

Somerset West Community Health Centre

Multi-Year Accessibility Plan



Commitment to Accessibility

Somerset West Community Health Centre (SWCHC) strives to provide service to everyone in a supportive environment, and welcomes and encourages people with disabilities to use its programs and services. Our mission is to help the residents of West-Central Ottawa achieve optimal health and social well-being, and we are committed to paying special attention to people who have additional needs due to income, language, culture, age, gender, gender identity, sexual orientation, family composition, or disability.

We are dedicated to accommodating people with disabilities who make use of, or benefit from SWCHC services and programs, or who are employed by SWCHC, in a manner that respects their dignity and that is equitable in relation to the broader public.

SWCHC will make all reasonable efforts to meet the needs of people with disabilities. This means that we will provide the best possible service within the context of available resources, balancing the needs of people with disabilities with others who may encounter barrier to access within the community at large, and the health and safety of SWCHC providers.

SWCHC will also establish and maintain policies, practices and procedures to support our commitment to the accessibility standards defined in the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). Accessibility standards relate to customer service, information and communication, and employment.

Principles

SWCHC will use all reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- Goods and services will be provided to SWCHC clients in a manner that respects the **dignity and independence** of persons with disabilities. Disability-related needs will be accommodated.
- Persons with disabilities will be given an **equal opportunity** to that of persons without disabilities to obtain, use or benefit from SWCHC's goods and services.
- Goods and services will be **integrated** – to both those persons with disabilities with those who do not have disabilities.

Accommodation is defined as modifying the delivery of SWCHC services, programs, and goods to make them accessible to persons with disabilities.

Multi-Year Accessibility Plan

SWCHC will establish, implement, and maintain a multi-year accessibility plan to outline our strategy to prevent and remove barriers to accessibility and meet our requirements under the AODA. The plan will:

1. Identify what steps have been taken to improve accessibility at SWCHC
2. Outline our framework for addressing accessibility initiatives to identify, remove, and prevent barriers
3. Establish goals for specific improvements to accessibility
4. Develop action plans for meeting our goals, in accordance with the deadlines set by the AODA.
5. Act as a means to seek input and suggestions from the community.

As a progressive document, the multi-year accessibility plan will be reviewed at minimum every 5 years, or as needed, to report progress on the plan of activities to be implemented.

2012

AODA Compliance Date: January 1, 2012

| Deliverable | Reg. | Details | Status | Notes |
|---|--------|--|-----------|--|
| Accessibility policy for client service | 429/07 | <p>SWCHC has created an accessibility policy to outline its commitment to accommodating clients with disabilities.</p> <p>Among other things, the policy addresses:</p> <ul style="list-style-type: none"> - Communication: SWCHC will communicate with clients in a way that takes into account their disabilities and needs - Assistive devices: SWCHC will accommodate the use of personal assistive devices such as scooters and Braille display boards - Service animals: Unless the animal is excluded by law, SWCHC will accommodate the use of service animals by people with disabilities who are accessing our services or goods. - Support persons: Where a person with a disability accessing SWCHC goods or services is accompanied by a support person, SWCHC will ensure that both persons are permitted to enter the premises together and shall ensure that the person with a disability can access the support person while on the premises. - Notice of service disruption: In the event that there is a temporary disruption in the availability of facilities, services or goods used by persons with disabilities (e.g., temporary loss of elevator service), the SWCHC shall give notice to the | Completed | COR 1-04 Client Standards for Client Service |

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| | | <p>public of the reason for the disruption, the date(s) of disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.</p> <ul style="list-style-type: none">- Training: Training on accessible customer service will be provided at orientation to individuals who interact with SWCHC's public and to those who are involved in developing customer service policies, procedures and practices.- Records of training: Human Resources will maintain records of accessibility training, including the dates when training is provided and the individuals to whom it was provided.- Feedback process: All feedback will be directed to the appropriate staff person. Where clients have indicated that we have not met their needs, they can expect acknowledgement of their feedback within five business days. Please refer to SWCHC policy COR 3-02 Client Complaints for further details.- Documentation: Documentation of these requirements will be maintained on the SWCHC's website (www.swchc.on.ca) and provided to individuals, upon request, in the appropriate format. | | |
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2014

AODA Compliance Date: January 1, 2014

| Deliverable | Reg. | Details | Status | Notes |
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| Policy regarding integrated accessibility standards | 191/11 | <p>SWCHC has created and will maintain a policy governing how the Centre achieves, or will achieve accessibility through meeting its requirements under the Integrated Accessibility Standards, O. Reg. 191/11.</p> <p>The policy includes a statement of organizational commitment to meeting SWCHC's accessibility requirements in the forthcoming years, including accessibility standards relating to information and communication, as well as employment.</p> <p>This policy is available to the public in accessible formats, as needed.</p> | Completed | COR 1-18 Integrated Accessibility Standards |
| Multi-year accessibility plan | 191/11 | <p>SWCHC has created and will maintain a public, multi-year accessibility plan stating how the organization is working to reduce accessibility barriers and meet its obligations under the Integrated Accessibility Standards, O. Reg. 191/11.</p> <p>The plan will be posted on the SWCHC website and made available in accessible formats (upon request). The plan will be reviewed at minimum once every five (5) years.</p> | Completed | |

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| Accessible website | 191/11 | As of January, 2014, whenever the SWCHC website (www.swchc.on.ca) undergoes a significant refresh, any web content published after January 1, 2012 will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A . | Ongoing | |
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2015

