


Policy Name:	Integrated Accessibility Standards Regulation (IASR) Our Commitment - ACCESSIBILITY FOR PERSONS WITH DISABILITIES		
Policy Number:	AODA-101	Formerly	AODA-1
	Creation Date: November 2011	Reviewed Date: December 2023	Approved by: Executive Director

POLICY STATEMENT

The West Elgin Community Health Centre (the “Centre”) is committed to providing a barrier-free environment for all stakeholders, including our clients, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services respecting the dignity and independence of persons with disabilities. As an organization we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*, (AODA) and its associated regulations.

The Centre understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization’s compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines.

We will strive to meet the needs of persons with disabilities in a timely and effective manner. Providing an accessible and barrier-free environment is a shared effort.

PROCEDURE

We will ensure this by:

- Establishing policies, procedures, and practices, including a multi-year accessibility plan, that describes how we serve persons with disabilities.
- Using reasonable effort to ensure our policies are consistent with the principles of dignity, independence, integration of services and equality of opportunity.
- Supporting the use of assistive devices for persons with disabilities in our policies.
- Communicating with persons with disabilities in ways that consider their disabilities.
- Welcoming persons accompanied by service animals or support people and providing information about access.
- Ensuring that the Board and Senior Leadership who approve policies receive training about AODA legislation and the Human Rights Code.
- Providing timely and ongoing training to our staff, students and volunteers who work with clients, and other individuals, to ensure their understanding of, and ability to, implement our policies regarding service to persons with disabilities.

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This training includes understanding the Human Rights Code as it pertains to persons with disabilities.

- Complying with documentation standards, including availability of accessible formats and communication support, for both the Centre’s employees and the public.
- Ensuring accessible and fair employment practices including the availability of accommodation during the recruitment process.
- Informing the Centre’s employees of policies used to support employees with disabilities including job accommodation policies, workplace emergency response information and return to work processes.
- That the Centre considers the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance reviews, providing career development and advancement to employees or when redeploying employees.
- Ensuring that the Centre’s internet website and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A as of year 2021.
- Communicating our processes for receiving and responding to feedback and handling complaints about how we provide services to persons with disabilities.
- Providing clear, complete, timely and prominent notice of temporary disruption of any of our services used by persons with disabilities.

MULTI-YEAR PLAN (“the Plan”)

The Centre’s Multi-Year Accessibility Plan outlines the specific measures the Centre will take to prevent and remove barriers in the workplace and to improve opportunities for persons with disabilities.

The Multi-Year Plan will be reviewed and updated every five (5) years and is posted on the Centre’s website at wechc.on.ca. Upon request, the Centre will provide a copy of the Plan in an accessible format.

TRAINING

The Centre will ensure that IASR training is provided at orientation and will continue to provide training on the Human Rights Code as it pertains to persons with disabilities to all members of the organization. This training will be appropriate to the duties of employees, volunteers, and Board Directors. Training will also be provided when any changes are made to the Centre’s accessibility policies or legislative amendments with a training refresher to be conducted annually.

The Centre maintains AODA/IASR training records.

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DEFINITIONS

BARRIER

Anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including a physical barrier, an architectural barrier, information or communications barrier, an attitudinal barrier, a technological barrier, a policy, or practice.

DIGNITY AND INDEPENDENCE

Treating persons with a disability as valued and deserving of the same type of service or in employment, communication, or information the Centre provides to any other client, employee, job applicant, supplier, and any visitors who may enter our premises or access our information.

DISABILITY

The definition of “disability” used in the Accessibility for Ontarians with Disabilities Act (AODA) is from the Human Rights Code.

INTERPRETATION

Means rendering spoken language into another spoken language, or the process of rendering spoken language into visual language, e.g. American Sign Language. Interpretation includes a variety of alternative methods of communication that meet the needs of the person with a disability.

APPLICATION

This policy applies to:

- all people who access our services
- all staff, volunteers, students, contractors, consultants and others working on behalf of the Centre and who provide client services
- staff, Board directors, volunteers and others who are involved in developing policies and procedures regarding the standard
- people who accompany clients with disabilities who use our services

CROSS-REFERENCE

POLICY AODA-102 Customer Service – Communicating with People with Disabilities

POLICY AODA-103 Customer Service – Use of Assistive Devices

POLICY AODA-104 Customer Service – Support Persons

POLICY AODA-105 Customer Service – Service Animals

POLICY AODA-106 Customer Service – Notice of Disruptions in Service Procedures

POLICY AODA-107 Customer Service – Accessibility Feedback Procedure

POLICY AODA-108 Integrated Accessibility Standards (IASR) – Information, Communication and Employment