

Accessibility Plan / Plan d'accessibilité

Purpose

This Multi-Year Accessibility Plan (the “Plan”) is developed in accordance with the Integrated Accessibility Standards Regulation under the *Accessibility for Ontarians with Disabilities Act, 2005*. The Plan describes the measures that FCM will take over the next five (5) years to identify, remove and prevent barriers to people with disabilities who work, learn and participate within FCM’s environment including staff, volunteers and visitors.

Statement of Commitment

The Federation of Canadian Municipalities (FCM) is committed to providing services that are free of barriers and biases. FCM strives to ensure that key principles of independence, dignity, integration and equality of opportunity are reflected and valued in our working environments. Our conduct will demonstrate our belief in the strength that diversity brings to our communities.

It is the policy of FCM to provide an environment in all of its facilities that fosters independence, dignity and respect for everyone. We are committed to ensuring that people with disabilities have the same opportunity of access to our services in a similar way as these services are available to all others we serve. We are committed to meeting the accessibility needs of people with disabilities, in a timely manner, in the provision of services related to information, communication, employment, and in the accessibility to our facilities.

Barriers to be addressed under the Plan

FCM intends, through this Plan to take action to address barriers to accessibility related to the Standards areas of current Regulations. This is in addition to ongoing work FCM is undertaking with regards to identification and removal of barriers in FCM’s physical environment.

Review and Monitoring

Each year, the People & Culture department will review progress and evaluate the effectiveness of implementation of barrier-removal and prevention strategies and will work closely with other departments to plan for increased accessibility throughout FCM.

Communication of the Plan

The Plan will be posted on FCM’s Intranet and on the Website (under “Accessibility”). It will be available in accessible format upon request. Questions, comments or feedback regarding the Accessibility Plan may be directed to:

Karen Racicot
Senior Director, People & Culture
Federation of Canadian Municipalities

or [Contact Us](https://fcm.ca/en/contact-us)
(<https://fcm.ca/en/contact-us>)

Previous Achievements

Accessibility Standard	Requirements	Deadline	Actions
Customer Service Providing accessible customer service to people with disabilities.	Create & share Accessible Customer service plan/policy	Complete (January 2012) and ongoing	<ul style="list-style-type: none"> ➤ Develop and update policy ➤ Add Feedback option on Website ➤ Post the policy on intranet and Website ➤ Offer in accessible formats upon request
	Train employees on Accessible Customer service	Complete (January 2012) and ongoing	<ul style="list-style-type: none"> ➤ Train all current employees ➤ Keep training log ➤ Train new employees
	File Accessibility Compliance Report	Complete (2017) and ongoing	<ul style="list-style-type: none"> ➤ Complete online report to confirm that FCM met all requirements under this Standard
Employment Helping employees with disabilities stay safe.	Review Workplace Emergency Response information	Complete (January 2012) and ongoing	<ul style="list-style-type: none"> ➤ Review emergency information and determine who needs assistance ➤ Prepare individualized emergency plans as required ➤ Document plans and provide to Fire department
General Requirements Applicable to all Standards under the Integrated Accessibility Standards Regulation (IASR).	Create and share Accessibility policies	Complete (January 2018) and ongoing	<ul style="list-style-type: none"> ➤ Create a statement of commitment ➤ Publish on Intranet and FCM Website
	Create and share a Multiyear accessibility plan	Complete (January 2018) and ongoing	<ul style="list-style-type: none"> ➤ Identify barriers ➤ Create and update multi-year plan ➤ Publish on Intranet and FCM Website



	Train employees on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities	Complete (January 2015) and ongoing	<ul style="list-style-type: none"> ➤ Conduct initial all-staff training session in June 2014 ➤ Conduct specific training sessions related to employees' duties (e.g. HR - Employment Standard; CMC- Information and Comm. Standard) ➤ Train new employees
Information and Communication Making information accessible for people with disabilities.	Accessible website and web content	Complete and ongoing	<ul style="list-style-type: none"> ➤ Content posted after January 2012 will be reviewed and made accessible ➤ New websites and new web content will conform to WCAG 2.0. Level A. ➤ Website Guidelines will be updated to reflect the new requirements
	Make feedback accessible	Complete and ongoing	<ul style="list-style-type: none"> ➤ All FCM questionnaires, surveys and feedback forms will be available in accessible formats or with communication supports upon request (e.g. large print, or by phone)
Employment Making accessibility a regular part of finding, hiring and supporting employees with disabilities.	Information for employees	Complete and ongoing	Inform employees about FCM policies for supporting employees with disabilities <ul style="list-style-type: none"> ➤ Include accessibility information in Orientation for new employees



