

Policy Title: Accessibility Plan	Policy #: Accessibility Plan
Volume:	Originated: December 2012
Developed by: Environmental Services	Reviewed: February 2016 March 2020
Approved by: Tom Clancey Director, Environmental Services	Last Revised: February 2016
Approval date: January 22 st 2013	Page: 1 of 4

PURPOSE

This 2014-21 accessibility plan outlines the policies and actions that Providence Healthcare will put in place to improve opportunities for people with disabilities.

STATEMENT OF COMMITMENT

Providence Healthcare is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act..

POLICIES AND PLAN OF ACTION

Accessible Emergency Information

Providence Healthcare is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

Providence Healthcare will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members. The E-learning system is used for all employees and volunteers for training and updating modules upon any changes to policies.

Providence Healthcare will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2014**:

- Develop and implement an e learning module that covers all aspects of considerations for persons with Disabilities including all requirements of the Accessibility for Ontarians with Disabilities Act (AODA) **December 15 2012**

- Review and revise the e-learning module for AODA training to include policy changes implemented for the year 2013. **November 15 2013**
- Make available alternate forms of training methods for the AODA training June **15 2013**
- Review and revise the e-learning module for IASR and Human Rights Code as it relates to people with disabilities to include policy changes implemented since the last update. To be reviewed and revised **annually June 15, 2016 – June 15, 2021.**
- All new staff and volunteers must complete e-learning modules for IASR policies and the Human Rights Code as part of general orientation. All staff and volunteers are notified via email that an e-learning training module has been assigned.
- All staff and volunteers will be required to complete e-learning modules for IASR policies and the Human Rights Code when policies are changed or updated. Staff and volunteers will be notified via email that a new e-learning training module has been assigned. All assigned training modules must be completed upon assignment as soon as practicable.

Kiosks

Providence Healthcare will ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks by **January 1, 2013:**

Information and communications

Providence Healthcare is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Providence Healthcare will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by **January 1, 2014:**

- Review the standards with ICT and ensure they are used as design minimums for all future website designs. **January 1, 2013:**
- Ensure the intranet and the external intranet are WCAG 2.0 level A compliant by **January 1, 2014:**
- Providence Healthcare will make all websites and content conform with WCAG 2.0, Level AA by **January 1, 2021:**

Providence Healthcare will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2014:**

- Interview persons with disabilities as part of our accessibility review by **May 1, 2013**
- Include the identified needs and strategies in our 2013 accessibility plan update.
- Implement the identified strategies by **January 1, 2014:**

Providence Healthcare will take the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2015**:

- Interview persons with disabilities as part of our accessibility review by **May 1, 2013**
- Include the identified needs and strategies in our 2013 accessibility plan update.
- Implement the identified strategies by **January 1, 2015**:

Employment

Providence Healthcare is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, Providence Healthcare will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- We will review current practices of notifying interview candidates to ensure they are advised of the ability to provide accommodations if required. **May 1, 2013**
- We will implement the practices identified to provide the offer of accommodations and plans if requested by **January 1, 2014**

Providence Healthcare will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- Review current policies and procedures and revise them to be compliant with our commitment to fair and accessible employment practices **May 1, 2014**
- Train all affected staff of the new procedures. **July 1, 2014**
- Implement the practice **January 1, 2014**

We will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account if Providence Healthcare is using performance management, career development and redeployment processes:

- Review the standards and conduct a needs assessment to implement the above policy **January 1, 2015**
- Revise policies and practices and train managers of the changes **January 1, 2016**

Providence Healthcare will take the following steps to prevent and remove other accessibility barriers identified:

- consider many of the policy items covered under the new AODA guidelines while consulting with people with disabilities.
- Forward suggested changes to the appropriate manager to be implemented

- All new build construction will be completed using all new built environment standards as per the Ontario Building Code.

Accessible formats of this document are available free upon request by contacting the office of the Director, Environmental Services at 416 285 3666 ext. 6000