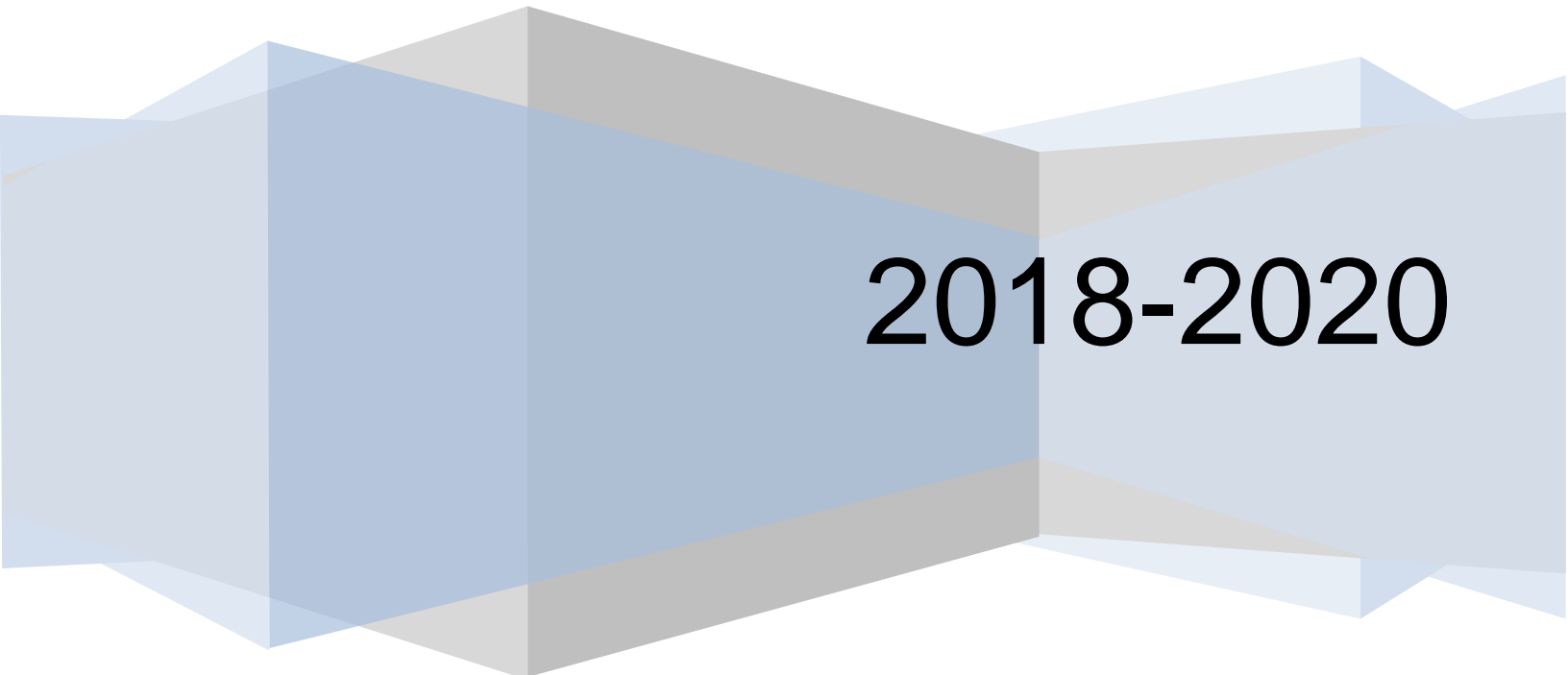


District of Nipissing Social Services Administration  
Board – Multi Year Accessibility Plan 2018-2020

# Multi-Year Accessibility Plan

DNSSAB Accessibility Committee



2018-2020

**Table of Contents**

Message from the DNSSAB Accessibility Committee ..... 1

The District of Nipissing Social Services Administration Board Accessibility Plan ..... 2

    DNSSAB MISSION..... 2

    DNSSAB VISION ..... 2

DNSSAB’s Commitment to Accessibility Planning..... 3

    OBJECTIVES ..... 3

    DNSSAB Accessibility Committee ..... 3

        Roles and Responsibilities ..... 4

        Duties ..... 4

        Barrier Identification: ..... 5

        Annual Review Process: ..... 6

        Communication: ..... 6

    DEFINITIONS..... 7

2018 – 2020 Accessibility Plan Going Forward..... 8

    Policies and Procedures: ..... 8

    Information and Communication ..... 8

    Employment ..... 9

    Transportation ..... 9

**2018 – 2020 MULTI-YEAR ACCESSIBILITY PLAN ..... 10**

## **Message from the District of Nipissing Social Services Administration Board (DNSSAB) Accessibility Committee**

On behalf of the DNSSAB Accessibility Committee, we are pleased to present the 2018-2020 Multi-Year Accessibility Plan.

