



KENORA DISTRICT SERVICES BOARD

Caring | People | Community | Support

2022 – 2026
Multi-year Accessibility Plan



Statement of Commitment:

The Kenora District Services Board (KDSB) believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its associated Regulations. The KDSB strives to meet the needs of individuals with disabilities in a timely and effective manner.

Intent:

The intent of this Multi-year Accessibility Plan is to ensure compliance with the above legislated requirements.

Questions or concerns regarding the KDSB's accessibility policies and Multi-year Accessibility Plan are to be directed to the Human Resources department.

O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS

Under the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11

Part I: General

Accessibility Requirement:	Establishment of accessibility policies O. Reg. 191/11, s. 3	Completion Status
Plan to Meet Requirement(s):	Develop, implement and maintain an AODA Policy and associated Directives/Forms.	
	Review and update the AODA Policy and associated Directives/Forms to include a statement of the KDSB's commitment to meet accessibility needs of persons with disabilities.	
	Present drafted Policy to Senior Management Team.	
	Present final draft of Policy to the Board of Directors for approval.	
	A copy of the Policy and associated Directives/Forms to be published on the KDSB website in an accessible format and communicated at entrances and posted at all workplaces in a noticeable location.	
Completion Deadline:	2022	

Accessibility Requirement:	Accessibility Plans O. Reg. 191/11, s. 4	Completion Status
Plan to Meet Requirement(s):	Review and update AODA Policy and associated Directives/Forms to outline a process on the establishment, implementation, maintenance and documentation of a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation;	
	Review and update the AODA Policy and associated Directives/Forms to include a process to review and update the accessibility plan at least once every five years.	
	Present drafted Policy to Senior Management Team.	
	Present final draft of Policy to the Board of Directors for approval.	
	A copy of the Policy and associated Directives/Forms to be published on the KDSB website in an accessible format and communicated at entrances and posted at all workplaces in a noticeable location.	
Completion Deadline:	2022	

Accessibility Requirement:	Procuring or acquiring goods, services or facilities O. Reg. 191/11, s.5	Completion Status
Plan to Meet Requirement(s):	Review and update Materials Management - Procurement Policy and associated Directives/Forms to outline a process that incorporates accessibility design, criteria and features when procuring or acquiring goods, services, or facilities, except where it is not practicable to do so.	
	Review and update Materials Management - Procurement Policy and associated Directives/Forms to include process when the organization determines that it is not practicable to incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, it shall provide, upon request, an explanation.	
	Present drafted Policy to Senior Management Team.	
	Present final draft of Policy to the Board of Directors for approval.	
	Communicate updated Policy and associated Directives/Forms to appropriate KDSB employees.	
Completion Deadline:	2023	

Accessibility Requirement:	Designing/procuring or acquiring self serve kiosks O. Reg. 191/11, s. 6	Completion Status
Plan to Meet Requirement(s):	Review and update the Materials Management - Procurement Policy and associated Directives/Forms to incorporate accessibility features when designing, procuring, or acquiring self-service kiosks.	
	Review and update the Materials Management - Procurement Policy and associated Directives/Forms to include regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.	
	Present drafted Policy to Senior Management Team.	
	Present final draft of Policy to the Board of Directors for approval.	
	Communicate updated Policy and associated Directives/Forms to appropriate KDSB employees.	
Completion Deadline:	2023	

Accessibility Requirement:	Training O. Reg. 191/11, s 7	Completion Status
Plan to Meet Requirement(s):	Review and update the AODA Policy and associated Directives/Forms that will ensure training is provided on the requirements of the accessibility standards referred to in this Regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities to, <ul style="list-style-type: none"> (a) All persons who are an employee of, or a volunteer with, the KDSB; (b) All persons who participate in developing the KDSB policies; and (c) All other persons who provide goods, services or facilities on behalf of the KDSB. 	
	Review and update the AODA Policy and associated Directives/Forms to outline the requirements of the accessibility standards and on the <i>Human Rights Code</i> and shall be appropriate to the duties of the employees, volunteers, and other persons as part of the following processes: <ul style="list-style-type: none"> (a) New hire orientation (Reference: Orientation Policy and Directive); (b) Updates to the Policies; and (c) Recurring training. 	
	Review and update the AODA Policy and associated Directives/Forms to include a process on retaining a record of training, including dates and the individuals trained in the Policy and/or Directives.	
	Present drafted Policy to Senior Management Team.	
	Present final draft of Policy to the Board of Directors for approval.	
	A copy of the Policy and associated Directives/Forms to be published on the KDSB website in an accessible format and communicated at entrances and posted at all workplaces in a noticeable location.	
	Completion Deadline:	2022