AODA Compliance Date: January 1, 2015

| Deliverable | Reg. | Details | Status | Notes |
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| Training on integrated accessibility standards | 191/11 | <p>SWCHC will ensure that all employees, volunteers, anyone involved in developing policies, and anyone who provides services or facilities on its behalf is trained on the centre's requirements to accommodate under the Integrated Accessibility Standards, O. Reg. 191/11.</p> <p>Training will include an overview of SWCHC's progress towards meeting these accessibility requirements, and will include:</p> <ul style="list-style-type: none"> • SWCHC's policies, practices and procedures relating to integrated accessibility standards; • overview of SWCHC's multi-year accessibility plan; • information for employees relating to workplace accessibility accommodation for people with various types of disabilities; • processes to accommodate employees with disabilities; • accessible formats and communication supports | Not yet completed | Training on accessibility requirements will be provided at orientation and employees will also be trained on an ongoing basis when changes are made to SWCHC's policies, practices and procedures. |

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| | | <p>for employees with disabilities;</p> <ul style="list-style-type: none"> • commitment to accessible web content. | | |
| Feedback | | <p>SWCHC will ensure that processes for receiving and responding to feedback are accessible to persons with disabilities by notifying the public of the availability of accessible formats and communication supports.</p> <p>The Centre will arrange for the provision of such formats and supports when requested to do so, at no cost to the client.</p> | Completed | COR 3-02 Client Complaints |

2016

AODA Compliance Date: January 1, 2016

| Deliverable | Reg. | Details | Status | Notes |
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| Accessible formats and communication supports (for clients) | 191/11 | <p>Upon request, SWCHC will provide or arrange for provision of accessible formats and communication supports for persons with disabilities, including clients and employees. The centre will accommodate such persons by taking into account the person's accessibility needs due to disability and consulting with the person making the request in determining the suitability of the accessible format or support.</p> <p>Such services will be provided at no cost to the person with a disability.</p> | Completed | HR 4-03 Workplace Accommodation on the Basis of Disability |

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| Recruitment | 191/11 | <p>SWCHC will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes. All internal and external job postings will include a statement to this effect.</p> <p>When individually selected to participate in an assessment or interview, job applicants will be notified that accommodations are available upon request in relation to the materials or processes to be used. If a selected applicant requests an accommodation, Human Resources will 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> <p>When making offers of employment, Human Resources will notify successful applicants of SWCHC's policies for accommodating employees with disabilities.</p> | Completed | HR 4-03 Workplace Accommodation on the Basis of Disability |
| Information for employees | | | | |
| Informing employees of supports | 191/11 | Human Resources will notify all new SWCHC employees about the centre's policies for supporting and accommodating employees with disabilities. Staff will be informed on an ongoing basis when changes are made to SWCHC's policies, practices and procedures relating to job accommodation. | Completed | HR 4-03 Workplace Accommodation on the Basis of Disability |
| Accessible formats and communication supports for employees | 191/11 | When an employee with a disability requests it, SWCHC will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is needed to perform the employee's job and information that is generally available to employees in the workplace (for example, policies and | Completed | HR 4-03 Workplace Accommodation on the Basis of Disability |

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| | | procedures). | | |
| Emergency response information (for employees) | 191/11 | SWCHC will develop individualized emergency response plans for each employee with a disability <u>or</u> have emergency information formatted so an employee with a disability can understand it. Individualized emergency plans will be reviewed by Human Resources, in consultation with the employee, if the staff member changes work locations or if SWCHC reviews its organizational emergency response. | Completed | HR 4-03 Workplace Accommodation on the Basis of Disability |
| Processes to accommodate employees | | | | |
| Documented individual accommodation plans | 191/11 | Human Resources will work with employees who self-identify as persons with a disability to document an individual accommodation plan. SWCHC will ensure that individual accommodation plans are developed in a consistent way. All individual accommodation plans will have the following components: <ul style="list-style-type: none"> • The way in which an employee requesting accommodation can participate in the development of their individual accommodation plan; • The means by which the employee is assessed on an individual basis; • Conditions for when and how SWCHC can request an evaluation by an outside medical or other expert (at the centre's expense) to assist in determining if accommodation can be achieved and, if so, how; • The way in which an employee can request the participation of a representative from the workplace in the development of the | Ongoing | HR 4-03 Workplace Accommodation on the Basis of Disability |

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| | | <p>accommodation plan;</p> <ul style="list-style-type: none"> • The steps taken to protect the privacy of the employee's personal information; • The frequency with which the individual accommodation plan will be reviewed and updated, and the manner in which it will be done; • If an individual accommodation plan is denied, the way in which the reasons for the denial will be communicated to the employee; and • The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability. | | |
| Return to work process | 191/11 | <p>SWCHC will develop and have in place a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.</p> <p>The return to work process will be developed by Human Resources prior to the employee's return to work, and will outline the steps SWCHC will take to facilitate the return to work of employees. Documented individual accommodation plans (as described above) will be used as a way of documenting the return to work process.</p> | Completed | HR 4-03 Workplace Accommodation on the Basis of Disability |
| Performance management, career development and advancement | 191/11 | <p>Accessibility needs of employees and individual accommodation plans will be taken into account when managing an employee's performance, career advancement or opportunities for redeployment.</p> | Completed | HR 4-03 Workplace Accommodation on the Basis of Disability |

2021

AODA Compliance Date: January 1, 2021

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| Accessible websites and web content | 191/11 | All content on SWCHC's public website published after January 1, 2013 will conform with WCAG 2.0 Level AA , other than providing captions on live videos or audio descriptions for pre-recorded videos. | Ongoing | |
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Last updated: June 11, 2014