The DNSSAB is committed to providing high-quality, accessible programs and services to our citizens with disabilities. Our District's accessibility needs are at the core of every decision we make. Our focus is to ensure that every member of our community has a positive experience every time they access our programs and services. Our mandate is to assist the DNSSAB in meeting its legislative requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

The Accessibility Committee has been working diligently to strengthen the process and direction for accessibility initiatives. We are committed to following DNSSAB's core values to improve accessibility in services, programs, and our physical environment.

On behalf of the DNSSAB, we look forward to working with the community, stakeholders, and DNSSAB staff to address the areas that impact citizens with disabilities in our District.

Regards,

Jerret Tomkins

DNSSAB Accessibility Committee Chair

# The District of Nipissing Social Services Administration Board Accessibility Plan

The *Ontarians with Disabilities Act, 2001 (ODA)*, and subsequent *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* serve as a framework relating to accessibility standards with the overarching goal to have a fully accessible Province of Ontario by the year 2025. The AODA requires that organizations have an obligation to prepare an accessibility plan. The Accessibility Plan will ensure the full participation of persons with disabilities through the identification, removal and prevention of barriers within the District of Nipissing Social Services Administration Board's (DNSSAB) facilities and services.

The DNSSAB monitors the development of standards under the *Accessibility for Ontarians with Disabilities Act (AODA)*. The AODA framework provides accessibility standards in the following areas:

- Customer Service
- Integrated Standards (Information and Communication; Employment; Transportation; Design of Public Spaces)
- Built Environment (not yet in force)

The goal of these accessibility standards is to ensure all Ontarians with disabilities have full and equal access to goods, services, facilities, accommodation, employment and building structures by January 2025.<sup>i</sup>

The first regulation to come into force was the *Accessibility for Standards for Customer Service, Ontario Regulation 429/07*. It took effect for DNSSAB on January 1, 2012. The DNSSAB has complied with this legislation. The DNSSAB's Accessible Customer Service Policy is available on the DNSSAB website ([www.dnssab.ca](http://www.dnssab.ca)) and in alternate formats upon request.

The second regulation to come into force was *the Integrated Accessibility Standards, Ontario Regulation 191/11*. This regulation came into force on July 1, 2011 with compliance dates phased through to 2021. The regulation requires that the DNSSAB establish, implement, maintain and document multi-year accessibility plans which outline the DNSSAB's strategy to prevent and remove barriers.

The purpose of this multi-year Accessibility Plan is to outline the measures that the DNSSAB will take 2018-2020 to identify, remove and prevent barriers to all citizens across Nipissing District in accessing DNSSAB's facilities and services in accordance with the Integrated Accessibility Standards.

## **DNSSAB MISSION**

Proactively enabling inclusive, healthy, and prosperous communities within the District of Nipissing through a focus on prevention, innovation, and accessible quality human services.

## **DNSSAB VISION**

Be a leader in partnering internal knowledge and expertise with community resources to enhance opportunities for citizen success.

## **DNSSAB's Commitment to Accessibility Planning**

*Through accessibility planning the DNSSAB will strategically identify, remove and prevent as many barriers as possible.*

### **The DNSSAB is committed to:**

- ✓ the continual improvement of access to all premises and services for all those living with disabilities
- ✓ the provision of quality services to all members of the district with or without disabilities

## **OBJECTIVES**

The District of Nipissing Social Services Administration Board will use reasonable efforts to ensure that its procedures and best practices are consistent with the Regulation. The Regulation sets out the requirements for each of the standards, as well as general requirements that apply to all, such as:

- Developing accessibility policies and plans;
- Training employees and volunteers;
- Considering accessibility when purchasing goods or services; and
- Providing goods, services or facilities either directly to the public or to other businesses or organizations;
- Incorporating accessibility features when designing or acquiring self-serve kiosks

The Accessibility Plan describes the measures that the DNSSAB will take in the next two (2) years to identify, remove and prevent barriers to people with disabilities who utilize the facilities and services of the DNSSAB.