Part II: Information and Communications Standards

Accessibility Requirement:	Feedback O. Reg. 191/11, s. 11	Completion Status
Plan to Meet Requirement(s):	Review and update the AODA Policy and associated Directives/Forms for receiving and responding to feedback that ensures the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request.	
	Present drafted Policy to Senior Management Team.	
	Present final draft of Policy to the Board of Directors for approval.	
	A copy of the Policy and associated Directives/Forms to be published on the KDSB website in an accessible format and communicated at entrances and posted at all workplaces in a noticeable location.	
Completion Deadline:	2022	

Accessibility Requirement:	Accessible formats and communication supports O. Reg. 191/11, s. 12	Completion Status
Plan to Meet Requirement(s):	Review and update the AODA Policy and associated Directives/Forms to outline the provision of accessible formats and communication supports for the persons with disabilities, <ul style="list-style-type: none"> (a) in a timely manner that takes into account the person's accessibility needs due to disability; and (b) at a cost that is no more than the regular cost charged to other persons. 	
	Review and update the AODA Policy to include the suitability of an accessible format or communication support in the development, implementation and maintenance of the AODA Policy consultation process.	
	Present drafted Policy to Senior Management Team.	
	Present final draft of Policy to the Board of Directors for approval.	
	A copy of the Policy and associated Directives/Forms to be published on the KDSB website in an accessible format and communicated at entrances and posted at all workplaces in a noticeable location.	
Completion Deadline:	2022	

Accessibility Requirement:	Emergency procedure, plans or public safety information O. Reg. 191/11, s. 13	Completion Status
Plan to Meet Requirement(s):	Review and update the applicable Policy and associated Directives/Forms to outline KDSB's emergency procedures, plans or public safety information and make the information available to the public in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	
	Present drafted Policy to Senior Management Team.	
	Present final draft of Policy to the Board of Directors for approval.	
	A copy of the Policy and associated Directives/Forms to be published on the KDSB website in an accessible format and communicated at entrances and posted at all workplaces in a noticeable location.	
Completion Deadline:	2024	

Accessibility Requirement:	Accessible websites and web content O. Reg. 191/11, s. 14	Completion Status
Plan to Meet Requirement(s):	Develop, implement and maintain a website and web content that conforms with WCAG 2.0 Level AA, except for Captions (live) and audio descriptions (prerecorded),	
	Present drafted Policy to Senior Management Team.	
	Present final draft of Policy to the Board of Directors for approval.	
	Continue to update the website with accessibility information and explore options to improve website accessibility within existing parameters.	
Completion Deadline:	2022	

Part III: Employment Standards

Accessibility Requirement:	Recruitment, general O. Reg. 191/11, s. 22	Completion Status
Plan to Meet Requirement(s):	Review and update the Employment Policy – Hiring and associated Directives/Forms to outline a notification process for employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	
	Present drafted Policy to Senior Management Team.	
	Present final draft of Policy to the Board of Directors for approval.	
	Ensure all current and future job postings include “The KDSB will make accommodations available wherever possible to applicants with disabilities upon request during the recruitment process”	
	Communicate updated Policy and associated Directives/Forms to appropriate KDSB employees.	
Completion Deadline:	2022	

Accessibility Requirement:	Recruitment, assessment and selection process O. Reg. 191/11, s. 23	Completion Status
Plan to Meet Requirement(s):	Review and update the Employment Policy – Hiring and associated Directives/Forms so that it, <ul style="list-style-type: none"> (a) notifies job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used. (b) consults with the applicant and provides or arranges for the provision of a suitable accommodation that takes into account the applicant’s accessibility needs due to disability, upon request by the selected applicant. 	
	Present drafted Policy to Senior Management Team.	
	Present final draft of Policy to the Board of Directors for approval.	
	Update standard email messaging of invitation to interview to include “The KDSB will make accommodations available wherever possible to applicants with disabilities upon request during the recruitment process”	
	Communicate updated Policy and associated Directives/Forms to appropriate KDSB employees.	
Completion Deadline:	2022	

