



POLICY AND PROCEDURE	
Title: Integrated Accessibility Standards	Category: Human Resources
Effective Date: Revised April 15, 2021 April 26, 2018, January 26, 2023	Next Review: January 2026
Author: Executive Director	Reviewing Body: Board of Directors FHT , GC FHO, Niagara FHO and NOTL FHN

Background

The following policy has been established by the Niagara North Family Health Team to govern the provision of services with Regulation 191/11, “Integrated Accessibility Standards” (“Regulation”) under the *Accessibility for Ontarians with Disabilities Act 2005*.

These standards are developed to break down barriers and increase accessibility for persons with disabilities in the areas of information, communications and employment. For this policy, the term Niagara North Family Health Team includes both the Family Health Networks (Garden City and Niagara-on-the-Lake) as well as the Family Health Team (inter-disciplinary health professionals).

Our Commitment:

The Niagara North 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 2005*.

Accessibility Plan

The Niagara North Family Health Team will develop, maintain and document an Accessibility Plan outlining the organization’s strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities. The Accessibility Plan will be reviewed and updated yearly and will be posted on the Niagara North Family Health Team website. Upon request, NNFHT will provide a copy of the Accessibility Plan in an accessible format.

Training Employees and Volunteers

The Niagara North Family Health Team will ensure that training is provided on the requirements of the accessibility standards referred to in the regulation and continue to provide training on the Human Rights Code as it pertains to persons with disabilities to:

- ✓ All of its employees, learners and volunteers
- ✓ All persons involved in the development of policies and procedures for the NNFHT
- ✓ All other persons who provide goods and services or facilities on behalf of the organization

The training will be appropriate to the duties of the employees, volunteers and other persons.

Employees will be trained when changes are made to the accessibility policy. New employees will be trained during their orientation program. The Niagara North Family Health Team will keep a record of the training it provides.

Information and Communications Standards

Feedback

The Niagara North Family Health Team will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for, the provision of accessible formats and communication supports upon request.

Accessible Formats and Communication Supports

Upon request, the Niagara North Family Health Team will provide, or will 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.

The Niagara North Family Health Team will consult with the individual making the request in order to determine the suitability of an accessible format or communication support. The Niagara North Family Health Team will also notify the public about the availability of accessible formats and communication supports.

Accessible Websites and Web Content

The Niagara North Family Health Team will ensure that our internet websites, including web content, conform to the World Wide Web Consortium: Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA except where it is impractical.

Employment Standards

Recruitment

The Niagara North Family Health Team will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

Recruitment, Assessment or Selection Process

The Niagara North Family Health Team will 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.

If a selected applicant requests an accommodation, the Niagara North Family Health Team 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.

Notice to Successful Applicants

When making offers of employment, the Niagara North Family Health Team will notify the successful applicant of its policies for accommodating employees with disabilities.

Informing Employees of Supports

The Niagara North Family Health Team will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

Accessible Formats and Communication Supports for Employees

Upon request of an employee with a disability, the Niagara North Family Health Team will consult with the employee to provide or arrange for the provision of accessible formats for information that is needed to perform his/her job, and information that is generally available to other employees.

In determining the suitability of an accessible format or communication support, the Niagara North Family Health Team will consult with the employee making the request.

Workplace Emergency Response Information

The Niagara North Family Health Team will provide individualized emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if the NNFHT is aware of the need for accommodation due to the employee's disability. The Niagara North Family Health Team will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, the Niagara North Family Health Team will, with the consent of the employee, provide the workplace emergency response information to the person designated by the NNFHT to provide assistance to the employee. The Niagara North Family Health Team will review the individualized workplace emergency response information when the employee moves to a different location in the organization, and/or when the employee's overall accommodations needs or plans are reviewed.

Documented Individual Accommodation Plans

The Niagara North Family Health Team will maintain a written process for the development of documented individual accommodation plans for employees with disabilities. If requested, information regarding accessible formats and communication support provided will also be included in individual accommodation plans. In addition, the plans will include individualized workplace emergency response information (where required) and will identify any other accommodation that is to be provided.

Return to Work Process

The Niagara North Family Health Team will maintain a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return to work process outlines the steps that the Niagara Family Health Team will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return to work process will not replace or override any other return to work process created by or under any other statute (i.e. the *Workplace Safety Insurance Act, 1977*).

Performance Management, Career Development and Advancement and Redeployment

The Niagara North Family Health Team will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, and/or when redeploying employees.

Questions about this policy

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications regarding employment. If anyone has any questions about the policy, or if the purpose of the policy is not understood, an explanation will be provided by:

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