The objectives of the multi-year Accessibility Plan are:

- To describe the process by which DNSSAB will identify, remove and prevent barriers to people with disabilities.
- To review efforts to remove and prevent barriers to people with disabilities.
- To identify the facilities, policies, programs, practice's and services that the DNSSAB will review in coming years to identify barriers to people with disabilities.
- To describe the measures the DNSSAB will take in the coming years to identify, remove and prevent barriers to people with disabilities.
- To outline the process of how the DNSSAB will make this Accessibility Plan available to the public.

## **DNSSAB Accessibility Committee**

The DNSSAB has established an accessibility committee comprised of staff volunteers. The committee shall review and advise the Board about the requirements and implementation of AODA accessibility standards, preparation of accessibility reports, including access for persons with disabilities to a building or premises, and other matters for which the Board may seek advice.

On an annual basis the Accessibility Working Group will review the multi-year Accessibility Plan and advise the Board. The recommended initiatives identified in the annual review of the Accessibility Plan will be considered, evaluated and approved within the context of DNSSAB's Capital and Operating Budget Process.

The Accessibility Working Group is comprised of the following:

Name	Department	Contact Information
Amanda Levesque	Social Services	705-474-2151, Ext. 3122 <a href="mailto:Amanda.Levesque@dnssab.ca">Amanda.Levesque@dnssab.ca</a>
Emma Langdon	Children's Services	705-474-2151, Ext. 3128 <a href="mailto:Emma.Langdon@dnssab.ca">Emma.Langdon@dnssab.ca</a>
Sharon Moseley-Williams	Social Services	705-474-2151, Ext. 3338 <a href="mailto:Sharon.Moseley-Williams@dnssab.ca">Sharon.Moseley-Williams@dnssab.ca</a>
Tyler Yanta	Corporate Services	705-474-2151, Ext. 3121 <a href="mailto:Tyler.Yanta@dnssab.ca">Tyler.Yanta@dnssab.ca</a>
Mark French	Social Services	705-474-2151, Ext. 3315 <a href="mailto:Mark.French@dnssab.ca">Mark.French@dnssab.ca</a>
Jerret Tomkins	Corporate Services	705-474-2151, Ext. 3500 <a href="mailto:Jerret.Tomkins@dnssab.ca">Jerret.Tomkins@dnssab.ca</a>

### Roles and Responsibilities

The DNSSAB Accessibility Committee shall advise and assist DNSSAB in promoting and facilitating a barrier-free organization for citizens of all abilities including persons with disabilities. The DNSSAB Accessibility Committee shall promote accessibility within the organization to increase education and awareness. This aim shall be achieved through the review of policies, programs and services and the identification, removal and prevention of barriers faced by persons with disabilities.

### Duties

- Contribute to the development, implementation and education on standards for accessibility related to goods, services, facilities, employment, accommodation and buildings through consultation with department staff on recent department initiatives to remove and prevent barriers to persons with disabilities.
- List policies, services, programs and practices to be reviewed by the DNSSAB in the forthcoming year;
- Determine a department strategy for barrier removal on an annual basis;
- Ensure that department measures for the removal of barriers are identified in the DNSSAB's annual budget process;
- Review matters referred to the DNSSAB Accessibility Committee and make recommendations as appropriate;
- File a report annually outlining how the DNSSAB is complying with the standard. PART III, sections 13 – 17;
- Develop a multi-year accessibility plan outlining the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation;
- Make the multi-year accessibility plan public;
- The Accessibility Committee, with consultations from people with disabilities, will review and update the accessibility plan at least once every five years;

- Advise DNSSAB Board annually, as required by the Act, regarding the preparation, implementation and effectiveness of the DNSSAB multi-year accessibility plan; and
- Advise the Board on accessibility issues or concerns and bring forward recommendations.

### **DNSSAB Departments:**

- Ensure that commitments outlined are implemented; and
- Review their departments on an annual basis and continue to identify and address the removal of barriers as they are identified.

### **Barrier Identification:**

The Accessibility Committee will use the following approach to identify barriers:

- Research previously identified barriers;
- Solicit staff contributions in all service areas of known and suspected barriers; and
- Review suggestions and comments forwarded by the public by way of the feedback process.