Accessibility Requirement:	Notice to successful applicants O. Reg. 191/11, s. 24	Completion Status
Plan to Meet Requirement(s):	Review and update the Employment Policy – Hiring and associated Directives/Forms to outline a notification process to the successful applicant of its policies for accommodating employees with disabilities when making an offer of employment.	
	Present drafted Policy to Senior Management Team.	
	Present final draft of Policy to the Board of Directors for approval.	
	Update offer letter and employee contract templates to include notification of policies for accommodating employees with disabilities.	
	Communicate updated Policy and associated Directives/Forms to appropriate KDSB employees.	
Completion Deadline:	2022	

Accessibility Requirement:	Informing employees of supports O. Reg. 191/11, s. 25	Completion Status
Plan to Meet Requirement(s):	Review and update the Employment Policy – Hiring and associated Directives/Forms to inform employees of the policies used to support employees with disabilities, including, but not limited to policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability.	
	Review and update the AODA Policy and associated Directives/Forms to include process on providing employees with updated information whenever there is a change to existing policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability.	
	Present drafted Policy to Senior Management Team.	
	Present final draft of Policy to the Board of Directors for approval.	
	A copy of the Policy and associated Directives/Forms to be published on the KDSB website and communicated at entrances and posted at all workplaces in a noticeable location.	
	A copy of the Policy and associated Directives/Forms to be added into KDSB Hire Package.	
	Communicate updated Policy and associated Directives/Forms to appropriate KDSB employees.	
Completion Deadline:	2022	

Accessibility Requirement:	Accessible formats and communication supports for employees O. Reg. 191/11, s. 26	Completion Status
Plan to Meet Requirement(s):	Review and update the AODA Policy and associated Directives/Forms to outline a process that consults with the employee to provide or arrange for the provision and suitability of accessible formats and communication supports for, <ul style="list-style-type: none"> (a) information that is needed in order to perform the employee's job, and (b) information that is generally available to employees in the workplace 	
	Present drafted Policy to Senior Management Team.	
	Present final draft of Policy to the Board of Directors for approval.	
	A copy of the Policy and associated Directives/Forms to be published on the KDSB website in an accessible format and communicated at entrances and posted at all workplaces in a noticeable location.	
Completion Deadline:	2022	

Accessibility Requirement:	Workplace emergency response information O. Reg. 191/11, s. 27	Completion Status
Plan to Meet Requirement(s):	Review and update the applicable Policy and associated Directives/Forms to outline the KDSB's emergency procedures, plans or public safety information to include, <ol style="list-style-type: none"> 1. The provision of individualized workplace 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 employees disability. 2. If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee. 3. Process of providing the information required as soon as practical after the employer becomes aware of the need for accommodation due to the employees disability. 	

	<p>4. Review process of the individualized workplace emergency response information when,</p> <p>(a) the employee moves to a different location in the organization,</p> <p>(b) the employee's overall accommodation needs or plans are reviewed,</p> <p>(c) the employer reviews its general emergency response policies.</p>	
	Present drafted Policy to Senior Management Team.	
	Present final draft of Policy to the Board of Directors for approval.	
	A copy of the Policy and associated Directives/Forms to be published on the KDSB website in an accessible format and communicated at entrances and posted at all workplaces in a noticeable location.	
Completion Deadline:	2024	

Accessibility Requirement:	Documented individual accommodation plans O. Reg. 191/11, s. 28	Completion Status
Plan to Meet Requirement(s):	Review and update the Workplace Accommodation Policy and associated Directives/Forms to outline the process for the development of documented individual accommodation plans for employees with disabilities.	
	<p>Review and update the Workplace Accommodation Policy and associated Directives/Forms to ensure the process for the development of documented individual accommodation plans shall include the following elements:</p> <p>(a) The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</p> <p>(b) The means by which the employee is assessed on an individual basis.</p> <p>(c) The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.</p> <p>(d) The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</p> <p>(e) The steps taken to protect the privacy of the employee's personal information.</p>	

