

# ConnectWell Community Health

## Multi-Year Accessibility Plan 2012-2025

### Introduction

ConnectWell Community Health (CWCH) welcomes and encourages people with disabilities to use its services. CWCH will provides access to program services, for people with disabilities, in a way that respects their rights to dignity, independence and integration. This commitment is consistent with the ConnectWell Community Health mission to deliver services in a welcoming and supportive environment and with our core values of equity: Accessibility, diversity and fairness in the treatment of all individuals. CWCH will establish policies, practices and procedures that support the accessibility standards established under the AODA on customer service, information and communication, employment and the built environment.

ConnectWell Community Health will make all reasonable efforts to meet the needs of people with disabilities. ConnectWell Community Health defines 'reasonable efforts' as providing the best possible service within the context of available resources, balancing the needs of people with disabilities and with others within the community-at-large, who may encounter barriers to access and the health and safety of ConnectWell service providers.

ConnectWell Community Health will establish policies, practices and procedures that support the accessibility standards established under the AODA on customer service, information and communication, employment and the built environment.

ConnectWell Community Health will establish, implement and maintain a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements. The multi-year accessibility plan will indicate how ConnectWell Community Health intends to implement the requirements of the Integrated Regulation within legislated timelines. It will also address the identification, removal and prevention of barriers to people with disabilities in the organization.

Specifically, the multi-year plan will:

- Provide a framework for developing cohesive accessibility initiatives which identify, remove and prevent barriers
- Set annual goals for specific improvements to accessibility
- Establish action plans for meeting those goals and initiating accountability at various levels
- Seek input and suggestions from the wider organizational community

This initial document is the first of a series of successive plans. The document retains a progressive plan of activities that forecast full implementation of the AODA standards by 2025. This Plan will be updated as needed and at a minimum every five years, to reflect progress made towards full compliance with the AODA.

<b>AODA Compliance January 1, 2012</b>			
<b>Deliverable</b>	<b>Regulation</b>	<b>Breakdown</b>	<b>Status</b>
Emergency procedures, plans or public safety information	191/11: s.13	If the Centre prepares emergency procedures, plans or public safety information and makes that information available to the public, the Centre will provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request	Complete and ongoing
Workplace emergency response information	191/11: s. 27 (1-4)	Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to an employee's disability	Complete and ongoing
		If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.	Complete and ongoing
		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 employee's disability.	Complete and ongoing
		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; and c) When the employer review its general emergency response policies.	Complete and ongoing

<b>AODA Compliance January 1, 2012</b>			
<b>Deliverable</b>	<b>Regulation</b>	<b>Breakdown</b>	<b>Status</b>
Accessibility policies	429/07: s.3, 4	<p>The accessibility policies must contain the following provisions:</p> <ul style="list-style-type: none"> <li>• The goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities.</li> <li>• The goods or services must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.</li> <li>• Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods and services.</li> <li>• Must deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the provider's goods or services or the availability, if any, of other measures which enable them to do so.</li> <li>• Use of service while accompanied by a guide dog or a support person while on the premises.</li> <li>• When communicating with a person with a disability, a provider shall do so in a manner that takes into account the person's disability.</li> </ul>	Complete and ongoing
Training for Staff	429/07: s.6	<p>Customer service training must be provided for:</p> <ul style="list-style-type: none"> <li>• Those who interact with members of the public on behalf of the Centre.</li> <li>• Persons who participate in developing LRHCS' policies, practices and procedures for governing the provision of goods or services to members of the public or other third parties.</li> </ul>	Complete
Feedback process	429/07: s.7	<p>Establish a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make information about the process readily available to the public.</p> <p>The feedback process must permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise.</p> <p>The feedback process must specify the actions that the providers of goods or services is required to take if a complaint is received.</p> <p>Prepare a document describing its feedback process and, upon request, shall give a copy of the document to any person.</p>	Complete
Documents	429/07: s.8	The Centre will notify all persons to whom it provides services that accessibility policies/procedures are available upon request.	Complete

<b>AODA Compliance January 1, 2013</b>			
<b>Deliverable</b>	<b>Regulation</b>	<b>Breakdown</b>	<b>Status</b>
Educational and training institutions: <ul style="list-style-type: none"> <li>• Educational and training resources and materials</li> </ul> Training to educators	191/11: s .15, 16	For educational institutions	Not applicable to organization

<b>AODA Compliance January 1, 2014</b>			
<b>Deliverable</b>	<b>Regulation</b>	<b>Breakdown</b>	<b>Status</b>
Accessibility Policies	191/11: s.3	Develop, implement and maintain policies governing how the Organization achieves or will achieve accessibility through meeting its requirements referred to in the Integrated Accessibility Standards Regulation (IASR). The policies shall include a statement or organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner.  Policies must be in writing and available to the public in an accessible format.	Complete
Accessibility plans	191/11 s.4 (1) (a-c)	Establish, implement, maintain and document a multi-year accessibility plan, which outlines the Organization's strategy to prevent and remove barriers and meet its requirements under the IASR.	Complete
		Post the MYAP on the Organization's website and provide the plan in an accessible format upon request.	Complete
		Review and update the accessibility plan at least once every five (5) years.	On-going.
Self-service kiosks	191/11: s.6	Shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.	Not applicable
New Internet websites	191/11: s.14	All new Internet websites and web content on those sites must conform with WCAG 2.0 Level A Internet websites, shall meet the following schedule: <ul style="list-style-type: none"> <li>• By January 1, 2014, new internet websites and web 2.0 Level A</li> <li>• By January 1, 20121, WCAG 2.0 complaint</li> </ul>	On-going