In the Barrier Identification Process, the Accessibility Committee will focus on the following areas to determine which barriers it will work to remove or prevent each year:

- Physical facilities
- Service and Program delivery to staff
- Service and program delivery to citizens
- Procurement Policies and Practices
- Interviewing, Hiring, Promotion, and other Human Resources Policies and Practices
- Technologies
- Information and communication infrastructures
- Customer service for people with disabilities

### **Examples of Barriers:**

- Physical – A door knob that cannot be operated by a person with limited upper-body mobility and strength.
- Architectural – A hallway or door that is too narrow for a mobility device.
- Informational – Typefaces that are too small to be read by a person with low-vision.
- Communicational – Speaking too loudly when addressing a deaf customer.
- Attitudinal – Ignoring a customer who accesses services with a support person and only speaking to the support person.
- Technological – A paper tray on a laser printer that requires two strong hands to open.
- Policy/Practice – A practice of announcing important messages over an intercom that people with hearing impairments cannot hear clearly.

<p><b>Built Environment:</b></p> <ul style="list-style-type: none"> <li>• The exterior of buildings</li> <li>• The interior of buildings</li> <li>• Parking areas</li> <li>• Hallways</li> <li>• Floors/Carpets</li> <li>• Reception/Lobby areas</li> <li>• Offices/Cubicles</li> <li>• Meeting/Training Rooms</li> <li>• Washrooms</li> <li>• Stairs/Stairwells</li> <li>• Lighting</li> </ul>	<p><b>Physical Environment:</b></p> <ul style="list-style-type: none"> <li>• Furniture</li> <li>• Work stations</li> <li>• Chairs</li> <li>• Doors/Door knobs</li> <li>• Windows</li> <li>• Locks</li> <li>• Security Systems</li> </ul>
<p><b>Information:</b></p> <ul style="list-style-type: none"> <li>• Printed information/brochures</li> <li>• Web-based resources</li> <li>• Signage</li> <li>• Bulletin Boards</li> <li>• Forms/Manuals</li> <li>• Fax transmissions</li> <li>• Equipment labels</li> <li>• Computer screens</li> </ul>	<p><b>Policies and Practices:</b></p> <ul style="list-style-type: none"> <li>• Procurement and purchasing</li> <li>• Promotion</li> <li>• Job Postings</li> <li>• By-laws</li> <li>• Hiring/interviewing/testing</li> <li>• Performance Management</li> <li>• Career Advancement</li> <li>• Redeployment</li> <li>• Regulations /Rules/protocols</li> <li>• Meetings</li> <li>• Safety and Evacuation</li> </ul>
<p><b>Technological</b></p> <ul style="list-style-type: none"> <li>• Computers/Keyboards</li> <li>• Operating Systems</li> <li>• Standard software</li> <li>• Proprietary software</li> <li>• Web sites</li> <li>• Fax machine</li> <li>• Telephones</li> <li>• Photocopiers/Printers</li> </ul>	<p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>• In Person</li> <li>• By telephone</li> <li>• By mail</li> <li>• By e-mail</li> <li>• Via the web</li> </ul>

**Annual Review Process:**

The Accessibility Committee will meet quarterly to review the progress of barrier removal and to update the Accessibility Plan relative to Departmental operations and annual budget deliberations. The Board will be updated when changes are made to this plan.

**Communication:**

Copies of this plan and subsequent annual updates will be available from Corporate Services and on the DNSSAB’s website ([www.dnssab.ca](http://www.dnssab.ca)). The plan and subsequent updates will be available in accessible format, upon request.



## **DEFINITIONS**

**“Accessibility Standard”**: means an accessibility standard made by regulation under section 6 of the AODA.

**“Accommodation”**: means the special arrangement made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person’s unique needs.

**“Barrier”**: means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, and information or communication barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

**“Disability”**: as defined by the AODA and the Ontario Human Rights Code, means,

- ✓ Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness, or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other medical appliance or device;
- ✓ A condition of mental impairment or a developmental disability;
- ✓ A mental disorder, or
- ✓ An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

**“Service Animal”**: means an animal individually trained to do work or perform tasks for the benefit of a person with a disability.

**“Support Person”**: means any person whether a paid professional, volunteer, family member, friend to who accompanies a person with a disability in order to help with communications, personal care of medical needs or with access to goods or services.

