



**Waterloo Catholic
District School Board**
Quality, Inclusive, Faith Based Education

Multi-Year Accessibility Plan Annual Progress Report

2021



Accessibility for Ontarians with Disabilities Act

Our Commitment to Equity, Inclusion & Accessibility

It is the [policy](#) of the Waterloo Catholic District School Board (WCDSB) to provide an environment in all facilities that fosters independence, dignity and respect.

The WCDSB is committed to providing services that are free of barriers and biases to our students, parents/guardians, the public and our staff. We strive to ensure that the principle of equity of opportunity is reflected and valued in our learning and working environments. Our policies, procedures and actions continue to demonstrate our belief in the strength that diversity brings to our communities.

Our Accessibility Compliance Record

[Ontario Regulation 191/11 – Integrated Accessibility Standards](#) -- establishes accessibility standards in each of the following five areas: information and communications, employment, transportation, the design of public spaces and customer service.

Since the implementation of the Accessibility Standards, the board has filed five mandated and provincially scheduled compliance reports with the Ontario Government (March 2010, August 2012, September 2015, November 2017 and November 2021). The Board reported compliance in all cases.

In 2018 the Board released its 2018-2023 [Multi-Year Accessibility Plan](#).

Under the Multi-Year Accessibility Plan, the Board continues to take the following actions in each of the following areas.

**** Please Note **** Information about accessibility improvements in the Board's facilities is compiled and reported in the WCDSB's annual [Long-Term Accommodation Plan](#).

Accessible Information and Communications

On an ongoing basis the Waterloo Catholic District School Board:

- Creates new internet websites and the content therein to conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA (except for live captions and pre-recorded audio descriptions, as permitted under the Regulation);
- Upon request, provides, procures or acquires by other means accessible or conversion ready formats of print, digital or multimedia resources for persons with disabilities;
- Upon request, ensures that feedback processes are accessible to persons with disabilities by providing or arranging accessible formats or communication supports;

- Provides accessible formats and communication supports for persons with disabilities in a timely manner and at no more than the cost for other persons who ask for the same information;
- Upon request, provides emergency procedures, plans and public safety information that it makes available to the public, in an accessible format.

Accessible Employment

On an ongoing basis the Waterloo Catholic District School Board:

- Notifies employees and the public about the availability of accommodations in employee recruitment processes;
- Upon request, provides employees with disabilities information in accessible formats or with communication supports;
- Provides employees with updated information about its policies to support employees with disabilities;
- Provides individualized emergency response information for employees that require it and reviews the information in accordance with the Employment Standards;
- Maintains a written process for the development of documented individual accommodation plans for employees with disabilities;
- Maintains a documented return to work process for employees who were absent due to a disability or require disability-related accommodations in order to return to work.

Accessible Transportation

On an ongoing basis the Waterloo Catholic District School Board:

- Ensures that integrated accessible school transportation services are provided for students with disabilities and provides alternative accessible transportation when integrated transportation is not possible for students with disabilities. This is done via the [Student Transportation Services of Waterloo Region](#) student transportation consortium.

Accessible Design of Public Spaces

On an ongoing basis the Waterloo Catholic District School Board:

- Ensures the requirements of the AODA are considered in the design and construction of all new buildings and renovation projects. As part of the Board's

commitment to accessibility and inclusion, construction / renovation projects may also include installation of accessibility features not required by the AODA.

- Ensures all new or redeveloped off-street parking facilities meet all appropriate AODA requirements;
- Ensures all new or redeveloped service counters meet all appropriate AODA requirements;
- Ensures all new or redeveloped exterior paths of travel meet all appropriate AODA requirements;
- Provides for preventative and emergency maintenance of the accessible elements of public spaces, including provisions to address temporary disruptions when accessible elements are not in working order.

Accessible Customer Service

The Waterloo Catholic District School Board is committed to training all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities. In addition, we will train:

- a) all persons who participate in developing the organization's policies; and
- b) all other persons who provide goods, services or facilities on behalf of the organization

Training of our employees and volunteers on accessibility relates to their specific roles.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies."

In addition, the WCDSB:

- Posts notices at a conspicuous place on Board premises, on the Board website, or by other reasonable methods, of any temporary disruption in facilities or services that people with disabilities usually use to access the Board's services -- including the reason, duration and any alternatives available;
- Permits people with disabilities to enter the parts of Board premises that are open to the public with their support person, and provides notice of any fee charged for the support person;
- Permits people with disabilities to keep their service animals with them on the parts of Board premises that are open to the public, except where the animal is excluded by law;
- Provides a process to receive and respond to feedback on how the Board's services

are provided to people with disabilities;

- Ensures appropriate training is provided to all staff who deal with members of the public, as well as to every person who participates in developing the policies, practices and procedures governing the provision of services to members of the public. This training also extends to individuals who regularly volunteer their services in school settings.