General Requirements	Action	Compliance Date	Status
	 □ Assigned senior director to lead AODA project □ Established Steering committee representing all departments that are considered crucial for implementing AODA □ Training on AODA provided to Human Resources staff by Hicks Morley □ Established Terms of Reference □ Training on AODA provided to Steering Committee by Springtide □ Training provided to senior leaders in child welfare sector 		Completed, 2009 Completed, Dec. 2009 Completed, June 2009 Completed, Feb. 2010 Completed, March 2010 Completed, Nov. 2010
Customer Service Standard Establish policies, practices and procedures governing the provision of the organization's goods or services to persons with disabilities, including the use of assistive devices, service animals, support persons, notice of temporary disruptions and feedback.	 □ Developed Customer Service Policy and distributed it to all staff, volunteers, foster and care providers, students and every other person who interacts with the public on behalf of CAST. □ The policy is available in all CAST reception areas □ The policy was posted on CAST's website □ TTY information was provided to staff and posted on website as well as intranet □ Developed templates for disruption of service signs and messages for staff to post on doors, elevators, website and voice mail box. 	January 1, 2012 January 1, 2012 January 1, 2012	Completed, Dec. 2011 & ongoing Completed, Dec. 2011 Completed, Dec. 2011 Completed, Dec. 2011 Completed, Dec. 2011
	□ Posted floor plans for floors that are open to the		Completed, April,

General Requirements	Action	Compliance Date	Status
	public on the CAST website □ Established designated seating in reception areas		2012 Completed, April, 2012
Provide training on the Customer Service policy to all employees who develop policies and all others who provide goods, services or facilities on behalf of the organization.	 On-line training was developed in conjunction with community groups and provided to all children's aid societies. On-line training was offered to all employees, volunteers, foster parents and other person and organizations that interact with the public on behalf of CAST. Records are maintained on the training provided, including dates on which the training is provided and the numbers attending the training. Established tracking system and process to ensure training is provided to new/ returning employees and other providers. 	January 1, 2012 January 1, 2012	Completed, Dec. 2011 and ongoing Completed, Dec. 2011, & ongoing Ongoing
	☐ Provided resource information to staff and posted it on CAST's intranet.	N/A	Completed, May 2013
Establish an accessible process for receiving and responding to feedback about the manner in which CAST provides good and / or services to persons with disabilities, and ensure information about the feedback process will be readily available to the public.	 □ CAST has created a feedback form which is available in our reception areas as well as on our website. See http://www.torontocas.ca/?t=AODA Feedback □ Feedback can also be submitted to the Manager, Staffing and Recruitment at 416.924.4640, x2300, by sending an e-mail to HR@TorontoCAS.ca or by making an appointment with the manager to 	January 1, 2012	Completed, Dec. 2011

General Requirements	Action	Compliance Date	Status
	provide feedback in person or by submitting a diskette to Human Resources, 30 Isabella Street, 5 th Floor, M4Y 1N1.		
File report on status on implementation of Customer Service Standard.	 □ Completed report and sent to Accessibility office □ Distributed report to staff 	December 31, 2012 December 31, 2012	Completed, Dec. 2012
Ensure report is posted on web site.	□ Posted report on CAST website.	December 31, 2012	
File report on Customer Service Standard every three years thereafter	☐ Completed report as per requirements	December 2014, ongoing every three years	Completed, 2014
Integrated Standards General Provision	ons		
Establish accessibility policies governing how the organization will achieve accessibility through meeting the requirements referred to in the Integrated Accessibility Standards Regulation.	☐ CAST developed an Accessibility Policy that outlines how it will meet the requirements of the Integrated Accessibility Standards Regulation.	January 1, 2014	Completed, Dec. 2013
Develop a statement of commitment to meeting the needs of persons with disabilities in a timely manner.	☐ The policy includes a statement of commitment.	January 1, 2014	Completed, Dec. 2013
Ensure the accessibility policies are publicly available and provided in an accessible	☐ The policy was circulated to all staff and can be found on CAST's website.	January 1, 2014	Completed, Dec. 2013

