



Multi Year Accessibility Plan

2013-2021

This document represents the Accessibility Plan for South East Ottawa Community Health Centre. This 2013-2021 accessibility plan outline the policies and actions that SEOCHC will put into place to improve opportunities for people with disabilities.

Commitment to Accessibility

South East Ottawa Community Health Centre (SEOCHC) strives to provide gainful employment and service to everyone in a supportive environment, and welcomes and encourages people with disabilities to use its programs and services or join the staff team. Our mission is to work with the diverse community of south-east Ottawa and with partners throughout the region to provide and advocate for integrated, holistic primary health care, social services, community development, and health promotion to:

- Foster a healthy, welcoming, diverse and safe community
- Promote healthy development of individuals and families
- Enable community members to help one another

We are committed to paying special attention to people who have additional needs due to income, language, culture, age, gender, gender identity, sexual orientation, family composition, or disability.

We are dedicated to accommodating people with disabilities who make use of, or benefit from SEOCHC services and programs, or who are employed by SEOCHC, in a manner that respects their dignity and that is equitable in relation to the broader public.

SEOCHC will make all reasonable efforts to meet the needs of people with disabilities. This means that we will provide the best possible service within the context of available resources, balancing the needs of people with disabilities with others who may encounter barrier to access within the community at large, and the health and safety of SEOCHC providers.

SEOCHC will also establish and maintain policies, practices and procedures to support our commitment to the accessibility standards defined in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Principles

SEOCHC is committed to treating all people in a way that allows them to maintain their dignity and independence. Our core values encompass inclusion and equitable opportunities. SEOCHC will use all reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- Programs and services will be provided to SEOCHC clients in a manner that respects the dignity and independence of persons with disabilities. Disability-related needs will be accommodated.
- Persons with disabilities will be given an equal opportunity to that of persons without disabilities to obtain, use or benefit from SEOCHC's programs and services.
- The delivery of programs and services will be integrated – both to those persons with disabilities and those who do not have disabilities.
- Accommodation is defined as modifying the delivery of SEOCHC services, programs, and goods to make them accessible to persons with disabilities

Plan

SEOCHC will establish, implement and maintain a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers to accessibility and meet its requirements under the AODA. The multi-year accessibility plan will indicate how SEOCHC intends to implement the requirements. It will also address the identification, removal and prevention of barriers to people with disabilities in the organization.

Specifically, the multi-year plan will:

- a) Outline a framework for developing cohesive accessibility initiatives which identify, remove and prevent barriers;
- b) Identify what steps have been taken to improve accessibility at SEOCHC
- c) Set annual goals for specific improvements to accessibility;
- d) Establish action plans for meeting those goals and initiating accountability at various levels; and,
- e) Seek input and suggestions from the wider organizational community.

	COMPONENTS/DELIVERABLE	DETAILS/ACTIONS	STATUS REPORT	TIMELINE/DEADLINE
ACCESSIBLE CUSTOMER SERVICE				
	<p>ACCESSIBILITY POLICIES, PRACTICES AND PROCEDURES FOR CLIENT SERVICE</p>	<p>SEO created an accessibility policy to outline its commitment to accommodating clients with disabilities. Among other things, the policy addresses:</p> <ul style="list-style-type: none"> - Communication: SEOCHC will communicate with clients in a way that takes into account their disabilities and needs - Assistive devices: SEOCHC will accommodate the use of personal assistive devices such as scooters, wheelchairs, oxygen tanks, walkers, braille display boards, etc. - Service animals: Unless the animal is excluded by law, SEOCHC will accommodate the use of service animals by people with disabilities who are accessing our programs or services. - Support persons: Where a person with a disability accessing SEOCHC goods or services is accompanied by a support person, SEOCHC will ensure that both persons are permitted to enter the premises together and shall ensure that the person with a disability can access the support person while on the premises. - Notice of service disruption: In the event that there is a temporary disruption in the availability of facilities, services or goods used by persons with disabilities (e.g., temporary loss of elevator service), the SEOCHC shall give notice to the public of the reason for the disruption, the date(s) of disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available. - Training: Training on accessible customer service will be provided at orientation to individuals who interact with SEOCHC's public and to those who are involved in developing customer service policies, procedures and practices. - Records of training: Human Resources will maintain 	<p>POLICIES WILL BE DEVELOPED OR REVISED TO MEET AODA COMPLIANCE.</p>	<p>JANUARY 1, 2012</p>

