility Review

Bayfield Treatment Centres discusses issues of accessibility and monitors compliance with the requirements of AODA by periodic review of policies and practices at Joint Health and Safety meetings, and policy reviews conducted by Bayfield's Senior Management and HR representatives.

Contact Details

For more information on this accessibility plan, please contact:

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