**“Unconvertible”**: means information or communications are unconvertible if it is not technologically feasible to convert the information or communications or the technology to convert the information or communications is not readily available.

## 2018 – 2020 Accessibility Plan Going Forward

<b>Policies and Procedures:</b>		<b>Compliance Status</b>
January 1, 2018	Establishing, implementing and maintaining policies governing the accessibility of employment, transportation and information and communications.	<b>Completed</b>
	Establishing, implementing, maintaining and documenting at least once every five years, a multi-year accessibility plan which outlines intended strategies to prevent and remove barriers, and report on progress annually.	<b>Completed</b>
	Incorporating “accessibility criteria and features” when procuring or acquiring goods, services or facilities “except where it is not practicable to do so”, in which case, where requested, provide an explanation.	<b>Completed</b>
	Ensuring that accessible formats and communications supports are provided upon request with respect to the processes the DNSSAB uses for receiving and responding to feedback that the DNSSAB “notify the public about the availability of accessible formats and communications supports.”	<b>Ongoing</b>
	Training all employees, volunteers and persons who provide goods or facilities on behalf of the DNSSAB and persons who participate in developing the policies of the DNSSAB on the requirements of the Integrated Standard and on the Human Rights Code as it pertains to persons with disabilities.	<b>Ongoing</b>
<b>Information and Communication</b>		
	Emergency Procedures, plans or public Safety Information, which are available to the public, are to be provided in an accessible format “as soon as practicable upon request.”	<b>Completed</b>
	Processes for receiving and responding to feedback shall ensure that the processes are available to persons with disabilities.	<b>Completed</b>
	Making new websites and web content on those sites conform to WCAG 2.0 by 2020 and level AA by 2021.	<b>Ongoing</b>

	Providing information and communication supports upon request in an accessible format “in a timely manner that takes into account the person’s accessibility needs due to disability,” at a cost that is no more than the regular cost charged to other persons. The public is notified about the accessibility formats and communication supports.	<b>Ongoing</b>
	Making websites (except content not updated since January 1 <sup>st</sup> , 2012) and web content conform to WCAG 2.0 by 2020 and level AA by 2021.	<b>Ongoing (New website conforming to regulations)</b>
<b>Employment</b>		
	Providing individualized workplace emergency response information to employees who have a disability.	<b>Completed</b>
	Notifying employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes; in assessment or selection processes in recruitment, make accommodation upon request that “takes into account the applicant’s accessibility needs due to disability”; notify the successful applicant of its policies for accommodating employees with disabilities.	<b>Completed</b>
	Informing employees of DNSSAB’s policies to support its employees with disabilities.	<b>Completed</b>
	Providing upon request, accessible formats and communication supports to employees as it relates to information needed in order for the employee to perform their job and information generally available to employees.	<b>Completed</b>
	Developing and having in place documented return to work processes. This does not override any other return to work process created under any other statute.	<b>Completed</b>
	Developing documented individual accommodation plans upon request. Where performance management systems are in place, career development and advancement is provided and redeployment is used, the employer “shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans.”	<b>Completed</b>
<b>Transportation</b>	<b>N/A</b>	<b>N/A</b>

## **2018 – 2020 MULTI-YEAR ACCESSIBILITY PLAN**

Under the AODA, the DNSSAB is required to establish, maintain and document a multi-year plan that outlines the DNSSAB's strategies to identify, remove and prevent accessibility barriers.

The 2018-2020 Multi-Year Accessibility Plan reflects the continued dedication of the DNSSAB in meeting its commitment to create accessible programs, services, and a workplace that ensures full participation of individuals with disabilities.

The plan includes a compilation of departmental accessibility plans which highlight the services departments provide and outline the department's commitment to accessibility.

