INTEGRATED ACCESSIBILITY STANDARDS PROCEDURE

Printed copies are for reference only. Please refer to the electronic copy for the latest version.

See also: Integrated Accessibility Standards Policy

Procedure:

Purpose/Rationale:

In keeping with the principles set out in the AODA, the South East Local Health Integration Network (LHIN) is committed to providing respectful services and a workplace that is centred on the unique needs of each individual. As such, the South East LHIN will focus on the identification and removal of barriers to access for people with disabilities. The following details outline the highlights of the actions the South East LHIN will take to meet the Integrated Accessibility Standards Regulation (IASR) 191/11.

General

Establishment of accessibility policies (Completed)

The South East LHIN will ensure policies and procedures are developed on implementing and maintaining accessibility standards.

Accessibility plans (Completed and ongoing)

The Human Resources department has developed an Accessibility Plan which outlines a phased strategy to address the current and future requirements of the AODA. The Human Resources department will review and update the Accessibility Plan at least once every five years in consultation with persons with disabilities. An annual status report on the progress of measures taken to implement the strategy will be posted on the South East LHIN's website. Upon request, a copy of the accessibility plan will be provided in an accessible format.

Procuring or acquiring goods, services or facilities (Completed and ongoing)

Accessibility design, criteria and features will be incorporated when procuring or acquiring goods, services or facilities, except where it is not practicable to do so. If it is not practicable to incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities an explanation will be provided.

Training (Completed and ongoing)

Training on the IASR regulation 191/11 and the Human Rights Code, as it pertains to persons with disabilities, will be provided to all South East LHIN staff, volunteers and those who provide goods, services or facilities on behalf of the organization. Training shall be appropriate considering the duties of the employees, volunteers and other persons. Training will occur on an ongoing basis when changes are made to the policies, procedures and practices. A record will be kept of who has received training, including:

(i) the dates on which training was provided,
(ii) a summary of the contents of the training, and
(iii) the names of the individuals to whom it was provided.

New employees and students will receive training as part of orientation.

Information and Communications Standard

Feedback – (Completed and ongoing)

The South East LHIN shall ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, upon request. Any individual can submit feedback in person, by phone or by email. Details are available on the South East LHIN's website.

Accessible formats and communication supports – (Completed and ongoing)

Upon request, the South East LHIN shall provide or arrange for the provision of accessible formats and communication supports for persons with disabilities. This will occur in a timely manner that takes into account the person's disability and will be provided at no cost. The South East LHIN will notify the public about the availability of accessible formats and communication supports.

Emergency procedure, plans or public safety information – (Completed and ongoing)

Emergency procedures, plans or public safety information prepared by the South East LHIN and made available to the public shall be provided in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

Accessible websites and web content (Ongoing)

The South East LHIN will ensure that its internet website and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A . By January 1, 2021, all internet websites and web content will conform with WCAG 2.0 Level AA.

Employment Standards

The Employment Standard builds upon the existing requirement under the Ontario's Human Rights Code in relation to how to accommodate individuals with disabilities throughout the job application process and the employment relationship. Specifically, the South East LHIN will ensure that the following aspects comply with the standard.

Recruitment, **general (Completed and ongoing)**

The South East LHIN shall notify employees and the public about the availability of accommodations for applicants with disabilities in the South East LHIN recruitment process.

Recruitment, assessment or selection process (Completed and ongoing)

The South East LHIN shall notify job applicants, when they are individually selected to participate further in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used in the assessment or selection process. If a selected participant requests accommodation, the South East LHIN shall 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. For details, please see the Recruitment Policy and Procedure.

Notice to successful applicants (Completed and ongoing)

When making offers of employment, the South East LHIN shall notify the successful applicant of policies for accommodating employees with disabilities.

Informing employees of supports (Completed and ongoing)

The South East LHIN will inform employees of its policies used to support employees with disabilities. New employees will be informed of the policies during orientation.

Accessible formats and communication supports for employees (Completed and ongoing)

Upon the request of an employee with a disability, the South East LHIN shall consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform the employee's job, and information that is generally available to employees in the workplace. In determining the suitability of an accessible format or communication support, the South East LHIN shall consult with the employee making the request and review any supporting medical documentation.

Workplace emergency response information (Completed and ongoing)

The South East LHIN will provide individualized workplace emergency plans for employees who have a disability, if the disability is such that the individualized plan is necessary, the employee must identify this to the South East LHIN as described in the Employee Emergency Evacuation Policy and Procedure.

If the employee who receives individualized emergency response information requires assistance with the employees consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.

The South East LHIN will 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

Documented individual accommodation plans (Completed and ongoing)

The South East LHIN has a written process for the development of documented individual accommodation plans for employees with disabilities. For details, please see the Reasonable Accommodation Procedure .

Return to work process (Completed and ongoing)

The South East LHIN shall maintain a documented return to work process for employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. For details, please see the Return to Work Policy and Return to Work Procedure. The South East LHIN will ensure that individual accommodation and return to work plans are documented and shared with the employee.

Performance management (Completed and ongoing)

The South East LHIN 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. For details, please see the Progressive Discipline Policy .

Career development and advancement (Completed and ongoing)

The South East LHIN will 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.

Redeployment (Completed and ongoing)

If redeployment occurs, the South East LHIN shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.

Transportation Standards

The standard is not applicable to the South East LHIN as we do not provide conventional or specialized transportation services.

Design of Public Spaces Standards (Completed and ongoing)

The South East LHIN will follow the design requirements if there is a newly constructed or redeveloped public space. This would include service counters, fixed queuing guides and waiting areas.

Customer Service Standards

Please see the Accessible Customer Service Standards Procedure.

Compliance

Accessibility reports

The South East LHIN shall file an accessibility report as a designated public sector organization, every two years following the report that was due on December 31, 2013. All filed accessibility reports shall be made available to the public upon request.

Employees will:

Participate in the training provided and become familiar with, and adhere to, the policies and procedures set out, which include but are not limited to:

- Notify the appropriate manager about changes pertaining to disability and/or the need for accommodation;
- Provide required documentation (e.g. medical certificates/notes) to inform the appropriate parties of the all details needed to facilitate an appropriate accommodation; and
- Comply with his/her return to work plan

Managers will:

Participate in the provided training and become familiar with, and adhere to, the policies and procedures set out, which include but are not limited to communicating with the designated individuals' details pertaining to disability/need for accommodation.

Human Resources will:

Coordinate the communication, training and facilitation of accessibility needs as follows:

- Communicate accommodation opportunities to candidates and employees during the assessment/selection and job offer process.
- Support the South East LHIN employees and managers with the development of individual accommodation plans to meet the documented needs of the employee.
- Provide training to new staff and volunteers during their orientation.
- Communicate any changes to the policy and procedure to the South East LHIN staff as required.
- Meet reporting requirements.
- Review the multi-year plan every 5 years with appropriate stakeholders.
- Develop and post an annual status report on the progress of measures taken to implement strategies identified in the multi-year plan.