	<p>(f) The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>(g) If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>(h) The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p>	
	<p>Review and update the Workplace Accommodation Policy and associated Directives/Forms to ensure that individual accommodation plans shall,</p> <p>(a) if requested, include any information regarding accessible formats and communications supports provided, as described in section 26;</p> <p>(b) if required, include individualized workplace emergency response information, as described in section 27; and</p> <p>(c) identify any other accommodation that is to be provided.</p>	
	Present drafted Policy to Senior Management Team.	
	Present final draft of Policy to the Board of Directors for approval.	
	Communicate updated Policy and associated Directives/Forms to appropriate KDSB employees.	
Completion Deadline:	2024	

Accessibility Requirement:	Return to work process O. Reg. 191/11, s. 29	Completion Status
Plan to Meet Requirement(s):	<p>Review and update the Early and Safe Return to Work Policy and associated Directives/Forms to outline a process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work that,</p> <p>(a) outlines the steps KDSB will take to facilitate the return to work of employees who were absent because their disability required them to be away from work, and</p> <p>(b) use documented individual accommodation plans, as described in section 28, as part of the process.</p>	
	Present drafted Policy to Senior Management Team.	
	Present final draft of Policy to the Board of Directors for approval.	
	Communicate updated Policy and associated Directives/Forms to appropriate KDSB employees.	
Completion Deadline:	2023	

Accessibility Requirement:	Performance management O. Reg. 191/11, s. 30	Completion Status
Plan to Meet Requirement(s):	Review and update the Salary Administration & Performance Review Policy and associated Directives/Forms to include a process that considers the accessibility needs of the employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	
	Present drafted Policy to Senior Management Team.	
	Present final draft of Policy to the Board of Directors for approval.	
	Communicate updated Policy and associated Directives/Forms to appropriate KDSB employees.	
Completion Deadline:	2023	

Accessibility Requirement:	Career development and advancement O. Reg. 191/11, s. 31	Completion Status
Plan to Meet Requirement(s):	Review and update the Professional Development and Educational Assistance Policy and associated Directives/Forms to include a process that takes into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to employees with disabilities.	
	Present drafted Policy to Senior Management Team.	
	Present final draft of Policy to the Board of Directors for approval.	
	Communicate updated Policy and associated Directives/Forms to appropriate KDSB employees.	
Completion Deadline:	2023	

Accessibility Requirement:	Redeployment O. Reg. 191/11, s. 32	Completion Status
Plan to Meet Requirement(s):	Review and update Employment Policy – Hiring and associated Directives/Forms to outline a procedure for redeployment that takes into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	
	Review Collective Agreements.	
	Present drafted Policy to Senior Management Team.	

	Present final draft of Policy to the Board of Directors for approval.	
	Communicate updated Policy and associated Directives/Forms to appropriate KDSB employees.	
Completion Deadline:	2025	

Accessibility Requirement:	Accessibility Reports O. Reg. 165/16, s. 18.	Completion Status
Plan to Meet Requirement(s):	Review and update AODA Policy and associated Directives/Forms to include a process that ensures the accessibility report is filed every 3 years.	
	Present drafted Policy to Senior Management Team.	
	Present final draft of Policy to the Board of Directors for approval.	
	A copy of the Policy and associated Directives/Forms to be published on the KDSB website in an accessible format and communicated at entrances and posted at all workplaces in a noticeable location.	
Completion Deadline:	2022	

Accessibility Requirement:	Compliance with Standards and Review of Reports 2005, c. 11, s. 14	Completion Status
Plan to Meet Requirement(s):	Review and update AODA Policy and associated Directives/Forms to include a process that ensures the accessibility report is filed every 3 years.	
	Present drafted Policy to Senior Management Team.	
	Present final draft of Policy to the Board of Directors for approval.	
	Add messaging to the website that makes the accessibility report available to the public.	
	A copy of the Policy and associated Directives/Forms to be published on the KDSB website in an accessible format and communicated at entrances and posted at all workplaces in a noticeable location.	
Completion Deadline:	2022	