	<p>Organizational processes to accommodate employees</p>	<p>Complete (January 2016) and ongoing</p>	<ul style="list-style-type: none">➤ Let job applicants know that recruitment and hiring processes will be modified to accommodate their disabilities, if requested <p>Develop accommodation plans for employees with disabilities</p> <ul style="list-style-type: none">➤ Create a policy outlining when and how accessibility plans will be developed➤ Identify employees with disabilities who require accommodation➤ Create, record and review individual plans➤ Take into account the accessibility needs of the employees to make performance management, career and development and job changes more accessible <p>Support employees who have been away from work because of a disability</p> <ul style="list-style-type: none">➤ Develop return to work practices to help employees who require disability-related accommodation upon their return
<p>Built Environment</p>	<p>Make new or redeveloped service counters, fixed queuing guides and waiting areas accessible.</p>	<p>Complete (January 2017) and ongoing</p>	<ul style="list-style-type: none">➤ FCM will include accessibility for people with disabilities into plans to build new or make major changes to existing features.



Forward Looking Plan

<p>General Requirements</p> <p>Applicable to all Standards under the Integrated Accessibility Standards Regulation (IASR).</p>	<p>Create and share Accessibility policies</p>	<p>Ongoing</p>	<p>➤ Review internal policies to identify and remove barriers</p>
	<p>Create and share a Multi-Year accessibility plan</p>	<p>Ongoing</p>	<p>➤ Review every 5 years</p>
	<p>Train employees on Ontario’s accessibility laws and on the Human Rights Code as it relates to people with disabilities</p>	<p>Ongoing</p>	<p>➤ Train new employees</p>
<p>Information and Communication</p> <p>Making information accessible for people with disabilities.</p>	<p>Make information accessible to the public</p>	<p>Ongoing</p>	<p>➤ Assess current formats and reduce barriers where possible</p> <p>➤ Provide accessible formats and communications supports as quickly as possible and at no additional cost when a person with a disability asks for them.</p>
		<p>Complete (December 2023) and ongoing</p>	<p>➤ File accessibility report (by Dec 31,2023 complete, next one is Dec 31, 2026)</p>
		<p>Within 1 year, ongoing</p>	<p>➤ All internet websites and web content conforms with WCAG 2.0 level AA (excluding live captioning and audio description)</p>



<p>Employment</p> <p>Making accessibility a regular part of finding, hiring and supporting employees with disabilities.</p>	<p>Information for employees</p>	<p>Ongoing</p>	<p>Continue to identify member of Senior Leadership with Accountability for Accessibility</p> <ul style="list-style-type: none">➤ Senior Director, People & Culture, as set out above <p>Make workplace information accessible to employees</p> <ul style="list-style-type: none">➤ Upon request, provide accessible formats for information needed to perform the work and for general information that is available to all employees <p>Inform employees about FCM policies for supporting employees with disabilities</p> <ul style="list-style-type: none">➤ Share new/updated policies and information through weekly updates and on the intranet <p>Continue to develop accommodation plans</p> <ul style="list-style-type: none">➤ Identify accommodations (e.g. presentations with slides in large font, high contrast colours and clean layouts for the visually impaired; seating arrangements or amplification devices for those with hearing loss; fragrance free zones for scent sensitive staff)➤ Ensure that accessibility is considered when making plans for events and invite attendees to tell you if they have different needs. Consider using an accessibility checklist for events.
<p>Built Environment</p>		<p>Ongoing</p>	<p>Make new or redeveloped public spaces accessible, including parking lots, public outdoor paths of travel, service counters, fixed waiting lines and waiting areas with fixed seating.</p>