

## **Sandy Hill Community Health Centre**

### **Multi-year Accessibility Plan 2013-2025**

#### **SECTION 1: Introduction**

The Sandy Hill Community Health Centre welcomes and encourages people with disabilities to use its services. SHCHC will provide access to program services for people with disabilities in a way that respects their rights to dignity, independence and integration.

This commitment is consistent with SHCHC's mission to deliver services in a welcoming and supportive environment and with SHCHC's core values of equity; accessibility, diversity and fairness in the treatment of all individuals. The SHCHC will establish policies, practices and procedures which support the accessibility standards established under the AODA on customer service, information and communication, employment and the built environment.

The SHCHC will make all reasonable efforts to meet the needs of people with disabilities. The SHCHC defines reasonable efforts as providing the best possible service within the context of: available resources, balancing the needs of people with disabilities with others who may encounter barriers to access and with the community at large, the health and safety of SHCHC service providers.

#### **Accessibility Statement**

The Sandy Hill Community Health Centre welcomes and encourages people living with disabilities to use our services. SHCHC will provide access to our services for people with disabilities in a way that respects their right to dignity, independence and integration. SHCHC uses the definition of disability in the AODA. A disability can include: a) physical disability, infirmity, malformation or disfigurement, b) mental impairment or developmental disability, c) learning disability, d) mental disorder, and e) an injury or disability for which government benefits are received.

The Sandy Hill Community Health Centre strives to provide service to everyone in a welcoming and supportive environment. The Sandy Hill Community Health Centre will consider the individual needs of people with disabilities in delivering service by:

- Considering individual and special needs when applying Sandy Hill Community Health Centre policies and procedures
- Communicating with people in a way that meets their needs
- Welcoming feedback and suggestions about services in a variety of formats
- Welcoming accompanying support people
- Offering a range of assistive devices such as wheelchairs
- Welcoming service animals
- Letting people know if services are not available where possible, for example, if a program is going to be closed or if the website is not available

- Ensuring that emergency responses address accessibility
- Training staff and volunteers to provide the best possible service
- Providing a forum for addressing concerns or challenging associated with accessing our services including phone number and key contact information
- Providing opportunities for continuous improvement and regular review of accessibility policies and procedures

**Dignity** – service is provided in a way that allows the person with a disability to maintain self-respect and the respect of other people. People with disabilities are not treated as an afterthought or forced to accept lesser service, quality or convenience.

**Independence** – allowing a person with a disability to do things on their own without unnecessary help, or interference from others.

**Integration** – service is provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless an alternate measure is necessary to enable the person to access goods or services.

**Equal opportunity** – people with disabilities have an opportunity equal to that given to others to access your goods or services.

The SHCHC will establish policies, practices and procedures which support the accessibility standards established under the AODA on customer service, information and communication, employment and the built environment.

The SHCHC will establish, implement and maintain a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements. The multi-year accessibility plan will indicate how SHCHC intends to implement the requirements of the Integrated Regulation within legislated timelines. It will also address the identification, removal and prevention of barriers to people with disabilities in the organization.

Specifically, the multi-year plan will:

- a) Provide a framework for developing cohesive accessibility initiatives which identify, remove and prevent barriers
- b) Set annual goals for specific improvements to accessibility
- c) Establish action plans for meeting those goals and initiating accountability at various levels
- d) Seek input and suggestions from the wider organizational community

This initial document is the first of a series of successive plans. The document retains a progressive plan of activities that forecast full implementation of the AODA standards by 2025. This Plan will be updated as needed and at a minimum every five years, to reflect progress made towards full compliance with the AODA.

# 2012

**AODA Compliance Date: Jan 1, 2012**

Deliverable	REG.	Breakdown	Status	Notes on Status
Emergency procedures, plans or public safety information	191/11: s.13	If the Centre prepares emergency procedures, plans or public safety information and makes that information available to the public, the Centre will provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	Not applicable at this time	
Workplace emergency response information	191/11: s.27 (1-4)	Every employer shall provide 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 employee's disability.	Complete	
		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.	Ongoing	
		Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.	Ongoing	
		Every employer shall review the individualized workplace emergency response information,  (a) when the employee moves to a different location in the organization;  (b) when the employee's overall accommodations needs or plans are reviewed; and  (c) when the employer reviews its general emergency response policies.	Ongoing	