<b>AODA Compliance January 1, 2015</b>			
<b>Deliverable</b>	<b>Regulation</b>	<b>Breakdown</b>	<b>Status</b>
Training	191/11: s.7	As soon as practical, training will be provided on the requirement of the Integrated Accessibility Standards Regulation (IASR) to all employees and volunteers, persons who participate in developing policies and any other person who provides services on behalf of the Centre.  The training will be appropriate to the duties of the employees, volunteers and other persons.  Will keep a record of the training provided, including the dates on which the training is provided and the number of individuals to whom it is provided.	Complete and ongoing
Accessibility Report		Refer to section 86.1 of the IASR	Submitted November 6, 2014
Feedback processes	191/11: s.11 429/07: s.7	Establish a customer service feedback process for receiving and responding to feedback about the manner in which they provide goods or services to people with disabilities.  Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Complete and Ongoing
Producers of educational or training materials	191/11: s.17	Intended for School Board and other educational institutions	Not applicable
Libraries of educational and training institutions	191/11: s.18	– print-based resources Intended for School Boards and other educational facilities	Not applicable

<b>AODA Compliance January 1, 2016</b>			
<b>Deliverable</b>	<b>Regulation</b>	<b>Breakdown</b>	<b>Status</b>
Accessible formats and communication supports	191/11: s.12	<p>Upon request, provide or 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 due to disability; and at a cost that is no more than the regular cost charged to other persons.</p> <p>Consult with the person making the request in determining the suitability of an accessible format or communication support.</p> <p>Notify the public about the availability of accessible formats and communication supports (WEBSITE)</p>	Complete and ongoing
Recruitment	191/11: s.22	Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Complete
Feedback processes	191/11: s.23	<p>During a recruitment process, an employer shall notify job applicants, when they are selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes used.</p> <p>If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.</p>	Complete
Producers of educational or training materials	191/11: s.24	Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Complete
Informing employees of supports	191/11: s.25	<p>Every employer 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 accessibility needs due to disability.</p> <p>Employers shall provide the information required under this section to new employees as soon as practicable 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 accommodations that take into account an employee's accessibility needs due to disability.</p>	Complete
Accessible formats and communication supports for employees	191/11: s.26	<p>In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for;</p> <ol style="list-style-type: none"> <li>a) Information that is needed in order to perform the employee's job; and</li> <li>b) Information that is generally available to employees in the workplace. O. Reg. 191/11, s. 26 (1).</li> </ol> <p>The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	Complete and ongoing

Documented individual accommodation plans	191/11: s.28	Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	Complete and ongoing
	191/11: s.28	<p>The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> <li>1) The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</li> <li>2) The means by which the employee is assessed on an individual basis.</li> <li>3) The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and if so, how accommodation can be achieved.</li> <li>4) The manner in which the employee can request the participation of a representative from their bargaining agent where the employee is represented by a bargaining agent, in the development of the accommodation plans.</li> <li>5) The steps taken to protect the privacy of the employee's personal information.</li> <li>6) The frequency with which the individual updated and the manner in which it will be done.</li> <li>7) If an individual accommodation plan is denied, the reason is provided to the employee.</li> <li>8) Individual accommodation plans shall <ol style="list-style-type: none"> <li>a) If requested, include any information regarding provided, as described in section 26;</li> <li>b) If required, include individualized workplace section 27; and</li> </ol> </li> </ol> <p>Identify any other accommodation</p>	Complete and ongoing
Return to work process	191/11: s.29 (1)	The Centre will develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and shall document the process.	Complete
	191/11: s.29 (2)	The return to work process shall outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and use documented individual accommodation plans, as described in section 28, as part of the process.	Complete
	191/11: s.29 (3)	The return to work process referenced in this section does not replace or override any other return to work process created by or used under any other statute.	Complete
Performance management	191/11: s.30	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 respect of employees with disabilities	Complete and ongoing
Career development	191/11: s.31	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.	Complete and ongoing
Redeployment	191/11: s.32	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 employees with disabilities.	Complete

<b>AODA Compliance January 1, 2017</b>			
<b>Deliverable</b>	<b>Regulation</b>	<b>Breakdown</b>	<b>Status</b>
Recreational trails and beach access routes	191/11: s.80.6 – 80.15	N/A	N/A
Outdoor public use eating areas	191/11: s. 80.16-80.17	N/A	N/A
Outdoor play spaces	191/11: s.80.18-80.20	This section refers to new or re-development outdoor play spaces.	N/A
Exterior paths of travel	191.11: s.80.21-80.31	Refer to IASR (Large Section)	N/A
Accessible parking	191/11: s.80.32-80.39	This section refers to new or re-developed off-street parking facilities	N/A
Obtaining services	191/11: s.80.40-80.43	This section refers to new or re-developed service counters.	N/A
Maintenance planning	191/11: s.80.44	The Centre, in addition to the accessibility plan requirements set out in section 4, shall ensure that their multi-year accessibility plan include the following:  1) Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this part.  Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order	N/A
Recreational trails and beach access routes	191/11: s.80.6 – 80.15	N/A	N/A
Outdoor public use eating areas	191/11: s. 80.16-80.17	N/A	N/A

<b>AODA Compliance January 1, 2020</b>			
<b>Deliverable</b>	<b>Regulation</b>	<b>Breakdown</b>	<b>Status</b>
Producers of educational and training materials – supplementary print materials	191/11: s.17		N/A
Libraries of educational and training institutions – multi-media/digital resources	191/11: s.18		N/A

<b>AODA Compliance January 1, 2021</b>			
<b>Deliverable</b>	<b>Regulation</b>	<b>Breakdown</b>	<b>Status</b>
All internet websites and web content	191/11: s.14	must conform with WCAG 2.0 Level AA (excluding live captioning and pre-recorded audio descriptions) Refer to above-mentioned website requirements and supporting documents	Complete and ongoing