Waterloo Wellington **LHIN** | **RLISS** de Waterloo Wellington

Multi Year Accessibility Plan

Accessibility for Ontarians with Disabilities 2014 – 2019

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Ontario
Local Health Integration Network
Réseau local d'intégration des services de santé

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Purpose

Our overall goal is to provide a barrier free environment to persons with disabilities. The following multi-year plan builds on our previous work in creating an accessible environment, identifies our accomplishments to date and outlines the standards and deliverables that will be implemented over the next five years in our efforts to identify and remove barriers for people with disabilities.

In accordance with the requirements set out in the Integrated Accessibility Standard, the Waterloo Wellington Local Health Integration Network (WWLHIN) will:

- Review this plan on a yearly basis
- Post this plan on our website
- Report and update as required our progress of this plan on our website
- Provide this plan in an accessible format upon request; and
- Update this plan at least once every five years

Introduction

The Waterloo Wellington Local Health and Integration Network is dedicated to assisting people access the care they need by providing them with home and community health care services. Through our vision of Healthy People. Thriving Communities. Bright Futures, we realize the promise of quality care provision for our residents. Additionally, our values – Acting in the Best Interest of Our Residents' Health and Wellbeing are all reflective of our dedication to serve the patients of our diverse communities fairly and equitably. These values are representative of the culture of the WWLHIN and our commitment to the public.

Board and organizational commitment

Waterloo Wellington Local Health Integration Network (WWLHIN) is committed to providing a respectful, accessible and inclusive environment for all patients, employees, partners and public. WWLHIN is dedicated to serving our residents in a way that allows them to maintain their dignity and independence. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting the accessibility requirements and standards in accordance with Ontario's Accessibility for Ontarians with Disabilities Act (A O D A).

Background and context

In 2005, the Government of Ontario passed The Accessibility for Ontarians with Disabilities Act, with the goal of making the Province of Ontario Accessible by 2025. With this legislation, comes phased in accessibility standards that all businesses and organizations in Ontario must adopt and implement in order to ensure that people with disabilities have greater opportunity to partake in activities of daily life.

To help organizations identify, prevent and remove barriers to accessibility, the A O D A sets out accessibility standards which include:

- Customer Service
- Information and Communication
- Employment
- General Requirements

Multi year accessibility plan

JAN 1 / YEAR	STANDARD	ACTION	RESPONSIBILITY	STATUS
2010 √	Customer Service Providing training on the requirements of the accessibility standards and the Human Rights code Keep records of training provided	Establish Customer Service Policy Ensure document is accessible Post policy on intranet and internet	HR & OD	Training has been provided to all staff and all new hires are given training during orientation. Education keeps track of names and dates of training
2012 √	Emergency Procedures, plans or public safety information Emergency Procedures, plan or public safety information provided in an accessible format or with appropriate communication supports upon request	Post emergency evacuation plans throughout each office building Advise guests of the W W L H I N procedures in the event of an emergency	HR & OD Planning & Performance Facilities	Evacuations plans are laminated and posted at each office. Chair of meetings should advise guests of W W L H I N of the evacuation procedures in the event of an emergency.

JAN 1 / YEAR	STANDARD	ACTION	RESPONSIBILITY	STATUS
2012 √	Workplace Emergency Response Information Provide individualized workplace emergency response information to employees who have a disability Create individualized workplace plans when required and adjust when necessary Designate a person to provide assistance to the employee who is required individualized emergency response	Communicate emergency procedures to all employees Establish individual plans as required Implement process to provide and maintain individualized emergency response information Employees upon hire are asked to identify individualized workplace emergency assistance needs Reminders to staff will be sent out on a yearly basis Review of emergency assistance requirements occurs upon return to work as required	HR & OD Planning & Performance	Emergency Procedures are communicated to all new staff. New staff are asked to identify need of assistance during an emergency. Individual emergency plans have been developed and "buddies" identified to assist in the event of emergency. HR will send out a reminder yearly.
2014 √	Establishment of Accessibility Policies Develop, implement & maintain policies regarding how to achieve accessibility and include a statement of organizational commitment Make all documents publicly available and in accessible format upon request	Statement of commitment communicated and posted on the intranet and internet Accessible format available upon request Accessible Customer Service Policy updated and posted on intranet and internet Employment Accommodations for Persons with Disabilities policy drafted, approved and posted	HR & OD Planning & Performance IT	Policies have been created and posted on website and SharePoint