<b>Barrier Identified / AODA Initiative</b>	<b>Barrier Type</b>	<b>Disability Type</b>	<b>What will be gained by removing or preventing the barrier</b>	<b>Means to prevent/remove the barrier</b>	<b>How would you measure success?</b>	<b>Timing when will this be accomplished?</b>
Ensure the work environment is barrier-free	Physical, Architectural, Policy/ Practice	Physical; Sensory	Opportunity for citizens to access services	Follow Accessibility Act requirements and Design Guidelines	Citizens access services with minimal delay	Ongoing
Accessible parking in all DNSSAB locations	Architectural	Physical	Increased access to building	Work with landlord in all locations to ensure adequate space is allotted	Decrease in the number of concerns from users of the building	Ongoing
Doors to reception area in North Bay are not accessible to all citizens	Architectural	Physical	Increased accessibility to building	Installation of automatic door openers	Decrease in the number of concerns from users of the building	Completed
Doors to reception area in Sturgeon Falls are not accessible to all citizens	Architectural	Physical	Increased accessibility to building	Installation of automatic door openers	Decrease in the number of concerns from users of the building	Completed
Language Interpreters Services	Policy/ practice; Communication	Other; Hearing	An inclusive workplace, improved communication and barrier free services are available	<i>Locate Interpretation Services</i>	Citizens with hearing loss/ language barriers; are able to access services they need	Ongoing

<b>Barrier Identified / AODA Initiative</b>	<b>Barrier Type</b>	<b>Disability Type</b>	<b>What will be gained by removing or preventing the barrier</b>	<b>Means to prevent/remove the barrier</b>	<b>How would you measure success?</b>	<b>Timing when will this be accomplished?</b>
Access to services for parents/ families from the deaf or hard of hearing community	Communication	Sensory; Hearing	Increased access to information for families/ parents	Contact Canadian Hearing Society to engage in working collaboratively for provide services for the deaf/individuals with hearing loss	Parents/ families can attend appointment and services they require	Ongoing
Home Visit Policy	Policy/ practice	Physical, Mental illness	Services are available to citizens who cannot physically come to one of our offices to complete either an OW or Children's Services application	<i>Revision to the Home Visit Policy/Procedure pending.</i>	A decreased delay for citizens who access services at home	Ongoing
Child care options for children and families with special needs	Attitudinal	All	Children and families can access early learning and child care options	<i>Advocacy – Children's Services</i>	No reduction in the number of spaces or quality of services for children with special needs	Completed
Mental health advocacy for youth	Attitudinal; Informational	Mental illness	Improved employment outcomes	<i>Advocacy in employment opportunities</i>	Improved access to employment opportunities by citizens of Nipissing District and thus better employment outcomes	Ongoing

<b>Barrier Identified / AODA Initiative</b>	<b>Barrier Type</b>	<b>Disability Type</b>	<b>What will be gained by removing or preventing the barrier</b>	<b>Means to prevent/remove the barrier</b>	<b>How would you measure success?</b>	<b>Timing when will this be accomplished?</b>
Delivery of SAIL (Supportive Approaches through Innovative Learning) training to all staff	Attitudinal; Informational	All	Staff will be equipped with skills and resource materials ranging from mental health issues to diversity, self-care and problem solving with a focus towards enhancing citizen relationships	<i>SAIL training made available to ALL staff</i>	Levels of productivity, engagement and satisfaction improved for staff and citizens.	Ongoing
Corporate training to address attitudinal barriers	Attitudinal	All	Staff will be more aware and empathetic towards coworkers and clients with disabilities	<i>Employer will promote sensitivity and awareness training through in-service education</i>	A survey will be conducted to measure the effectiveness of training	Ongoing
Lack of Individualized emergency evacuation response plans for employees with a disability	Policy/Practice	All	Enhanced communication, support and safety for people with disabilities in the event of a workplace emergency.	<i>Establish an emergency response plan for employees who have a disability and feel safe to identify their needs</i>	All employees with disabilities that require assistance during a workplace emergency would have completed an individual emergency evacuation response plan	Ongoing
Need to increase staff awareness of availability of ergonomic assessments for their workspace	Policy/Practice	All	Enhanced communication and support for people with disabilities in the workplace	<i>Communicate availability of ergonomic assessments to employees via health and safety committee</i>	Measure awareness via an employee survey question	Ongoing