Part IV.1: Design of Public Spaces Standards (Accessibility for the Built Environment)

Accessibility Requirement:	Outdoor play spaces O. Reg. 413/12, s. 6.	Completion Status
Plan to Meet Requirement(s):	Review and update the applicable Policy and associated Directives/Forms to outline a process for the addition or development of newly constructed and redeveloped outdoor play spaces that includes play equipment, such as swings, or features such as logs, rocks, sand or water, where the equipment or features are designed and placed to provide play opportunities and experiences for children and caregivers.	
	Review and update the applicable Policy and associated Directives/Forms to outline a consultation process on the needs of children and caregivers with various disabilities by consulting the public and/or persons with disabilities when constructing new or redeveloping existing outdoor play spaces.	
	Review and update the applicable Policy and associated Directives/Forms to include a process when constructing new or redeveloping existing play spaces that is intended to be maintained that: <ul style="list-style-type: none"> (a) incorporates accessibility features, such as sensory and active play components, for children and caregivers with various disabilities into the design of outdoor play spaces; and (b) ensures that outdoor play spaces have a ground surface that is firm, stable and has impact attenuating properties for injury prevention and sufficient clearance to provide children and caregivers with various disabilities the ability to move through, in and around the outdoor play space. 	
	Present drafted Policy to Senior Management Team.	
	Present final draft of Policy to the Board of Directors for approval.	
	Communicate updated Policy and associated Directives/Forms to appropriate KDSB employees.	
	Completion Deadline:	2025

Accessibility Requirement:	Exterior paths of travel O. Reg. 413/12, s. 6.	Completion Status
Plan to Meet Requirement(s):	Review and update the applicable Policy and associated Directives/Forms to outline a process for the addition or development of newly constructed and redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel	

	and are intended to serve a functional purpose and not to provide a recreational experience, with the exception of paths of travel regulated under Ontario Regulation 350/06 (Building Code) made under the Building Code Act, 1992.	
	Review and update the applicable Policy's associated Directives/Forms to ensure that new and redeveloped exterior paths of travel meet the technical requirements as outlined in section 80.23 of Part IV. Design of Public Spaces Standards for exterior paths of travel.	
	Review and update the applicable Policy's associated Directives/Forms to ensure that where exterior paths of travel is equipped with a ramp, the ramp must meet the technical requirements as outlined in section 80.24 of Part IV. Design of Public Spaces Standards for exterior paths of travel.	
	Review and update the applicable Policy's associated Directives/Forms to ensure that where stairs connect to exterior paths of travel, the stairs must meet the technical requirements as outlined in section 80.25 of Part IV. Design of Public Spaces Standards for exterior paths of travel.	
	Review and update the applicable Policy's associated Directives/Forms to ensure that where a curb ramp is provided on an exterior path of travel, the curb ramp must align with the direction of travel and meet the technical requirements as outlined in section 80.26 of Part IV. Design of Public Spaces Standards for exterior paths of travel.	
	Review and update the applicable Policy's associated Directives/Forms to ensure that where a depressed curb is provided on an exterior path of travel, the depressed curb meet the technical requirements as outlined in section 80.27 of Part IV. Design of Public Spaces Standards for exterior paths of travel.	
	Review and update the applicable Policy and associated Directives/Forms to outline a consultation process on the on the design and placement of rest areas along the exterior path of travel by consulting with the public and persons with disabilities.	
	Review and update the applicable Policy and associated Directives/Forms to include the exceptions to the requirements that apply to exterior paths of travel, if applicable, as outlined in sections 80.30 and section 80.31 of Part IV. Design of Public Spaces Standards.	
	Present drafted Policy to Senior Management Team.	
	Present final draft of Policy to the Board of Directors for approval.	
	Communicate updated Policy and associated Directives/Forms to appropriate KDSB employees.	
Completion Deadline:	2025	

