

## **Integrated Accessibility Standard – Multi-Year Accessibility Plan**

### **Our Commitment**

The Garden City Family Health Team 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 persons 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.

The accessibility plan will outline our organizations strategy to remove barriers from the workplace for those with disabilities. The plan will be reviewed every five years and will be posted on our website. Upon request, we will provide a copy of the Accessibility Plan in an accessible format.

### **Part I General Requirements**

Section	Initiative	Description	Action	Status	Compliance Date
Customer Service	Customer Service Policy and Plan	Develop a Policy and Plan – post on website	Policy and plan presented to FHN/FHT	Completed	Jan 1, 2014
Customer Service Training	Training for staff in regards to accessible customer service	2 training sessions complete – ongoing training at onboarding		Completed	Jan 1, 2014

3	Establishment of Accessibility Policies	Develop policies, Review and approve	Review and approve at FHN/FHT table	Completed	Jan 1, 2015
4	Accessibility Plans	i) establish and maintain an accessibility plan which outlines steps to ensure meet reqts under legislation  ii) post plan on website  iii) review plan every 5 years	Participate in AODA webinar (HRPA) Bring AODA into Occupational Health and Safety Committee (small site ) Post on Website ED to review annually	Complete Completed and agreed upon by OHSC December meeting  ongoing	Requirement to submit every three years as a not for profit, submitted in 2023
6	Self Service Kiosks	The FHT/FHN will consider persons with disabilities when purchasing self-service Kiosk devices	Consider disabilities when purchasing credit card machines for doctors offices	ongoing	Jan 1, 2015
7	Training	The organization will ensure that training is provided on the requirements of the accessibility standards in this regulation and on Human Rights Code as it pertains to persons with disabilities to: <ol style="list-style-type: none"> <li>1. employees and volunteers</li> <li>2. all persons providing good and services</li> </ol>	Staff are provided with modules using HR Downloads that provide online training in AODA, customer service and human rights.	completed	Jan 1, 2016
Part II		Information and Communication Standards			

11	Feedback	Organizations with a process to receive and respond to feedback must make it available to people in accessible formats upon request	Review all feedback processes across the organization. Identify what accessible formats are available upon request  Train staff on administering the feedback process and arranging accessible supports as required.	Ongoing	January 1, 2015
12	Accessible Formats and Communication   Supports	Upon request, organizations should provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, 1. in a timely manner that takes into account the person's accessibility needs 2. at a cost that is no more than the regular cost charged to other persons	Identify the types of accessible formats and communication supports available to persons with disabilities upon request. Decide what defines a "timely manner"  Communicate with staff	Ongoing	January 1, 2017
12		The organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	Communicate to staff and management this requirement Develop a protocol Determine under what conditions this can not be met	Ongoing	January 1, 2017
12		The organization will notify the public about the availability of	Discuss with OHS committee – plan – poster ?	Ongoing	September 2023

		accessible formats and communications supports	Post on website		
13	Emergency Procedures, Plans or Public Safety Info	If an obligated organization prepares emergency procedures, plans or public safety information and makes this information available to the public the organization shall provide the information in an accessible format or with appropriate communication supports as soon as is practical upon request	Review with Health and Safety Committee annually	No plans to date, working on fire and evacuation plan will consider disabilities once formulated	January 1, 2012.
14	Accessible Websites and Web Content	Large organizations and Public Sector organizations will make their internet and intranet websites conform with the WWW WCAG at Level A then moving to level AA	Review with new web hosting organization at what level our website is at – work to meet level A compliance with vendor	Review is complete  Ongoing work to meet Level A	No obligation for small organizations
Part III	Employment Standard	Employment Standard			
22	Recruitment	Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in the recruitment process.	Review recruitment processes and how to incorporate notification of the standard for those with disabilities	Ongoing	January 1, 2017
23	Recruitment, Assessment or selection process	<ol style="list-style-type: none"> <li>1. During the recruitment process, an employer shall notify job applicants that accommodations are available upon request in relation to the materials or processes to be used.</li> <li>2. If a selected applicant requests an accommodation, the employer shall consult with the applicant</li> </ol>	<p>Review our recruitment processes and determine notification method to applicants.</p> <p>Recruitment Ad to contain information</p>	Complete	January 1, 2017

		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.	acknowledging the ability to accommodate individuals with disabilities who are interested in the position		
24	Notice to Successful Applicants	Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Included in policies and employment contract	Complete	January 1, 2017
25	Informing employees of supports	<p>Employers 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 needs due to disability.</p> <p>Employers should provide this information to new employees as soon as practical 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 accommodation that take into account an employee's accessibility needs due to disability.</p>	<p>To be reviewed during orientation and training. Additional communication channel to be reviewed</p> <p>Included in orientation program</p> <p>Communicated during team meetings</p>	Ongoing	January 1, 2017



		by the employer to provide assistance to the employee.			
27		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 employees disability.	Outlined in process		Jan 1, 2012
27		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 c) when the employer reviews its general emergency response policies.	This is unlikely to impact us as we are a small organization		January 1, 2012
28	Documented individual accommodation plans	Not required by small employers			
29	Return to work process	Not required by small organizations			
30	Performance Management	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	Review current performance assessment processes and ensure that there are accessible alternatives should the need arise.	Ongoing	January 1, 2017

		respect of employees with disabilities.			
31	Career Development	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.	Review current and ongoing development opportunities to ensure that they take into account individual accommodation plans	ongoing	Jan 1, 2017
32	Redeployment	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 its employees with disabilities	Review emergency response plans regarding redeployment – consider impact on those with disabilities	Ongoing	Jan 1, 2017.