		<p>records of accessibility training, including the dates when training is provided and the individuals to whom it was provided.</p> <p>- Feedback process: All feedback will be directed to the appropriate staff person. Where clients have indicated that we have not met their needs, they can expect acknowledgement of their feedback within five business days. (<i>Please refer to SEOCHC policy Client Complaints for further details.</i>)</p> <p>- Documentation: Documentation of these requirements will be maintained on the SEOCHC's website (www.seochc.on.ca) and provided to individuals, upon request, in the appropriate format.</p> <p>ACCESSIBILITY POLICIES WILL BE REVIEWED BI-ANNUALLY.</p>		<p>JANUARY 2014 JANUARY 2016 JANUARY 2018 JANUARY 2020</p>
	<p>STAFF, VOLUNTEER AND STUDENT TRAINING</p>	<p>All staff, volunteers and students will be trained on Accessible Customer Service standard using the online MCSS Serve-Ability (http://www.mcass.gov.on.ca/en/serve-ability/01.aspx) and new staff, volunteers and students will have this training included in their Centre orientation. Confirmation of training will be provided by the supervisor for the employee HR file.</p> <p>Additional training for all staff will be conducted on an annual basis and could include:</p> <ul style="list-style-type: none"> • Barriers to accessibility including: <ul style="list-style-type: none"> <input type="checkbox"/> Attitudinal <input type="checkbox"/> Technological <input type="checkbox"/> Systemic <input type="checkbox"/> Policy or practice <input type="checkbox"/> Information / communication <input type="checkbox"/> Physical • An overview of the Accessibility for Ontarians with 	<p>NEW EMPLOYEE, VOLUNTEER AND STUDENT KITS WILL BE CHANGED TO INCLUDE THE SERVEABILITY TRAINING LINK</p>	<p>JANUARY 2013</p> <p>ORIENTATION AND TRAINING IS ONGOING AND WILL INCLUDE AT LEAST ONE ALL STAFF MEETING ANNUALLY ON ACCESSIBILITY</p>

		<p>Disabilities Act;</p> <ul style="list-style-type: none"> • SEOCHC’s multi-year accessibility plan; • how to interact with people with various types of disabilities; • how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person; • how to use any equipment or devices available at your workplace to assist with providing goods or services to people with disabilities; • policies and procedures related to accessibility. 		
INTEGRATED ACCESSIBILITY STANDARDS (IASR)				
	Multi year accessibility plan	<ul style="list-style-type: none"> • SEOCHC WILL CREATE AN ACCESSIBILITY WORKING GROUP WITH STAFF, MANAGEMENT AND BOARD REPRESENTATION • SEOCHC WORKING GROUP WILL DO AN ‘ACCESSIBILITY AUDIT’ • SEOCHC WILL CREATE AND MAINTAIN A MULTI-YEAR ACCESSIBILITY PLAN OUTLINING HOW THE ORGANIZATION IS WORKING TO REDUCE ACCESSIBILITY BARRIERS AND MEETS ITS OBLIGATIONS UNDER THE INTEGRATED ACCESSIBILITY STANDARD. • STATUS OF THE ACTIVITIES RELATED TO THE PLAN WILL DOCUMENTED AS THEY HAPPEN AND THE ENTIRE PLAN WILL BE REVIEWED A MINIMUM OF ONCE EVERY THREE YEARS. • SEOCHC WILL POST THE MULTI-YEAR ACCESSIBILITY PLAN ON THE INTERNAL STAFF COMMUNICATIONS AS WELL AS THE PUBLIC WEBSITE. • Staff will develop an accessibility checklist for Programs and Services • On an annual basis during operational planning, teams will audit existing programs and services and include changes in Service Plans 		<p>JANUARY 2014</p> <p>PLAN REVIEW: JANUARY 2017 JANUARY 2020</p> <p>DECEMBER 2014 AUDITS DONE ANNUALLY IN JANUARY/FEBRUARY CHANGES TO SERVICE PLANS IMPLEMENTED IN MARCH 2015</p>
EMPLOYMENT				
	HR Policy Review	<ul style="list-style-type: none"> • build the accessibility needs of employees into their human resources practices. 		AUGUST 2014

		<ul style="list-style-type: none"> • create a written process for developing and documenting individual accommodation plans for employees with disabilities 		
	Develop more comprehensive staff training program	<p>SEOCHC will ensure that all employees, volunteers, students will be trained on the centres requirement to accommodate under the Integrated Accessibility Standard including (but not limited to):</p> <ul style="list-style-type: none"> - policies, practices and procedures related to customer service and accessibility standards - the multiyear accessibility plan - process for accommodating employees with disabilities - accessibility formats and communication supports - discrimination and inclusion training 		
	Recruitment and Retention practices	<ul style="list-style-type: none"> • SEOCHC will ensure that there is a clear process and will communicate to job applicants that recruitment and hiring processes will be modified to accommodate their disabilities if requested. • SEOCHC will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes. All internal and external job postings will include a statement to this effect. • When individually selected to participate in an assessment or interview, job applicants will be notified that accommodations are available upon request in relation to the materials or processes to be used. If a selected applicant requests an accommodation, the supervisor and HR officer will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability. • When making offers of employment, the supervisor and/or HR officer will notify successful applicants of SEOCHC's policies for accommodating employees 		MARCH 2015