JAN 1 / YEAR	STANDARD	ACTION	RESPONSIBILITY	STATUS
2014 √	Accessibility Plans Develop, implement and maintain a Multi-Year Accessibility Plan which outlines strategies to remove and prevent any barriers to accessibility and meets its requirements Post plan on website and provide plan in an accessible format upon request Review plan every year and update plan at least once every 5 years	Develop Multi-Year Accessibility Plan Review plan annually Update plan every 5 years Make plan accessible upon request	HR & OD Planning & Performance IT	Plan has been developed and posted on website and SharePoint. Plan has been updated and reviewed yearly.
2014 √	Accessible Websites and Web Content Ensure website and web content conform with the WWW Consortium WCAG 2.0 -Level A / Accessibility Guidelines	Ensure all websites and web content conform to level A	Planning & Performance Information Management	2.0 Level A completed as of January 2015
2014 √	Feedback Process for receiving and responding to feedback to ensure that the processes are accessible or arrange for accessible formats upon request Notify the public about the availability of accessible formats and communication supports.	Develop a communications strategy to ensure all employees; clients and public are aware of feedback process. Communicate to the community that alternative formats of the feedback process will be provided upon request	Planning & Performance Information Management	Process in place for receiving and responding to feedback posted on SharePoint and website

JAN 1 / YEAR	STANDARD	ACTION	RESPONSIBILITY	STATUS
2015 √	Training Training provided to all employees, volunteers, contractors in regards to the Human Rights Code pertaining to persons with disabilities. Must keep a record of the dates when the training was offered and the number of participants	All W W L H I N employees, students, volunteers, consultants are required to complete AODA Customer Service e-learning module within one month of start, this will be tracked and reported Develop content for W W L H I N specific requirements for training Develop program and training delivery Define and communicate expectations of contracted services providers Implement and complete training for all required persons	HR & OD	All staff, students and volunteers are given training throughout orientation. Education tracks names and dates that training occurs.
2016 √	Accessible Formats and Communications Supports Provide or arrange for provision of accessible formats and communication supports for persons with disabilities Notify the public regarding the availability of accessible formats and communication supports	Develop communication strategy to ensure all employees and the public are aware of accessible formats and feedback process Communicate to the public the availability of accessible formats Consult with the person to determine their accessibility need	Planning & Performance Information Management	Process in place and posted

JAN 1 / YEAR	STANDARD	ACTION	RESPONSIBILITY	STATUS
2016 √	Recruitment Notify employees and the public about the availability of accommodation for applicants with disabilities	Develop standard statement regarding availability of accommodation that would be included in all internal and external recruitment advertising on the internet and intranet and in job descriptions Notify applicants on the external website and intranet job postings regarding available accommodation for applicants	HR & OD Partnerships & Performance	All job postings internal and external have statement noting accommodation is available
2016 √	Recruitment, Assessment & Selection Notify applicants, when selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes being used If applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account of the applicants accessibility needs due to disability	Inform candidates during the pre-screening process of available accommodation Consult job applicants who request accommodations to support them during the process Develop a process for provision of suitable accommodation as requested by applicants Update recruitment policy to reference accommodation procedures	HR & OD	HR Assistant will ask candidates when booking interviews if accommodation is required. If identified HR will be informed. HR will contact applicant to discuss what options can be put in place. Policies are updated

JAN 1 / YEAR	STANDARD	ACTION	RESPONSIBILITY	STATUS
2016 √	Notice to Successful Applicants Notify successful applicant of its policies for accommodating employees with disabilities	Verbal and written confirmation of offer employment contains statements advising an employee with a disability of their entitlement to an individualized emergency evacuation plan and the process to follow when required Update standard letter of employment offer to reference availability of accommodation	HR & OD	Letters of offers have statement noting that accommodation is available.
2016 √	Informing Employees of Supports Inform employees of its policies used to supports its employees with disabilities including provision of job accommodations Provides information required to new employees as soon as practicable upon hire Update information whenever there is a change to existing policies on the provision of job accommodations and provide to its employees	Provide new employees with accommodation information during orientation Inform employees of any changes to policies Changes to policies are reviewed with the Unions and sent to all staff Include in return to work policy Meetings to be coordinated with employees who have existing plans that may be impacted by changes to the policy	HR & OD	New hire form allows for identification of assistance in case of an emergency. If selected an individualized emergency plan will be developed. Policies have been updated. No recent revisions have been made.