General Requirements	Action	Compliance Date	Status
format.			
Establish, implement and maintain a multi- year accessibility plan which outlines the organization's strategy to prevent and remove barriers to persons with disabilities and meet the requirements under the IASR.	 □ Developed a multi-year plan in consultation with its AODA committee. □ Posted the plan on CAST's website and will provide the plan in an accessible format upon request. 	January 1, 2014 January 1, 2014	Completed. Dec. 2013 Completed. Dec. 2013
File accessibility report every three years.	☐ In collaboration with the AODA Committee, CAST completed and filed an accessibility status report as per requirements.	December 31, 2014 and every three years thereafter	Completed, 2014
Review and update accessibility plan at least once every five years	☐ CAST will update its accessibility plan as per requirements and in conjunction with its AODA committee.	January 1, 2019, & every five years thereafter	
Provide training on the Integrated Disability Standards and on the Human Rights Code as it pertains to persons with disabilities to employees, volunteers, all who develop the organization's policies and all others who provide goods, services or facilities on behalf of the organization.	 Provided webinar through Hicks Morley to senior managers and Board members on the Integrated Disability Standards CAST designed and offered training to all employees, volunteers, foster parents and others who deliver goods and services on behalf of CAST. 	January 1, 2015	Completed, October 2013 Completed, Dec. 2014
	☐ A record of the training provided, including the dates of the training and the number of people trained will be maintained	January 1, 2015	Completed, Dec. 2014 & ongoing
	☐ A process was put in place to ensure that future	January 1, 2015	Completed Dec. 2014

General Requirements	Action	Compliance Date	Status
	employees and employees returning from leaves receive the training		
Information and Communication Star	ndard		
Emergency procedures, plans or public safety information that is made available to the public shall be provided in accessible formats	Reviewed CAST emergency procedures, plans and information to determine if any are made available to the public.	January 1, 2012	Completed, January 2012
or with appropriate communication supports, as soon as practicable, upon request.	Fire safety information, that is developed by CAST and made available to the public, will be provided in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	January 1, 2012	Completed, January 2012
Ensure that existing feedback processes are accessible by providing or arranging for accessible formats and communication supports, upon request	 □ CAST identified and reviewed its existing feedback processes and identified methods for increasing accessibility □ CAST communicated to the CAST community that alternate formats will be provided upon 	January 1, 2015 January 1, 2015	Completed, Dec. 2014 Completed, Dec. 2014
Provide or arrange for the provision of accessible formats and communications supports, upon request:	request Informed employees that accessible formats and communication supports must be provided when a request is made	January 1, 2016	December 30, 2015
 □ In a timely manner taking into account the person's specific accessibility needs □ At the same cost that is charged to other individuals 	Provide accessible format and communication supports upon request	January 1, 2016	December 30, 2015 & ongoing

General Requirements	Action	Compliance Date	Status
☐ In consultation with the person making the request			
Ensure that all new internet websites and web site content on those sites conform to WCAG 2.0 Level A.	☐ Complied with WCAG 2.0 Level A while refreshing CAST website.	January 1, 2014	Completed, August 2013
Ensure that all internet websites and web content on those sites conform to WCAG 2.0 Level AA, other than the exceptions outlined in the standards.	☐ Will review remaining websites for compliance status and will ensure they conform to requirements	January 1, 2021	
Employment Standard			
Create individualized emergency response information to employees who have a disability if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's	 □ Communicated requirement to employees; developed letters and forms for obtaining emergency information; revised accommodation plans to include emergency response information. □ Plans are revised or created as needed, i.e., when new accommodations are identified, employees 	January 1, 2012	Completed, January 2012 and ongoing

General Requirements	Action	Compliance Date	Status
disability. Provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee, provided that consent has been obtained. Employers shall provide the information as soon as practicable after the employer becomes aware of the need for accommodation.	move to new locations or their accommodation needs change.		
Notify employees and the public about the availability of accommodation for applicants with disabilities during the recruitment process.	☐ CAST includes notice on job postings, advertisements, web site and all other recruitment sources.	January 1, 2016	Completed, March 2012 and ongoing
Notify job applicants that are selected to participate in an assessment or selection process that accommodations are provided upon request.	☐ CAST advises applicants during telephone conversations or written communications that accommodations are provided upon request.	January 1, 2016	Completed, March 2012 and ongoing
Upon request, consult with the applicant and provide or arrange for suitable accommodation, taking into account individual needs.	☐ CAST provides suitable accommodations upon request throughout all stages of job competition process.	January 1, 2016	Completed, March 2012 and ongoing
Notify employees of accommodation policies for supporting people with disabilities.	☐ CAST reviewed all of its Human Resources policies to determine whether they are compliant		Completed, October 2015

