South East **LHIN**

South East Local Health Integration Network Multi-Year Accessibility Plan

(2017-2021)

Introduction

In 2005, the Government of Ontario passed the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) with the goal of making Ontario accessible by 2025. With the legislation comes phased in accessibility standards that businesses and organizations in Ontario must embrace, and commit to meeting, so that people with disabilities have more opportunities to participate in everyday life. The South East Local Health Integration Network (LHIN) strives to meet accessibility and accommodation requirements as prescribed in the AODA.

Under the AODA, the following accessibility standards set requirements that are applicable to the South East LHIN:

- Information and Communications;
- Employment;
- Design of Public Spaces; and
- Customer Service.

Statement of Commitment

The South East LHIN is committed to treating all people in a way which allows them to maintain their dignity and independence. We believe in integration and equal opportunity. 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 accessibility requirements under the AODA.

Plan Purpose and Overview

The multi-year plan outlines the South East LHIN's strategy to prevent and remove barriers and improve opportunities for people with disabilities. The South East LHIN will act conscientiously and in keeping with its own policies and with relevant legislation.

In accordance with the requirements set out in the Integrated Accessibility Standards Regulation (IASR), the South East LHIN will:

- Establish, review and update this plan in consultation with persons with disabilities;
- Post this plan on its website;
- Report as required on its website on the progress of the implementation of this plan;
- Provide this plan in an accessible format, upon request; and
- Review and update this plan at least once every five years.

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IASR Requirement	Current Status	Next Steps	Staff Lead	Due Date	Status
1.0 General Requirements					
1.1 Establishment of accessibility policies. **Reg - Sec 3 (1)(2)(3)**	Created policies that describe how the organization meets the requirements under the IASR. Policies are in writing and available in an accessible format upon request. The following policies & procedures are in place and are reviewed by employees on an annual basis: 1.1.2 Integrated Accessibility Standards Regulation Policy 1.1.2.1 Integrated Accessibility Standards Regulation Procedure 1.1.2.2 Accessible Customer Service Standards Procedure Policies are available to the public in accessible formats, upon request.	The policy will be required review for all staff and board members and incorporated into orientation for new staff.	Manager, Organizational Development	Jan. 1/10	Complete
1.2 Accessibility Plans. **Reg - Sec 4 (1)(2)(3)**	The South East LHIN has established, implemented, maintained and documented a multi-year accessibility plan. The plan is posted on the South East LHIN website and is available in accessible formats, upon request. The multi-year plan will be reviewed and updated 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 website and upon request, available in accessible formats.	Review and update the plan at least once every five years.	Manager, Organizational Development	Jan. 1/13	On-going

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Reg – Sec 86.1 (1)(2)(3)(4)	Organizations shall file accessibility reports every two years following the report due on December 31, 2013.	Complete Accessibility Compliance Report	Manager, OD	Dec. 31/17	Complete
		Complete Accessibility Compliance Report	Manager, OD	Dec. 31/19	Not Started
		Complete Accessibility Compliance Report	Manager, OD	Dec. 31/21	Not Started
		Complete Accessibility Compliance Report	Manager, OD	Dec. 31/23	Not Started
		Complete Accessibility Compliance Report	Manager, OD	Jan. 1/25	Not Started
1.3 Procuring or acquiring goods, services or facilities **Reg – Sec 5 (1)**	We incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.		Senior Manager, Service Contracts	Jan. 1/13	Complete and ongoing
1.4 Train all staff and volunteers (including Board members) on what they have to do under the IASR and on aspects of the Human Rights Code that relate to accessibility. **Reg - Sec 7 (1)(2)(3)(4)(5)**	Training provided on IASR standards to all staff and board members. Any changes are communicated through P&P's. Records of training dates for staff and board members are documented. Within the first 30 days of hire, all new staff complete an AODA education module that provides an overview of the standards and our organizational and individual commitments. AODA training is incorporated into Board and volunteer orientation.		Manager, Organizational Development	Jan. 1/14	Complete and ongoing
2.0 Information and Communications Standard					
2.1 Make your feedback processes, like surveys or comment cards, accessible upon request.	The South East LHIN has processes for receiving and responding to feedback and we will ensure that the processes are		Manager, Organizational Development	Jan. 1/14	Complete and ongoing