		<p>with disabilities.</p> <ul style="list-style-type: none"> • SEOCHC 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. • SEOCHC shall provide the information required under this section to new employees as soon as practicable after they begin their employment. 		
	<p>Emergency practices</p>	<ul style="list-style-type: none"> • SEOCHC will help employees with a disability stay safe in an emergency by developing with them an individualized emergency response plan or have emergency information formatted so an employee with a disability can understand it. Individualized emergency plans will be reviewed by the supervisor and HR officer, in consultation with the employee, if the staff member changes work locations or if SEOCHC reviews its organizational emergency response. <p>All individual accommodation plans will have the following components:</p> <ul style="list-style-type: none"> • The way in which an employee requesting accommodation can participate in the development of their individual accommodation plan; The means by which the employee is assessed on an individual basis; Conditions for when and how SEOCHC can request an evaluation by an outside medical or other expert (at the Centre’s expense) to assist in determining whether an accommodation is required f so, can it be achieved • The way in which an employee can request the participation of a representative from the workplace in the development of the accommodation plan; • The steps taken to protect the privacy of the employee’s personal information; • The frequency with which the individual 		<p>ANNUALLY OR AS NECESSARY</p>

		<p>accommodation plan will be reviewed and updated, and the manner in which it will be done;</p> <ul style="list-style-type: none"> • If an individual accommodation plan is denied, the way in which the reasons for the denial will be communicated to the employee; and • The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability 		
	Return to work process	<p>SEOCHC will develop and have in place a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.</p> <p>The return to work process will be developed by the supervisor prior to the employee's return to work, and will outline the steps SEOCHC will take to facilitate the return to work of employees. Documented individual accommodation plans (as described above) will be used as a way of documenting the return to work process.</p>		
	PERFORMANCE MANAGEMENT, CAREER DEVELOPMENT AND ADVANCEMENT	<p>Accessibility needs of employees and individual accommodation plans will be taken into account when managing an employee's performance, career advancement or opportunities for redeployment.</p>		
INFORMATION AND COMMUNICATIONS				
	Audit current communications material for compliance	<p>Research accessible fonts, PDFs and Posters</p> <p>Create new protocols around communications material</p> <p>Train appropriate staff in accessible communications</p> <p>All public awareness information must be in accessible formats (website, posters, etc)</p>	<p>Flyers and posters were revised to include the wheelchair accessible sign</p>	<p>March 2014</p> <p>November 2014</p> <p>January 1, 2016</p>
	<p>Audit website – provide accessible formats and communication supports</p> <p>Create new protocols around website and social media posting if required</p>	<p>SEOCHC Communications staff will be trained on how to conduct a website audit and make the appropriate changes to websites and web content accessible according to the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.0.</p>		<p>January 1, 2015</p> <p>Web Content Accessibility Guide Level A</p> <p>January 1, 2021</p> <p>Web Content Accessibility Guide 2.0 Level AA</p>

	Emergency information	SEOCHC will endeavor to make public emergency information accessible when requested		
	Mechanism for client feedback to persons with disabilities	SEOCHC will make feedback processes accessible by providing accessible formats and communications supports when requested. Staff will be trained on accessible formats and be advised of options for client feedback.		January 1, 2015
TRANSPORATION				
		SEOCHC IS NOT PRIMARILY IN THE BUSINESS OF TRANSPORTATION, BUT WE WILL ENDEAVOUR TO PROVIDE TRANSPORTATION SERVICES THAT ARE ACCESSIBLE WHEN POSSIBLE (FOR CLIENT PROGRAMS/SERVICES; STAFF ACTIVITIES, ETC)		
		SEOCHC is not primarily in the business of transportation, but we will endeavor to provide transportation services that are accessible when possible (for client programs/services, staff activities, etc.)		
BUILT ENVIRONMENT				
	COMPONENTS/DELIVERABLE	DETAILS	STATUS REPORT	TIMELINE
	ACCESSIBILITY AUDIT – PHYSICAL PLANT	SEOCHC WILL ON A REGULAR BASIS ORGANIZE A BUILT ENVIRONMENT ACCESSIBILITY AUDIT. AN ACCESSIBILITY AUDIT TEAM COMPRISED OF STAFF, BOARD AND/OR CLIENTS WILL DEVELOP A CHECK LIST FOR SITE INSPECTION AND THIS WORKING GROUP WILL DO WALK THROUGH OF ALL 3 SITES WORKING GROUP CREATES PLAN WITH RECOMMENDATIONS BRING REPORT AND RECOMMENDATIONS TO BOARD. WHEN POSSIBLE implement changes AT beginning of fiscal year.		DECEMBER 2014

For More Information For more information on this accessibility plan, please contact at:

Phone:

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