Accessibility policies	429/07: s.3, 4	<p>The accessibility policies must contain the following provisions:</p> <ul style="list-style-type: none"> <li>-The goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities.</li> <li>-The goods or services must be integrated unless an alternate 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 or services.</li> <li>-Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.</li> <li>- Must deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the provider's goods or services or the availability, if any, of other measures which enable them to do so.</li> <li>- Use of service while accompanied by a guide dog or a support person while on the premises.</li> <li>- When communicating with a person with a disability, a provider shall do so in a manner that takes into account the person's disability.</li> </ul>	Complete	
Training for Staff	429/07: s.6	<p>Customer Service training must be provided for:</p> <ul style="list-style-type: none"> <li>• Those who interact with members of the public on behalf of the Centre</li> <li>• Persons who participate in developing the SHCHC's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.</li> </ul>	Complete	The e-learning tool provided by the Ministry of Community and Social Services entitled <i>Serve-Ability: Transforming Ontario's Customer Service</i> provided to new employees, volunteers and students by the HR Officer at their orientation.
Feedback process	429/07: s.7	<p>-The Centre will establish a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make information about the process readily available to the public.</p> <p>-The feedback process must permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise.</p> <p>-The feedback process must specify the actions that the provider of goods or services is required to take if a complaint is received.</p> <p>-The Centre will prepare a document describing its feedback process and, upon request, shall give a copy of the document to any person.</p>	Complete	This is available on the Centre's website (digital copy) and at front reception area (paper copy),
Documents	429/07:	The Centre will notify all persons to whom it provides services that	Complete	Notice posted on the Centre's website and at front

	s.8	accessibility policies/procedures are available upon request. Documents provided to clients will be provided in a format that takes into account the person's disability.		reception.
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## 2013

**AODA Compliance Date: Jan 1, 2013**

Deliverable	REG.	Breakdown	Status	Notes on Status
Educational and training institutions: - Educational and training resources and materials - Training to educators	191/11: s.15, 16	For educational institutions. Not applicable.	----	

## 2014

**AODA Compliance Date: Jan 1, 2014**

Deliverable	REG.	Breakdown	Status	Notes on Status
Accessibility policies	191/11: s.3	The Centre will develop, implement and maintain policies governing how the Centre achieves or will achieve accessibility through meeting its requirements referred to in the IASR.  The policies shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner.  Policies must be in writing and available to the public in an accessible format.	Complete	Policy posted on Centre's website in French, English and regular and large font.

Accessibility plans	191/11: s.4(1) (a-c)	The Centre will establish, implement, maintain and document a multi-year accessibility plan, which outlines the Centre's strategy to prevent and remove barriers and meet its requirements under the IASR.	Complete	
		Post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request.	Complete	Posted on the Centre's website in French, English and regular and large font.
		Review and update the accessibility plan at least once every five years.	Ongoing	
Self-service kiosks	191/11: s.6	The Centre shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.	N/A	
All new Internet websites and web content on those sites must conform with WCAG 2.0 Level A	191/11: s.14	<p>The Centre, for their internet websites, shall meet the requirements of this section in accordance with the following schedule:</p> <ol style="list-style-type: none"> <li>1. By January 1, 2014, new internet websites and web content on those sites must conform with WCAG 2.0 Level A.</li> <li>2. By January 1, 2021, all internet websites and web content must conform with WCAG 2.0 Level AA, other than, <ol style="list-style-type: none"> <li>i. success criteria 1.2.4 Captions (Live), and</li> <li>ii. success criteria 1.2.5 Audio Descriptions (Pre-recorded). O. Reg. 191/11, s. 14 (4).</li> </ol> </li> </ol>	Ongoing	<p>Refer to supporting WCAG document with 'A' and 'AA' requirements.</p> <p>All new content added to our website needs to be available in an accessible format.</p>

## 2015

**AODA Compliance Date: Jan 1, 2015**

Deliverable	REG.	Breakdown	Status	Notes on Status
Training	191/11: s.7	<p>As soon as practical, training will be provided on the requirement of the AISR to all employees and volunteers, persons who participate in developing policies and any other person who provides services on behalf of the Centre.</p> <p>The training will be appropriate to the duties of the employees, volunteers and other persons</p> <p>The Centre will keep a record of the training provided, including the dates on which the training is provided and the number of individuals</p>	NEEDS TO BE DONE	

		to whom it is provided.		
Accessibility Report		Refer to section 86.1 of the IASR		
Feedback processes	191/11: s.11  429/07: s. 7	Organization had to establish a customer service feedback process for receiving and responding to feedback about the manner in which they provide goods or services to people with disabilities.  Every obligated organization shall notify the public about the availability of accessible formats and communication supports.  The IARS standard is due on Jan 1 2015, but Reg. 429/07 has the same requirement and it's due in 2012.	NEEDS TO BE DONE	
Producers of educational or training material - textbooks	191/11: s.17	Intended for School Boards and other educational facilities – N/A	-----	
Libraries of educational and training institutions – print-based resources	191/11: s.18	Intended for School Boards and other educational facilities – N/A	-----	