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Reg - Sec 11 (1)(2)(3)	accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request and notify the public of the same.				
2.2 Make information about your organization's goods, services and facilities accessible upon request. **Reg - Sec 12 (1)(2)(3)(4)(5)**	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.		Director, Communications & Engagement	Jan. 1/15	Complete and ongoing
2.3 When asked, make your emergency and public safety information accessible to the public. **Reg - Sec 13 (1)**	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.		Director, Communications & Engagement	Jan. 1/12	Complete and ongoing
2.4 All new internet websites and web content on those sites must conform with WCAG 2.0 level A. **Reg - Sec 14 (2)(4)**	South East LHIN is working to ensure compliance with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, level A.	Working with provincial counterparts on a plan to ensure LHIN websites are compliant with WCAG 2.0 level A.	Director, Communications & Engagement	Jan. 1/14	Ongoing

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2.5 All internet website and website content conforms with WCAG 2.0 level AA (excluding live captioning and audio description). **Reg - Sec 14 (2)(4)(2)**	South East LHIN is compliant with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at level A and increasing to Level AA (by Jan 1, 2021).	Develop and finalize a plan to achieve website and web content compliance to level AA.	Director, Communications & Engagement	Jan. 1/21	Not started
3.0 Employment Standards					
3.1 The South East LHIN will notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes. **Reg - Sec 22**	All job postings indicate that accommodations are available during the South East LHIN recruitment process, upon request. It states, "If you require a disability related accommodation in order to participate in the recruitment process, please notify Human Resources. Accommodation will be provided in accordance with Ontario's Human Rights Code and the Accessibility for Ontarians with Disabilities Act. The South East LHIN is an equal opportunity employer."		Director, Human Resources and Labour Relations Service Delivery	Jan. 1/14	Complete and ongoing
3.2 Applicants who are selected to progress through the recruitment process will be notified that accommodations are available upon request. If an accommodation is requested, the employer shall consult with the applicant and provide or	Applicants who are selected for an interview are given the opportunity to request an accommodation through the interview confirmation. The South East LHIN will provide the appropriate suitable accommodation if requested, the individual will be consulted when arranging for the accommodation.		Director, Human Resources and Labour Relations Service Delivery	Jan. 1/14	Complete and ongoing

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arrange for a suitable accommodation that takes into account the applicant's accessibility needs due to their disability. **Reg – Sec 23 (1)(2)**					
3.3 Notify new hires and staff of policies for accommodating employees with disabilities. **Reg - Sec 24, 25 (1)(2)(3)**	As part of the onboarding process, new hires are asked to disclose if they require a disability related accommodation. AODA training and reviewing the policies and procedures are part of the orientation process. Staff are required to read AODA policies and procedures annually. If there is a change to existing policies, employees will be updated through PolicyTech.		Manager, Organizational Development	Jan. 1/14	Complete and ongoing
3.4 Provide employees with accessible formats and communication supports for information that is needed in order to perform the employee's job, and information that is generally available in the workplace. **Reg – Sec 26 (1)(2)**	The South East LHIN will provide employees with accessible formats when requested. The employee will be consulted to determine the suitable accessible format or communication support.		Manager, Organizational Development	Jan. 1/14	Complete and ongoing
3.5 When necessary, provide individual workplace response information to employees	Upon request, individual emergency response plans are developed for those who have a disability. There is		Manager, Organizational Development	Jan. 1/12	Complete and ongoing

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who have a disability. **Reg - Sec 27 (1)(2)(3)(4)**	a Policy in place and requires annual review by staff. This Policy identifies the responsibilities of the various workplace parties and sets out the process for establishing individual emergency plans for employees with disabilities. If the emergency response plan requires the assistance of another employee, with the employee's consent, the employer will provide the workplace emergency response information to the designated support person. The individual emergency response plan will be reviewed when the employee moves to a different location in the organization; when the employee's overall accommodations needs or plans are reviewed; and when the employer reviews its general emergency response policies (yearly).				
3.6 Have in place a written process to develop individual accommodation plans for employees with disabilities. **Reg - Sec 28 (1)(2)(3)**	The South East LHIN has developed and implemented a written process for documenting individual accommodation plans for employees with disabilities.		Manager, Organizational Development	Jan. 1/14	Complete and ongoing
3.7 Have a written return to work process in place for employees who have been absent due to a disability.	A return to work policy and procedure is in place to ensure an individualized accommodation plan is established for persons who have		Director, Human Resources and Labour Relations Service Delivery	Jan. 1/14	Complete and ongoing

