

# Rideau Community Health Services

## MULTI-YEAR ACCESSIBILITY PLAN

January 3rd, 2020

*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	Review Notes
<b>Develop and post Multi-Year Accessibility Plan</b> <b>Multi-Year Accessibility Plan - S. 4(1)</b>	Jan. 3 <sup>rd</sup> , 2019	Completed Will be posted to the Website January 6 <sup>th</sup>	Posted to the website	RCHS's Multi-Year Accessibility plan was posted to the main website in 2017 and updated in 2019 and posted January 6 <sup>th</sup> , 2020	
<b>Update Multi-Year Accessibility Plan - O. Reg. 191/11 s. 4 (1)</b>	Review completed December 2019	Completed Will be posted to the Website January 6 <sup>th</sup>	<u>Requirements include:</u> Multi-Year Accessibility Plans need to be reviewed and updated at least once every 5 years.	Completed Will be posted to the Website January 6 <sup>th</sup> 2020	Reviewed and updated December 2019. Revised Plan posted to website January 6 <sup>th</sup> 2020 and available in an accessible format, upon request.
<b>Kiosks: After the deadline kiosks need to consider accessibility requirements of customers with disability.</b> <b>Accessibility Policies - S. 6(2)</b>	Jan. 3, 2019	Not Applicable	<u>Requirements include:</u> Consider accessibility features required by customers/clients when designing, procuring, developing or acquiring a public electronic kiosk or computer terminal.	RCHS currently does not utilize public kiosks and at this time does not plan on Kiosk implementation. If in the future they are considered then this will be done with accessibility requirements of customers with disability	Not applicable
<b>Website Update:</b>	Planned to complete September 202	Not started	<u>Requirements include:</u> Websites updated after 2012 must be made WCAG 2.0 Level AA compliant	Planned Website update for 2020 to make it Web Content Accessibility Guidelines (WCAG) 2.0 Level AA compliant	RFP for March 2020 with update planned for Summer 2020
<b>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. all other persons who provide goods, services or facilities on behalf of the organization all persons who participate in developing the organization's policies; and Training - S. 7(1-5)</b>	Updated Dec. 2019 in Accessibility Policy	Completed	<u>Requirements include:</u> 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. Training needs to be updated and refreshed with changes AODA and Customer Service	AODA training provided upon hire and annually. Training records are kept on file. Currently utilizing HR Downloads on-line module training with annual refreshers. Other training formats can be accessed if required Included in our General Accessibility Policy	Updated Policy Accessibility and plan Dec. 2019. Developed a training policy Dec. 2019

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#### PART II - EMPLOYMENT STANDARD

Standard Requirements	Date Due	Completion Status	Requirements	Actions Completed	Review Notes
<b>Recruitment - General: Notify employees and the public about the availability of accommodation for applicants with disabilities in the Centre's recruitment process.</b>		Policy has been created Dec. 2019. Training planned for management team January 2020	<b>Requirements include:</b> Informing public/applicants of the organization's accommodation policy.	Information included on all job postings, job advertisements, at initial invitation to interview.	Policy has been created Dec. 2019. Training planned for management team January 2020
<b>Assessment: Inform selected candidates that accommodations are available upon request in relation to materials and processes to be used.</b>		Policy has been created Dec. 2019. Training planned for management team January 2020	<b>Requirements include:</b> 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 has been created Dec. 2019. Training planned for management team January 2020
<b>Selection: Inform a successful candidate that the organization has policies to support people with disabilities and job accommodations O. Reg. 191/11, s. 23 (2).</b>		Policy has been created Dec. 2019. Training planned for management team January 2020	<b>Requirements include:</b> 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.	<b>Include in Job Offer and Orientation</b> During the job offer inform the candidate that the organization provides both job accommodation and policies to support employees with disabilities. Include policies/procedures in the orientation package and update job offer letter.	Policy has been created Dec. 2019. Training planned for management team January 2020
<b>Informing Employees of Supports</b>		Update to be done in internal communications in January with updated Training annually	<b>Requirements include:</b> 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.	Ongoing / Circulate updated policies to all staff and include with annual human rights training. Update orientation with amended policies once policy review is complete.
<b>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. O. Reg. 191/11, s. 25 (3).</b>			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. O. Reg. 191/11, s. 25 (3).		Ongoing / Circulate updated policies to all staff and include with annual human rights training
<b>Accessible Formats and Communication Supports for Employees: where an employee with a disability so requests it,</b>			<b>Requirements include:</b> 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		Policy has been created Dec. 2019. Training planned for management team January 2020

<p>every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, O. Reg. 191/11, s. 26 (1). O. Reg. 191/11, s. 26 (2).</p>		<p>that is needed in order to perform the employee's job and information that is generally available to employees in the Centre. a) information that is needed in order to perform the employee's job; and (b) information that is generally available to employees in the workplace. O. Reg. 191/11, s. 26 (1).</p> <p>The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support O. Reg. 191/11, s. 26 (2).</p>		
<p><b>Workplace Emergency Response Information: Provide individual workplace emergency response information to employees who have a disability</b></p>	<p>01-01-12</p>	<p><b>Requirements include:</b> If the disability is such that an individualized workplace emergency response is necessary, and the Centre is aware of the need for accommodation 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).</p> <p>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.</p> <p>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. O. Reg. 191/11, s. 27 (3).</p> <p>(4) 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 reviews its general emergency response policies</p>	<p>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.</p>	<p>Policy has been created Dec. 2019. Training planned for management team January 2020</p>
<p><b>Documented Individual Accommodation Plans: Written process for the development of documented individual accommodation plans for employees with disabilities. O. Reg. 191/11, s. 28 (2)(3)</b></p>		<p><b>Requirements include:</b> 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. O. Reg. 191/11, s. 28 (1).</p> <p>(2) The process for the development of documented individual accommodation plans shall include the following elements: 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 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. 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, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</p>		<p>Policy has been created Dec. 2019. Training planned for management team January 2020</p>

5. The steps taken to protect the privacy of the employee's personal information.
6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability. O. Reg. 191/11, s. 28 (2).

- (3) Individual accommodation plans shall,
  - (a) if requested, include any information regarding accessible formats and communications supports provided, as described in section 26;
  - (b) if required, include individualized workplace emergency response information, as described in section 27; and
  - (c) identify any other accommodation that is to be provided. O. Reg. 191/11, s. 28 (3).

**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. O. Reg. 191/11, s. 29 (1) (2)(3)**

29. (1) Every employer, other than an employer that is a small organization,
  - (a) shall 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
  - (b) shall document the process. O. Reg. 191/11, s. 29 (1).
- (2) The return to work process shall,
  - (a) 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
  - (b) use documented individual accommodation plans, as described in section 28, as part of the process. O. Reg. 191/11, s. 29 (2).
- (3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute. O. Reg. 191/11, s. 29 (3).

Provide policy to new employees in the orientation / onboarding package.

Policy has been created Dec. 2019. Training planned for management team January 2020