## 2016

**AODA Compliance Date: Jan 1, 2016**

Deliverable	REG.	Breakdown	Status	Notes on Status
Accessible formats and communication supports	191/11: s.12	The Centre will, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability; and at a cost that is no more than the regular cost charged to other persons.  The Centre will consult with the person making the request in determining the suitability of an accessible format or communication support.  The Centre will notify the public about the availability of accessible formats and communication supports. (WEBSITE)	NEEDS TO BE DONE	
Recruitment	191/11: s.22	Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its	NEEDS TO BE DONE	

		recruitment processes.		
	191/11: s.23	<p>During a recruitment process, an employer shall notify 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.</p> <p>If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.</p>	NEEDS TO BE DONE	
	191/11: s.24	Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	NEEDS TO BE DONE	
Informing employees of supports	191/11: s.25	<p>Every employer shall inform its employees of its policies used to support its 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</p> <p>Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment</p> <p>Employers shall provide updated information to its employees 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</p>	NEEDS TO BE DONE	
Accessible formats and communication supports for employees	191/11: s.26	<p>26. (1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,</p> <p>(a) information that is needed in order to perform the employee's job; and</p> <p>(b) information that is generally available to employees in the workplace. O. Reg. 191/11, s. 26 (1).</p> <p>(2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	NEEDS TO BE DONE	
Documented individual accommodation plans	191/11: s.28	Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of	NEEDS TO BE DONE	

		documented individual accommodation plans for employees with disabilities.		
		<p>The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> <li>1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</li> <li>2. The means by which the employee is assessed on an individual basis.</li> <li>3. 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.</li> <li>4. 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.</li> <li>5. The steps taken to protect the privacy of the employee's personal information.</li> <li>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</li> <li>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</li> <li>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability. O. Reg. 191/11, s. 28 (2).</li> </ol>	NEEDS TO BE DONE	
		<p>Individual accommodation plans shall,</p> <ol style="list-style-type: none"> <li>(a) if requested, include any information regarding accessible formats and communications supports provided, as described in section 26;</li> <li>(b) if required, include individualized workplace emergency response information, as described in section 27; and</li> <li>(c) identify any other accommodation that is to be provided.</li> </ol>	NEEDS TO BE DONE	
Return to work process	191/11: s.29 (1)	The Centre will develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to	NEEDS TO BE DONE	

		work; and shall document the process.		
	191/11: s.29 (2)	The return to work process shall outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and use documented individual accommodation plans, as described in section 28, as part of the process.	NEEDS TO BE DONE	
	191/11: s.29 (3)	The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.	NEEDS TO BE DONE	
Performance management	191/11: s.30	An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	NEEDS TO BE DONE	“performance management” means activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success
Career development,	191/11: s.31	An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	NEEDS TO BE DONE	“career development and advancement” includes providing additional responsibilities within an employee’s current position and the movement of an employee from one job to another in an organization that may be higher in pay, provide greater responsibility or be at a higher level in the organization or any combination of them and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them
Redeployment	191/11: s.32	An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	N/A	“redeployment” means the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.

## 2017

**AODA Compliance Date: Jan 1, 2017**

Deliverable	REG.	Breakdown	Status	Notes on Status
Recreational trails and beach access routes s.	191/11: s.80.6-80.15	n/a		

Outdoor public use eating areas s.	191/11: s.80.16- 80.17	n/a		
Outdoor play spaces s.	191/11: s.80.18- 80.20	This section refers to new or redeveloped outdoor play spaces.	N/A	
Exterior paths of travel s.	191/11: s.80.21- 80.31	REFER TO IASR (LARGE SECTION)		This Part applies to 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. This section includes STAIRS.
Accessible parking s.	191/11: s.80.32- 80.39	This section refers to new or redeveloped off-street parking facilities.	N/A	
Obtaining services s.	191/11: s.80.40- 80.43	This section refers to new or redeveloped service counters.	N/A	
Maintenance planning	191/11: s.80.44	The Centre, in addition to the accessibility plan requirements set out in section 4, shall ensure that their multi-year accessibility plans include the following:  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.		

## 2020

**AODA Compliance Date: Jan 1, 2020**

Deliverable	REG.	Breakdown	Status	Notes on Status
Producers of educational or training material – supplementary print materials	191/11: s.17	Not applicable		
Libraries of educational and training institutions – multi-	191/11: s.18	Not applicable		

media/digital resources				
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## 2021

**AODA Compliance Date: Jan 1, 2021**

Deliverable	REG.	Breakdown	Status	Notes on Status
All Internet websites and web content must conform with WCAG 2.0 Level AA (excluding live captioning and pre-recorded audio descriptions)	191/11: S.14	Refer to above-mentioned website requirements and supporting documents.		