Accessibility Requirement:	Accessible parking O. Reg. 413/12, s. 6.	Completion Status
Plan to Meet Requirement(s):	Review and update the applicable Policy and associated Directives/Forms to include the exceptions, if applicable, to the requirements that apply to accessible parking as outlined in section 80.33 and section 80.38 of Part IV. Design of Public Spaces Standards.	
	Review and update the applicable Policy's associated Directives/Forms to ensure that off-street parking facilities that are being constructed or redeveloped that are intended to be maintained provide the following two types of parking spaces for the use of persons with disabilities: <ul style="list-style-type: none"> 1. Type A, a wider parking space which has a minimum width of 3,400 mm and signage that identifies the space as "van accessible". 2. Type B, a standard parking space which has a minimum width of 2,400 mm. 	
	Review and update the applicable Policy's associated Directives/Forms to ensure that off-street parking facilities that are being constructed or redeveloped that are intended to be maintained have access aisles, that is the space between parking spaces that allows persons with disabilities to get in and out of their vehicles, must be provided for all parking spaces for the use of persons with disabilities in off-street parking facilities.	
	Review and update the applicable Policy's associated Directives/Forms to ensure that off-street parking facilities that are being constructed or redeveloped that are intended to be maintained meet the requirements that are outlined in section 80.35 of Part IV. Design of Public Spaces Standards.	
	Review and update the applicable Policy's associated Directives/Forms to ensure that off-street parking facilities that are being constructed or redeveloped that are intended to be maintained have a minimum number of parking spaces for the use of persons with disabilities that meet the requirements that are outlined in section 80.36 of Part IV. Design of Public Spaces Standards.	
	Review and update the applicable Policy's associated Directives/Forms to ensure that off-street parking facilities that are being constructed or redeveloped that are intended to be maintained ensure that parking spaces for the use of persons with disabilities are distinctly indicated by erecting an accessible permit parking sign in accordance with section 11 of Regulation 581 of the Revised Regulations of Ontario, 1990 (Accessible Parking for Persons with Disabilities) made under the <i>Highway Traffic Act</i> .	
	Present drafted Policy to Senior Management Team.	

	Present final draft of Policy to the Board of Directors for approval.	
	Communicate updated Policy and associated Directives/Forms to appropriate KDSB employees.	
Completion Deadline:	2025	

Accessibility Requirement:	Obtaining services O. Reg. 413/12, s. 6.	Completion Status
Plan to Meet Requirement(s):	Review and update the applicable Policy and associated Directives/Forms to outline a process that ensures when constructing service counters, which includes replacing existing service counters, the following requirements are met: <ol style="list-style-type: none"> 1. must be at a minimum one service counter that accommodates a mobility aid for each type of service provided and the accessible service counter must be clearly identified with signage, where there are multiple queuing lines and service counters. 2. each service counter must accommodate a mobility aid, where a single queuing line serves a single or multiple counters. 	
	Review and update the applicable Policy and associated Directives/Forms to ensure that for each service counter that accommodates mobility aids, the following requirements are met: <ol style="list-style-type: none"> 1. the countertop height must be such that it is usable by a person seated in a mobility aid. 2. there must be sufficient knee clearance for a person seated in a mobility aid, where a forward approach to the counter is required 3. the floor space in front of the counter must be sufficiently clear so as to accommodate a mobility aid. 	
	Review and update the applicable Policy and associated Directives/Forms to ensure when constructing new fixed queuing guides, the following requirements are met: <ol style="list-style-type: none"> 1. the fixed queuing guides must provide sufficient width to allow for the passage of mobility aids and mobility assistive devices. 2. the fixed queuing guides must have sufficiently clear floor area to permit mobility aids to turn where queuing lines change direction. 3. the fixed queuing guides must be cane detectable. 	
	Review and update the applicable Policy and associated Directives/Forms to ensure when constructing a new waiting area or redeveloping an existing waiting area, where the seating is fixed to the floor, a minimum of three per cent of the new seating must be accessible, but in no	

	case shall there be fewer than one accessible seating space.	
	Present drafted Policy to Senior Management Team.	
	Present final draft of Policy to the Board of Directors for approval.	
	Communicate updated Policy and associated Directives/Forms to appropriate KDSB employees.	
Completion Deadline:	2025	