JAN 1 / YEAR	STANDARD	ACTION	RESPONSIBILITY	STATUS
2016 √	Accessible Formats and Communication Supports for Employees Employer to consult with employee requesting the accommodation for the following: • Information that is needed in order to perform job • Information that is generally available to employees Employer to consult with employee on suitable format support		HR & OD	HR will work with any employee identifying accommodation or assistance. Formalized plan will be documented and signed by employee if applicable
2016 √	Documented Individual Accommodation Develop written process for the development of documented individual accommodation plans for employees with disabilities. Needs to include the following elements: a) Means by which the employee is assessed on an individual basis b) Manner in which the employer can request expert to determine if and how the accommodation can be achieved c) Manner in which the employee can request a representative from the union d) Steps taken to protect the privacy of the employees personal information e) Frequency and manner in which the individual accommodation plan will be reviewed and updated f) If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee g) Means of providing the individual accommodation plan in a format that takes into account the employees accessibility needs due to disability Process for the development of documented individualized accommodation plan shall include eight elements reference in the Regulation	Develop and update policies: • Accommodation/ Return to Work • Workplace Emergency Response for Employees Requiring Assistance during an Evacuation	HR & OD	Return to Work meetings are arranged with HR, Manager and Union present. An accommodation plan is developed and documented with consultation from all parties. Employee signs off on plan if in agreement. Plans are monitored based on agreed upon frequency schedule.

JAN 1 / YEAR	STANDARD	ACTION	RESPONSIBILITY	STATUS
2016 √	Return to Work Process Develop and have in place a return to work process for its employees who have been absent from work due to a disability and requires disability related accommodations in order to return to work Document the process Process the outline step the employer and employer will take to facilitate the return Use the individual accommodation plans as part of the process	Review and update Return to Work Policy and Procedures to comply with AODA regulation Incorporate individual accommodation plans into RTW process Communicate to all employees	HR & OD	Policies are updated. Return to work meetings are set up with employee, manager and union rep (if applicable).
2016 √	Performance Management The employer shall take in account the accessibility needs of employees with disabilities as well as individualized accommodation plans when using its performance management process in respect of employees with disabilities	Review and update Performance Management Policy and Procedures to include reference to accessibility needs during the performance management process in compliance with AODA regulation Communicate to all employees	HR & OD	Policy updated
2016 √	Career Development and Advancement Take into account the accessibility needs of its employees with disabilities when providing career development and advancement to employees with disabilities	Review and update Recruitment Policy and Procedures to comply with AODA regulation	HR & OD	All postings and job competitions take into account the accessibility needs of employees with disabilities and any individual accommodation plans

JAN 1 / YEAR	STANDARD	ACTION	RESPONSIBILITY	STATUS
2016 √	Redeployment Take into account the accessibility needs of its employees with disabilities as well as individual accommodation plans, when deploying employees with disabilities	Policies to be revised to reference internal transfer and the accessibility needs of employees with disabilities as well as individualized accommodation plans when redeploying employees with disabilities	HR & OD	Redeployment is always considered as part of the accommodation planning process
2017	Design of Public Spaces Standards Make exterior paths of travel accessible Make parking accessible Make service counters, queuing guides and waiting areas accessible Maintain the accessible parts of public spaces	Finish internal wheelchair accessible secondary door installations at 141 Weber Street	Facilities	Complete – One individual site issue In Progress – to be completed by Apr 30/17
2021	Information and Communication Standards Accessible websites and Web content Make internet website and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA	Internet and intranet web content will conform to legislative requirements.	Planning & Performance Information Management	90% of documents posted on the English side of the external website as well as 75% of the videos on our YouTube channel have had closed captioning added or transcriptions available. This process is ongoing.

Further Information

To obtain this document in an alternate format or for additional information, please contact Sarah Palubeski, Director of Human Resources Toll Free: 888 883 3313 ext. 5580 or Email: sarah.palubeski@lhins.on.ca

Links to regulations

Ministry of Economic Development, Trade & Employment - IASR

AODA: Customer Service Standards

AODA: Integrated Accessibility Standards

AODA: Built Environment Standards

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