

South-East Ottawa
Community Health Centre



Centre de santé communautaire
du sud-est d'Ottawa

Multi-year Accessibility Plan 2021-2024

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.

Definition of disability: A disability can include: a) physical disability, infirmity, malformation or disfigurement, b) mental impairment or developmental disability, c) learning disability, d) mental disorder, and e) an injury or disability for which government benefits are received. (*Accessibility for People With Disabilities Act*)

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 barriers 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	DETAILS/ACTIONS	STATUS REPORT	TIMELINE
ACCESSIBLE	CUSTOMER SERVICE		
<p>Accessibility policies, practices and procedures for client service</p>	<p>SEOCHC created an Accessibility Policy to outline its commitment to accommodating clients with disabilities. Among other things, the policy addresses Communication, Assistive Devices, Service Animals, Support Persons, Notice of Service Disruption and Training.</p> <p>Accessibility Policy:</p>  <p>6.22 Accessibility For People With Disabilitie</p> <p>Feedback Process We will seek feedback on how clients with disabilities perceive the level of accessibility to our programs and services. Clients who have a complaint can register their concerns through our Client Complaint Process.</p> <p>Client Complaints Policy:</p>  <p>CLIENT COMPLAINTS POLICY.pdf</p> <p>Documentation: Documentation on 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>Due for review by Board of Directors in 2021, and every two years after that</p>	<p>2021</p> <p>2023</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 Access Forward training http://accessforward.ca/front/customerService/ and new staff, volunteers and students will have this training included in their Centre orientation. The certificate will be uploaded to the HR file, or filed in the student or volunteer file.</p> <p>Senior Leadership will be trained on Managing Staff with Disabilities</p>	<p>Orientation is ongoing and staff training should be annual</p>	<p>Fall 2021</p> <p>2022</p> <p>2023</p> <p>2024</p>

	<p>and the Duty to Accommodate. Accommodation Policy:</p>  <p>HR.5.4 Accommodation – Ver</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, such as: <ul style="list-style-type: none"> ▪ Attitudinal ▪ Technological ▪ Systemic ▪ Policy or Practice ▪ Information/communication ▪ Physical ➤ An overview of the Accessibility for Ontarians with Disabilities Act; ➤ An overview of this SEOCHC 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 	Policy to be reviewed every 4 years	2021
INTEGRATED	ACCESSIBILITY STANDARDS (IASR)		
Multi-year Accessibility Plan Accessibility Audits	<ul style="list-style-type: none"> ➤ SEOCHC will create an Accessibility Working Group, with Staff, a member of the Senior Leadership Team, and client representatives, and create a Terms of Reference for this group. ➤ Working Group will conduct an “Accessibility Audit” of all three sites and create work plans to address any gaps noted. 	Review of MYA Plan, audit of Programs and services to	Summer 2021 Fall 2021

	<ul style="list-style-type: none"> ➤ Working Group will create and implement a Multi-Year Accessibility Plan (MYAP), and update annually. ➤ MYAP will be posted on the Intranet and the SEO Website ➤ Staff will use the Accessibility Checklist for Programs and Services for planning purposes ➤ On an annual basis during operational planning, teams will audit existing programs and services and include changes in Service Plans 	take place annually.	2022 2023 2024
EMPLOYMENT			
Human Resource Policies and Practices	<ul style="list-style-type: none"> ➤ Consider the accessibility needs of employees in all aspects of their work ➤ Create a written process for developing and documenting individual accommodation plans for employees with disabilities 	Ongoing	
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 	All Job Postings have information about accommodation if required by candidates.	Ongoing

	<p>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.</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. 	To be added to New Employee Orientation	
Return to work process	<ul style="list-style-type: none"> ➤ 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. 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. Individual accommodation plans will be used as a way of documenting the return to work process. 	Individualized plans to be developed as required	Ongoing
Emergency practices	<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. 		
Performance Management, Career Development	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.		

and Advancement			
INFORMATION	AND COMMUNICATIONS		
Audit current communications material for compliance	Research accessible fonts, PDFs and Posters Create new protocols around communications material Train appropriate staff in accessible communications All public awareness information must be in accessible formats (website, posters, etc)	Flyers and posters were revised to include the wheelchair accessible sign	2021
Audit website – provide accessible formats and communication supports	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. Create new protocols around website and social media posting if required		January 1, 2021 Web Content Accessibility Guide 2.0 Level AA
TRANSPORTATION			
	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			
Accessibility Audit – Physical Plant	See Multi-Year Accessibility Plan – Accessibility Working Group above.		