Accessibility Requirement:	Maintenance O. Reg. 413/12, s. 6.	Completion Status
Plan to Meet Requirement(s):	Review and update the applicable Policy and associated Directives/Forms to ensure the following procedures are established: <ol style="list-style-type: none"> 1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part. 2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order. 	
	Review and update the applicable Policy and associated Directives/Forms to ensure the above procedures follow the processes outlined in the AODA Policy.	
	Present drafted Policy to Senior Management Team.	
	Present final draft of Policy to the Board of Directors for approval.	
	Communicate updated Policy and associated Directives/Forms to appropriate KDSB employees.	
Completion Deadline:	2022	

Part IV.2: Customer Service Standards

Accessibility Requirement:	Establishment of policies O. Reg. 165/16, s. 16	Completion Status
Plan to Meet Requirement(s):	Review and update the AODA Policy and associated Directives/Forms to outline the provision of goods, services or facilities to persons with disabilities which will include the following principles (if applicable): <ul style="list-style-type: none"> (a) the goods, services or facilities must be provided in a manner that respects the dignity and independence of persons with disabilities. (b) the provision of goods, services or facilities to persons with disabilities must be integrated with the provision of goods, services or facilities to others, unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods, services or facilities. (c) persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services or facilities. (d) when communicating with a person with a disability, the provider shall do so in a manner that takes into account the person's disability. 	
	Review and update the AODA Policy and associated Directives/Forms, without limiting the above principles, to outline a process on how the organization will deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the goods, services or facilities or with the availability of other measures, if any, which enable them to do so.	
	Present drafted Policy to Senior Management Team.	
	Present final draft of Policy to the Board of Directors for approval.	
	A copy of the Policy and associated Directives/Forms to be published on the KDSB website in an accessible format and communicated at entrances and posted at all workplaces in a noticeable location.	
Completion Deadline:	2022	

Accessibility Requirement:	Use of service animals and support persons O. Reg. 165/16, s. 16	Completion Status
Plan to Meet Requirement(s):	Review and update the AODA Policy and associated Directives/Forms to outline a process that ensures: <ul style="list-style-type: none"> (a) if a person with a disability is accompanied by a guide dog or other service animal, the provider 	

	<p>shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises.</p> <p>(b) if a service animal is excluded by law from the premises, the provider shall ensure that other measures are available to enable a person with a disability to obtain, use or benefit from the provider's goods, services or facilities.</p>	
	<p>Review and update the AODA Policy and associated Directives/Forms to outline a process that ensures:</p> <p>(a) if a person with a disability is accompanied by a support person, the provider shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.</p> <p>(b) the provider may require a person with a disability to be accompanied by a support person when on the premises, but only if, after consulting with the person with a disability and considering the available evidence, the provider determines that,</p> <ul style="list-style-type: none"> • a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises; and • there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises. 	
	Develop/obtain appropriate signage for KDSB facilities that communicates that persons with a disability are permitted to enter the premises with a guide dog or other service animal.	
	Present drafted Policy to Senior Management Team.	
	Present final draft of Policy to the Board of Directors for approval.	
	A copy of the Policy and associated Directives/Forms to be published on the KDSB website in an accessible format and communicated at entrances and posted at all workplaces in a noticeable location.	
Completion Deadline:	2022	

Accessibility Requirement:	Notice of temporary disruptions O. Reg. 165/16, s. 16	Completion Status
Plan to Meet Requirement(s):	Review and update the AODA Policy and associated Directives/Forms to outline a process that ensures: (a) notice is given to the public of a temporary disruption to facilities or services.	

	<p>(b) notice of disruption includes the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.</p> <p>(c) preparation of a document (the Policy and/or Directive/Forms) setting out the steps that the provider will ensure are taken in connection with a temporary disruption and, on request, shall give a copy of the document to any person.</p> <p>(d) that persons to whom it provides goods, services or facilities that the document required is available on request.</p>	
	Present drafted Policy to Senior Management Team.	
	Present final draft of Policy to the Board of Directors for approval.	
	A copy of the Policy and associated Directives/Forms to be published on the KDSB website in an accessible format and communicated at entrances and posted at all workplaces in a noticeable location.	
Completion Deadline:	2022	

