

CSS Accessibility Policy (Revised September 3, 2014)

North Simcoe Muskoka Community Support Services Collaborative

The North Simcoe Muskoka Community Support Services Collaborative (CSS) is comprised of 25 community agencies, located across the region, which are all funded through the NSM LHIN.

The NSM CSS member agencies are committed to ensuring that their properties, policies, services, staff and volunteers, are free of barriers and biases affecting anyone who would access their services. Member agencies of the CSS ensure the values of independence, dignity, respect, and equality are maintained for all clients and their families. They are committed to make every reasonable effort to ensure that their services and other products are provided in a manner that takes into consideration a person's disability, whether physical or other. This policy applies to all individuals representing the Collaborative including employees, volunteers, agents, and contractors acting on behalf of the NSM CSS.

The NSM CSS member agencies provide training, as required under legislation, to all persons to whom this policy applies, as soon as is practical. Applicable personnel are trained and updated in policies, practices, and procedures that affect the way services and other products are provided to people with disabilities.

The Collaborative Council

The Collaborative Council provides leadership to the North Simcoe Muskoka Community Support Services Collaborative by coordinating functions and managing the affairs of the Collaborative. These include coordinating sector feedback, operational meetings, joint training, and sector representation. The Council also provides a cohesive voice for the sector, regular reports for the NSMLHIN, and manages staff and resources for the Collaborative.

In order to ensure accessibility, the Collaborative Council has established the following guidelines which apply to any operational or training events and/or meetings planned and coordinated by the Collaborative Council. These meetings and/or events are open only to Collaborative member agencies, their staff, and board members.

1. Communication

When communicating with its members, the Collaborative Council will do so in a manner that takes into account any disabilities. At the request of the agency, or individual representing that agency, information will be provided in a format and/or method that meets their needs. Any additional costs incurred, in offering this assistance, shall be the responsibility of the individual agency requesting alternate formats.

2. Use of Assistive Devices

The Collaborative Council permits the use of assistive devices in order to attend meetings and/or training events. The Collaborative Council does not provide assistive devices.

3. Support Persons

Those who require a support person for assistance while attending meetings and/or training events will be allowed to do so. Any additional costs for a support person will be the responsibility of the agency which they are representing.

4. Service Animals

People with disabilities, who are accompanied by a guide dog or other service animal, are permitted to attend meetings and/or training events, and to keep the service animal with them.

5. Websites and Web Content

The Collaborative Council will ensure that its external Internet websites and web content published on or after January 1, 2012, conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0.

6. Procurement

The Collaborative Council will incorporate accessibility criteria and features into the terms and conditions that accompany any Request for Proposal (RFP), bid, or tender when CSS is procuring or acquiring goods, services, or facilities.

7. Employment

The Collaborative Council is committed to equal consideration of candidates during the recruitment, assessment, and selection process. Job applicants will be notified of the availability of accommodations for persons with disabilities. In cases where accommodations are required, the Collaborative Council will provide for suitable accommodations, in a manner that takes into account the applicant's disability needs.

8. Alternative Formats and Communication Supports

The Collaborative Council recognizes that persons with disabilities use various methods to access information. Upon request, the Collaborative Council will provide, or arrange for the provision of accessible formats or communication supports for persons with disabilities. Any additional costs incurred in providing these supports will be the responsibility of the agency which this person is representing.