<b>Barrier Identified / AODA Initiative</b>	<b>Barrier Type</b>	<b>Disability Type</b>	<b>What will be gained by removing or preventing the barrier</b>	<b>Means to prevent/remove the barrier</b>	<b>How would you measure success?</b>	<b>Timing when will this be accomplished?</b>
Staff not fully utilizing the accessibility features available in MS Office when creating various types of documents, presentation materials, and brochures	Informational and Technological	All	Staff will be able to utilize all accessibility features available in MS Office	<i>Provide staff with technical training regarding accessibility features of MS Office</i>	Accessible information will be available to staff and citizens	Ongoing
Some DNSSAB reports are not fully accessible and are posted on the website	All	All	Accessible formatting of public documents will ensure all citizens can participate	<i>Public documents will be posted to the web as full-text searchable documents. This enables screen readers to read the documents.</i>	Improved access for people with disabilities. Monitor requests for information and feedback.	Completed
Ensure the Accessibility Committee is involved in any new accommodation design plans for the workplace	Physical, Policy/Practice	Physical	Workplace designs addresses potential needs of employees with disabilities	<i>Follow Accessibility Act requirements and Design Guidelines</i>	Workplace is barrier free and includes modifiable unit design to accommodate employees with disabilities.	Ongoing
Web access to DNSSAB	Informational	All	Improved access to information and full inclusion for all citizens	<i>Accessible website</i>	The DNSSAB website is fully accessible according to guidelines	Ongoing



<b>Barrier Identified / AODA Initiative</b>	<b>Barrier Type</b>	<b>Disability Type</b>	<b>What will be gained by removing or preventing the barrier</b>	<b>Means to prevent/remove the barrier</b>	<b>How would you measure success?</b>	<b>Timing when will this be accomplished?</b>
Service notifications	Informational	All	Citizens are better informed on service disruptions	Service notifications are communicated multiple ways: website, intake line, automated line, print materials. Materials will be updated as necessary when new accessibility standards for communications are established corporately	Service disruptions are communicated to citizens in a timely manner	Ongoing
Social Housing operational reviews check for AODA compliance	Policy/Practice	All	Assurance that DNSSAB funded providers are providing accessible service	Ensure that operational reviews contain sufficient checks to ensure provider compliance with AODA	All operational review reports contain commentary on AODA findings	Completed

<b>Barrier Identified / AODA Initiative</b>	<b>Barrier Type</b>	<b>Disability Type</b>	<b>What will be gained by removing or preventing the barrier</b>	<b>Means to prevent/remove the barrier</b>	<b>How would you measure success?</b>	<b>Timing when will this be accomplished?</b>
Ensure that the Housing Services section of the DNSSAB website is accessible	Communication	Sensory	Increased access to Housing Services information by persons with disabilities	In conjunction with the Communications Officer and other departments, conduct a review of website accessibility	Housing services webpages meet the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.0 by 2020.	Completed
The DNSSAB's 10-year Housing and Homelessness Plan addresses accessibility concerns	Policy/Practice	All	Demonstrated concern for accessibility issues in the district's housing and homelessness sector	Review the draft plan to ensure accessibility concerns are addressed; provide suggestions where necessary	Accessibility issues are fully considered and addressed in the plan	Completed
Ensure that the "Rent Geared-To- Income and Market Rent Applications for Social Housing in the District of Nipissing" are provided in an accessible manner	Communication	Sensory	All citizens have equal access to the application process for social housing providers who participate in the centralized application system	In conjunction with the Nipissing District Housing Registry Inc., provide accessible formats and communications supports as quickly as possible and at no additional cost when requested by a person with a disability	All housing application documents meet accessibility standards	Completed

<b>Barrier Identified / AODA Initiative</b>	<b>Barrier Type</b>	<b>Disability Type</b>	<b>What will be gained by removing or preventing the barrier</b>	<b>Means to prevent/remove the barrier</b>	<b>How would you measure success?</b>	<b>Timing when will this be accomplished?</b>
Ensure that any new housing developments subject to DNSSAB funding meet accessibility standards	Architectural	Physical	Citizens can live independently	Allow the DNSSAB's Accessibility Committee to review and provide comment on all design plans for new housing proponents	All new DNSSAB-funded housing developments address accessibility and contain accessibility elements	Ongoing
Ensure that all housing and homelessness service delivery agreements contain language requiring that services be offered according to AODA standards	Policy/Practice	All	Service delivery partners understand that the DNSSAB insists that its funded services are delivered in an accessible manner	In conjunction with the DNSSAB's Accessibility Committee, conduct a review of all new and existing service delivery agreements to ensure compliance with AODA	All new and existing service delivery agreements contain AODA requirements	Review of existing agreements: Completed  Review of new agreements: Ongoing

<sup>1</sup> Accessibility for Ontarians with Disabilities Act, 2005 [http://www.e-laws.gov.on.ca/html/statutes/english/elaws\\_statutes\\_05a11\\_e.htm](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm)