West Elgin Community Health Centre
MULTI-YEAR ACCESSIBILITY PLAN
<DATE CREATED:> Dec. 11, 2013
<DATE REVISED:> May 18, 2021 (previously revised December 18 2017)
This multi-year plan outlines the Centre's strategy to prevent and remove barriers and meets the Centre's requirements under Ontario Regulation 191/11 - Integrated Accessibility Standards (IASR).

PART I - INTEGRATED STANDARD - GENERAL REQUIREMENTS

Standard Requirements	Date Due	Completion Status	Requirements	Actions Completed	2021 Review Notes
Statement of Commitment Create and/or review policies and procedures for each standard.	01-01-14	Completed	**Requirements include:** Statement of Commitment made public and posted on the Centre's website. Assess current policies and identify gaps related to accessibility. Provide policies in an accessible format upon request.	Posted on website Dec. 2011 wechc.on.ca/accountability/accessibility-plan	Reviewed and updated December 2017. Reviewed and updated May 2021.
Develop and post Multi-Year Accessibility Plan	01-01-14	Completed		WECHC's Multi-Year Accessibility plan was posted to the main website in December 2013.	Posted to website and available in an accessible format, upon request, December 2013.
Update Multi-Year Accessibility Plan - O. Reg. 191/11 s. 4 (1)	Review Completed **1/1/2026 Next Review**		**Requirements include:** Multi-Year Accessibility Plans need to be reviewed and updated at least once every 5 years.	Ongoing	Reviewed and updated December 2017. Reviewed and updated May 2021.
Kiosks: After the deadline kiosks need to consider accessibility requirements of customers with disability.	01-01-14	Not Applicable	**Requirements include:** Consider accessibility features required by customers/clients when designing, procuring, developing or acquiring a public electronic kiosk or computer terminal.	WECHC currently does not utilize public kiosks. Not applicable.	WECHC made public computer terminal available in lobby. Accessibility features were incorporated into design in 2013.
Train staff, volunteers (including Board Members) and all paid positions on the IASR and on the Human Rights Code as it relates to persons with disabilities.	01-01-15	Customer Service training completed annually. IASR to be completed in 2014	**Requirements include:** Training format is flexible and can be delivered in a variety of means (i.e.. In-person, on-line). Training process for new employees and volunteers needs to be developed. Training records should be maintained. Training needs to be appropriate to job duties and kept current.	AODA training provided upon hire and annually. Training records are kept on file. Currently utilizing HR Downloads on-line module training with annual refresher training.	Updated training with July 2016 Customer Service Standard amalgamation with the IASR. Staff, Board Directors and volunteers notified of changes.
Complete government accessibility report	12-31-17		Organizations in Ontario with 20 or more employees are required to file an accessibility compliance report.		Completed December 2017.
Complete government accessibility report	06-30-21		Organizations in Ontario with 20 or more employees are required to file an accessibility compliance report.		Completed May 2021.
Complete government accessibility report	12-31-23		Organizations in Ontario with 20 or more employees are required to file an accessibility compliance report.		

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PART II - INFORMATION & COMMUNICATION STANDARD

Standard Requirements	Date Due	Completion Status	Requirements	Actions Completed	2021 Review Notes
Processes for receiving and responding to feedback shall ensure that the processeses are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request. O. Reg. 191/11 11(1)	01-01-15	Completed	**Requirements include:** Develop a process for responding to requests for alternative formats and supports. Notify the public about the availability of formats and communication supports. Method takes into account the person's accessibility needs due to disability.	Procedure: Feedback from a member of the public about the delivery of care to persons with disabilities may be given by telephone, in person, in writing, in electronic format or through other methods. Accordingly, and where possible, Staff and/ or Managers should provide a Feedback/ Complaint Form and encourage the client to document the feedback and provide assistance to complete the form if required. These forms can also be made available at reception.	Ongoing
Accessible Formats and Communication Supports	01-01-16	Completed	**Requirements Include:** Provide accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons. The Centre will consult with the person making the request in determining the suitability of an accessible format or communication support.	Consulting with the person making the request, requests will be handled in a timely and cost effective manner taking into account the person's accessibility needs and communication supports.	Ongoing
Emergency Procedure, Plans and Public Safety Information - make the Centre's emergency and public safety information in an accessible format and with appropriate communication supports, as soon as practicable, upon request.	01-01-12	Completed	**Requirements include:** Review emergency and public safety information provided. Develop a process for responding to requests for alternative formats and supports.	WECHC reviewed the Emergency and Public Safety information in 2011. Emergency information is available in a variety of formats.	Occupational Health and Safety policies and procedures reviewed annually. Workplace emergency response information under review.
Accessible Website and Web Content - Internet websites developed after deadline must conform with WCAG 2.0 level A	01-01-14		Applied only to a website created after this January 1, 2014 deadline - **new** internet websites and web content must conform with WCAG 2.0 Level A.	Website was refreshed in August 2014 and met the new standards.	Completed
All internet website and website content conforms with WCAG 2.0 level AA (excluding live captioning and audio description)	01-01-21		By January 1, 2021, all website and web content must conform with WCAG 2.0 Level AA, other than, i. success criteria 1.2.4 Captions (Live), and ii. success criteria 1.2.5 Audio Descriptions (Pre-recorded). O. Reg. 191/11, s. 14 (4).	Will adapt when website is refreshed.	Completed. Updated website came online in June 2020.

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PART III - EMPLOYMENT STANDARD

Standard Requirements	Date Due	Completion Status	Requirements	Action Completed	2021 Review Notes
<u>Recruitment - General</u>: Notify employees and the public about the availability of accommodation for applicants with disabilities in the Centre's recruitment process.	01-01-16		**Requirements include:** Informing public/applicants of the organization's accommodation policy.	Information included on all job postings, job advertisements, at initial invitation to interview.	Policy AODA-108 Reviewed May 2021. Ongoing. AODA Policies posted on website.
<u>Assessment</u>: Inform selected candidates that accommodation are available upon request in relation to materials and processes to be used.	01-01-16		**Requirements include:** Inform candidates that accommodations are available upon request in relation to the materials or processes to be used. The Centre will consult with the applicant and arrange for or provide suitable accommodation in a manner that takes into account the applicant's accessibility needs due to the disability.	Information included on all job postings, job advertisements, at initial invitation to interview.	Policy AODA-108 Reviewed May 2021 Ongoing. AODA Policies posted on website.
<u>Selection</u>: Inform a successful candidate that the organization has policies to support people with disabilities and job accommodations.	01-01-16		**Requirements include:** Notify the successful applicant of the Centre's policies for accommodating employees with disabilities that take into account an employee's accessibility needs due to disability.	**Include in Job Offer and Orientation** During the job offer inform the candidate that the organization provides both job accommodation and policies to support employees with disabilities. Include polices/procedures in the orientation package and update job offer letter.	Policy AODA-108 Reviewed May 2021 Ongoing. AODA Policies posted on website.
Informing Employees of Supports	01-01-16		**Requirements include:** Inform all employees of its policies used to support employees with disabilities, including, but not limited to, policy on job accommodation that take into account an employee's accessibility needs due to disability. New employees will be informed as soon as practicable after they begin their employment.	Employees will be notified when there are changes to an existing policy.	Policy AODA-108 Reviewed May 2021 Ongoing. AODA Policies posted on website.
<u>Accessible Formats and Communication Supports for Employees:</u>			**Requirements include:** When the employee with a disability requests it, the Centre will consult with the employee to provide, or arrange for, the provision of accessible formats and communication supports for information that is needed in order to perform the employee's job and information that is generally available to employees in the Centre.		Policy AODA-108 Reviewed May 2021 Ongoing. AODA Policies posted on website.

Standard Requirements	Date Due	Completion Status	Requirements	Action Completed	2021 Review Notes
Workplace Emergency Response Information: Provide individual workplace emergency response information to employees who have a disability	01-01-12	Completed	**Requirements include:** If the disability is such that an individualized workplace emergency response is necessary, and the Centre is aware of the need for accomodation due to the employee's disability, provide an individualized emergency response (plan). If the plan includes assistance, with the employee's consent, the Centre provides the plan information to the person designated to assist during a workplace emergency (in an accessible format if required).	Process for emergency plans for employees with both permanent and temporary disabilities is incorporated in the recruitment and return to work process. The Centre will provide the information as soon as practicable after the Centre becomes aware of the need for individual workplace emergency response information.	Policy AODA-108 Reviewed May 2021. Ongoing. AODA Policies posted on website.
Documented Individual Accommodation Plans: Written process for the development of documented individual accommodation plans for employees with disabilities.	01-01-16		**Requirements include:** Process to include employee participation in the development of the individual accommodation plan with the employee assessed on an individual basis, steps to protect privacy, reassessment timeframe, denial of request process, in a format that takes into account the employee's accessibility needs due to disability, include information about accessible formats and communication supports provided, individualized workplace emergency response information.		Policy AODA-108 Reviewed May 2021. Ongoing. AODA Policies posted on website.
Return to Work Process: A return to work process for the Centre's employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.	01-01-16		The Centre documents the process and outlines the steps the Centre will take to faciliate the return to work of employees who were absent because of their disability, use documented individual accommodation plans.	Provide policy to new employees in the orientation / onboarding package.	Policy AODA-108 Reviewed May 2021. Ongoing. AODA Policies posted on website.
Performance Management, Career Development and Advancement, Redeployment (recall or job change): processes will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using the Centre's performance management process, career development, advancement, and redeployment in respect of employees with disabilities.	01-01-16			Processes are accessible - paper, electronic, oral. Accessible formats available for individual accommodation plans.	Policy AODA-108 Reviewed May 2021. Ongoing. AODA Policies posted on website.

PART IV - TRANSPORTATION

Standard Requirements	Date Due	Completion Status	Requirements	Action Completed	2021 Review Notes
Standard applies to those who provide conventional or specialized transit services such as transit buses.	1/1/2017				West Elgin Community Health Centre introduced an accessible van to assist our clients. Transportation policy requirements under review.

PART IV.1 - DESIGN OF PUBLIC SPACES/BUILT ENVIRONMENT STANDARD (BES)					
Standard Requirements	Date Due	Completion Status	Requirements	Action Completed	2021 Review Notes
New or redeveloped public spaces will need to be made accessible.	01-01-17		Requirements apply to new construction and major changes to public spaces such as public eating areas, public playgrounds, outdoor paths, accessible parking and service-related elements like services counters.		No new or redeveloped public spaces post January 2017. May 2021 Update - no new or redesigned public spaces but parking lot resurfaced with sidewalk repair/replacement in the Fall 2020. Includes designated accessible parking spots.
New or redeveloped buildings and/or spaces will need to be made accessible.	01-01-17		Requirements will be enforced by the Ontario Building Code and IASR.		No new or redeveloped public spaces post January 2017. May 2021.