Accessibility Requirement:	Training for staff O. Reg. 165/16, s. 16	Completion Status
Plan to Meet Requirement(s):	<p>Review and update the AODA Policy and associated Directives/Forms to outline a process that will ensure that the following persons receive and complete training about the provision of the provider's goods, services or facilities as soon as practicable and as the case may be, to persons with disabilities:</p> <p>(a) Every person who is an employee of, or a volunteer with, the provider.</p> <p>(b) Every person who participates in developing the provider's policies.</p> <p>(c) Every other person who provides goods, services or facilities on behalf of the provider.</p>	
	<p>Review and update the AODA Policy and associated Directives/Forms to outline a process that will ensure that the training course includes a review of the purposes of the Act and the requirements of this Part and instruction about the following matters:</p> <p>(a) How to interact and communicate with persons with various types of disability.</p> <p>(b) How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.</p> <p>(c) How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability.</p>	

	(d) What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities.	
	Review and update the AODA Policy and associated Directives/Forms to outline a process that will ensure that: (a) the training course is provided on an ongoing basis in respect of any changes to the policies, (b) records of the training are kept, including dates on which the training is provided and the number of individuals to whom it is provided,	
	Review and update the AODA Policy and associated Directives/Forms to outline a process that will ensure that the organization shall: (a) prepare a document (Policy and/or Directives/Forms) that describes its training policy, summarizes the content of the training, specifies when the training is to be provided, and on request make a copy of the document available to any person. (b) on request, give a copy of the document to any person, (c) shall notify persons to whom it provides goods, services or facilities that the document is available on request.	
	Present drafted Policy to Senior Management Team.	
	Present final draft of Policy to the Board of Directors for approval.	
	A copy of the Policy and associated Directives/Forms to be published on the KDSB website in an accessible format and communicated at entrances and posted at all workplaces in a noticeable location.	
Completion Deadline:	2022	

Accessibility Requirement:	Feedback process required O. Reg. 165/16, s. 16	Completion Status
Plan to Meet Requirement(s):	Review and update the AODA Policy and associated Directives/Forms for receiving and responding to: (a) feedback about the manner in which it provides goods, services or facilities to persons with disabilities; and (b) feedback about whether the feedback process established for purposes of clause (a) complies with subsection (3), which is to ensure that the feedback process is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, on request.	
	Review and update the AODA Policy and associated Directives/Forms to ensure that the feedback process specifies the actions that the provider will take if a	

	complaint is received about the manner in which it provides goods, services or facilities to persons with disabilities.	
	Review and update the AODA Policy and associated Directives/Forms that ensures that the feedback process is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, on request.	
	Review and update the AODA Policy and associated Directives/Forms to include confirmation that information about the feedback process is readily available to the public.	
	Review and update the AODA Policy and associated Directives/Forms to outline a process that ensures a document (the Policy and/or Directive/Forms) is prepared describing the feedback process, and on request, shall give the document to any person.	
	Review and update the AODA Policy and associated Directives/Forms to include a notification process that notifies persons to whom it provides goods, services or facilities that the document is available on request.	
	Present drafted Policy to Senior Management Team.	
	Present final draft of Policy to the Board of Directors for approval.	
	A copy of the Policy and associated Directives/Forms to be published on the KDSB website in an accessible format and communicated at entrances and posted at all workplaces in a noticeable location.	
Completion Deadline:	2022	

Accessibility Requirement:	Format of documents O. Reg. 165/16, s. 16	Completion Status
Plan to Meet Requirement(s):	Review and update the AODA Policy and associated Directives/Forms to outline a process that will ensure that a copy of a document (the Policy and/or Directives/Forms) is available to a person with a disability, on request, and provided to or arranged for the provision of the document, or the information contained in the document, to the person in an accessible format or with communication support, <ul style="list-style-type: none"> (a) in a timely manner that takes into account the person's accessibility needs due to disability; and (b) at a cost that is no more than the regular cost charged to other persons. 	
	Review and update the AODA Policy and associated Directives/Forms to outline a process that consults with the person making the request in determining the suitability of an accessible format or communication support.	

	Present drafted Policy to Senior Management Team.	
	Present final draft of Policy to the Board of Directors for approval.	
	A copy of the Policy and associated Directives/Forms to be published on the KDSB website in an accessible format and communicated at entrances and posted at all workplaces in a noticeable location.	
Completion Deadline:	2022	