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Reg - Sec 29 (1)(2)(3)	been absent due to an injury, illness or due to a disability.				
3.8 An employer that uses performance management, career development and redeployment processes, take the needs of employees with disabilities into account. **Reg - Sec 30, 31 and 32**	Progressive discipline, performance appraisal and professional development policies and procedures have been updated to ensure the needs of employees with disabilities are taken into account. If redeployment occurs, the needs of employees with disabilities will be taken into account.		Director, Human Resources and Labour Relations Service Delivery	Jan. 1/14	Complete and ongoing
4.0 Design of Public Spaces Standards					
4.1 Make new or redeveloped service counters, fixed queuing guides and waiting areas. **Reg – Sec 80.4 (1)(2), 80.42, 80.43 (1)(2)**	The South East LHIN will follow the design requirements if there is a newly constructed or redeveloped service counter, fixed queuing guides or waiting areas.		Facilities Coordinator	Jan. 1/16	Complete and ongoing
5.0 Customer Service Standards					
5.1 Organizations shall develop, implement and maintain policies with regards to goods, services or facilities. **Reg –Sec 80.46 (1-6)**	The accessible customer service standard procedure is in place.		Manager, Organizational Development	Jan. 1/10	Complete
5.2 The South East LHIN is committed to welcoming people with disabilities and their service animals and or support persons. **Reg – Sec 80.47 (1-10)**	Details are listed in the accessible customer service standard procedure. Procedure updated based on modifications to the definition of regulated health professional. Legislation updates notification on June 9, 2016.		Manager, Organizational Development	Jan. 1/10	Complete

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5.3 The public will be notified if there is a temporary disruption to goods, services or facilities that persons with disabilities may utilize. **Reg – Sec 80.48 (1-5)**	South East LHIN identifies the following facilities and services as being subject to the requirement for notification of temporary disruptions: • Accessible parking • Accessible washrooms • Power door openers to public entrances • Public Elevators Notice may be given by posting the information at a conspicuous place on premises operated by the South East LHIN, by posting it on the South East LHIN's website, or by such other method as is reasonable in the circumstances.		Facilities Coordinator	Jan. 1/10	Complete and ongoing
5.4 Train all members of your organization on accessible customer service and how to interact with people with different disabilities. **Reg –Sec 80.49 (1-8)**	All employees, volunteers and those who provide services on our behalf are trained on how to interact with people with different disabilities.		Manager, Organizational Development	Jan. 1/10	Complete and ongoing
5.5 A process will be developed to receive and respond to feedback based on how goods, services or facilities were provided to persons with disabilities. **Reg – Sec 80.50 (1-7)**	Feedback regarding the way the LHIN provides goods, services or facilities to people with disabilities can be made in person, by telephone or by email. Details are listed in the customer service standard procedure.		Manager, Organizational Development	Jan. 1/10	Complete and ongoing

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5.6 On request, documents will be provided to a person with a disability in an accessible format or with the communication support they require. **Reg – Sec 80.51 (1-2)**	The LHIN shall consult with the person making the request and give the person the documents, or the information contained in the documents, in an accessible format that takes into account the person's disability. This will be done in a timely manner and at a cost that is no more than the regular cost charged to other persons.		Director, Communications & Engagement	Jan. 1/10	Complete and ongoing

AODA STANDARDS NOT APPLICABLE

AODA Standard	Not Applicable	Reference
Educational and training resources and materials	Not applicable as we are not an educational or training institution, library or text book producer	Reg sec 15, 16, 17, 18, 19
Transportation Standards	Not applicable as we do not provide transportation to the public or employees.	Reg - sec 33 - 80

For more information

For more information on the South East LHIN Accessibility Plan, please contact Amanda Worden, **Manager**, **Organizational Development**

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Accessible formats of this document are available free upon request. Please contact Amber Gooding, **Director, Communications & Engagement**

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