General Requirements	Action	Compliance Date	Status
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Provide information to new employees. Provide updated information on accommodation policies to employees whenever there is a change to existing policies.	with the AODA legislation and standards □ Recruitment policies were revised □ CAST updated offer letters and information packages for new employees to include information on accommodation policies. □ CAST informed all employees of its policies, as well as any revised policies through e-mail, and intranet website, and included the policies in its Human Resources Manual.	January 1, 2016 January 1, 2016 January 1, 2016	Completed, Dec. 2015 Completed October 2013 and ongoing Completed prior to 2009 and ongoing
Provide accessible formats and communication supports for job or workplace information upon request and through consultation with the employee.	 □ CAST will inform employees that accessible formats and communication supports will be provided upon request. 	January 1, 2016	Completed prior to 2009 and ongoing
Organizations must develop a written process for documented individual accommodation plans that include the following elements: ☐ How employees can participate in the process ☐ How the employee will be assessed ☐ How an outside expert report can be obtained at the employer's expense ☐ How the employee can have representation ☐ The steps taken to protect the privacy of	 □ CAST will review its existing accommodation process and revise as necessary to include the AODA requirements. □ CAST will put the process in writing. □ CAST will develop a template to guide the accommodation plan process. 	January 1, 2016	Completed, Dec. 2015

General Requirements	Action	Compliance Date	Status
the employee's personal information The frequency and manner of review of plans How a decision to deny a plan will be communicated How to provide the plan in a format that takes into account the employee's accessibility needs. If requested the plan will include information on accessible formats and communication supports Individualized workplace emergency response information Identify any other accommodations being provided. Develop a documented 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. The process shall outline the steps to facilitate the return to work and will	□ CAST revised its Return to Work policy and processes to incorporate AODA requirements.	January 1, 2016	Completed, Dec. 2015
use individual documented accommodation plans. Take into account the accessibility needs of employees with disabilities, as well as	☐ CAST revised its Performance Management Policy and processes to incorporate the AODA	January 1, 2016	Completed, Dec. 2015

General Requirements	Action	Compliance Date	Status
individual accommodation plans, when using performance management.	requirements.		
Take into account the accessibility needs of employees with disabilities, as well as any accommodation plans, when providing career development and advancement to employees with disabilities.	☐ CAST revised its Development and Succession Planning Policies and processes to incorporate the AODA requirements.	January 1, 2016	Completed, Dec. 2015
Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	☐ CAST reviewed its redeployment processes and ensures that accessibility needs and accommodation plans are taken into consideration when redeploying staff.	January 1, 2016	Completed, Dec. 2015
Built Environment			
Ensure that public spaces that are newly constructed or redeveloped on or after January 1, 2017 must comply with Part 4.1 of the Integrated Accessibility Standard. Public spaces include: paths of travel, outdoor pubic use eating areas, outdoor play spaces, service counters, accessible parking,	 □ Worked with an external provider to review our existing facilities to identify physical barriers to the workplace □ The following actions have been taken: ○ Moved bicycle racks ○ Installed voice announcements & braille 	January 1, 2017	Completed 2012 to 2013 & ongoing Completed, January 2012 Completed, March 2012
etc. Enhancements to accessibility in buildings	signage in elevatorsAttached mirrors to elevator walls		Completed, March 2012

		Compliance	G
General Requirements	Action	Date	Status
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will happen at a later date through Ontario's Building Code.	 Installed automatic faucets in washrooms 		Completed, March 2013
	 Lowered shelving for pamphlets in reception 		Completed, March 2013
	 Ensured picnic tables are accessible 		Completed, May 2013
	 Removed swing 		Completed, May 2013
	 Added concrete ramps 		Completed, August 2013
	 Adjusted chime and timing of door closure on elevators 		Completed, October 2013
	 Fixed front entrance ramp 		Completed May 2015