Champlain LHIN | RLISS de Champlain

Multi-Year Accessibility Plan

Accessibility for Ontarians with Disabilities Act

May 2017

Ontario
Local Health Integration Network
Réseau local d'intégration des services de santé

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Overview

The Champlain Local Health Integration Network's (LHIN) *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) Multi-Year Accessibility Plan outlines the organization's vision that all patients, employees, and members of the public are provided a barrier-free environment that supports the dignity of each individual.

This will be reflected throughout the Champlain LHIN by:

- *People with disabilities being able to enter the Champlain LHIN premises and reach their destinations without encountering barriers;*
- *People with disabilities receiving the services they require without encountering barriers;*
- *People with disabilities working without encountering barriers;*
- *Accessibility being incorporated into the Champlain LHIN's policies and practices; and*
- *Accessibility being accepted as everyone's responsibility.*

This accessibility plan outlines measures that the Champlain LHIN will take to identify, remove and prevent barriers to people with disabilities who work at the Champlain LHIN or use Champlain LHIN services. It will also detail our strategy to ensure compliance with accessibility legislation.

The Champlain LHIN will ensure that this plan is available to the public.

Description of the Champlain LHIN

The Champlain Local Health Integration Network (LHIN) is responsible for planning, funding and integrating local health services and for coordinating and delivering home and community care services.

The Champlain LHIN's mandate is to ensure health services are well-organized, appropriately funded, and meet the health needs of the 1.3 million residents who call this region home. Its mandate is to work with and fund roughly 120 health service providers that offer about 240 health programs in hospitals, home and community care, mental health and addiction services, community health centres, and long-term care homes.

Statement of Organizational Commitment

The Champlain LHIN is supportive of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its objective of achieving accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025. As such, we are committed to identifying, removing and preventing barriers that patients, employees, and members of the public may face when interacting with the Champlain LHIN.

Purpose

The purpose of the Multi-Year Accessibility Plan is to outline the Champlain LHIN's strategy to identify, remove and prevent barriers that patients, employees, and members of the public may face when interacting with the Champlain LHIN. This plan will also address the Champlain LHIN's strategy to meet all requirements under the *Accessibility for Ontarians with Disabilities Act (AODA).*

Definitions

For the purpose of this document a "**barrier"** refers to anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability.

A "**disability"** refers to any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect, or illness and, without limiting the generality of the foregoing, includes:

- *diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on guide dog or other animal or on a wheelchair or other remedial appliance or device;*
- *a condition of mental impairment or a developmental disability;*
- *a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;*
- *a mental disorder; or*
- *an injury or disability for which benefits were claimed or received under the insurance plan established under the* Workplace Safety and Insurance Act, 1997.

Types of Barriers

- ***Architectural:*** *Any physical factor that makes accessibility difficult for an individual. Examples include narrow doorways or hallways, poor lighting for visually impaired individuals, washroom facilities that are not physically accessible for all.*

- ***Environmental:*** *An item or characteristic of the setting that hinders service delivery by impacting the comfort level of the client, personnel, or stakeholders. Examples can include noise, lighting, scents and temperature.*

- ***Attitudes:*** *Ways of thinking or feeling by individuals that could result in behaviour that hinders positive interactions and possibly impacts service delivery. Examples can include the language and terminology the organization uses in its literature or when communicating with persons with disabilities, how disabilities are treated and viewed by the organization, consumers and the community. Other examples can include a lack of acceptance or inclusion, gender differences, cultural differences.*

- ***Financial:*** *Insufficient financial resources to support business and/or service delivery at an organizational level. Examples can include insufficient funding, inability to pay competitive wages/salaries to retain personnel.*

- ***Employment:*** *Barriers to recruiting and retaining qualified personnel. Examples can include employment practices, reputation of the organization, insufficient training or equipment.*

- ***Communication:*** *Barriers that may impede how staff, persons served, and other stakeholders communicate in order to receive services or conduct the business of the organization. Examples could include language, terminology, technological formatting, and the ability to communicate with persons who have visual or hearing deficits.*

- ***Transportation:*** *Limitations in a person's ability to physically access the organization. Examples could include no available public transportation to get to the organization or service, lack of knowledge or information on transportation support services among persons served.*

- ***Community Integration:*** *Factors affecting a person's ability to access their community. An example could include lack of knowledge of available services and supports in the community by persons served.*

- ***Any Other Barrier:*** *Any other barriers that impact accessibility for the persons served, employees or other stakeholders. Examples can include upkeep of previous repairs or changes, issues raised by evolving technology.*

Methodology for Identification of Barriers

The Champlain LHIN is committed to developing policies that respect and promote the dignity and independence of persons with disabilities. Services and operations are designed to promote and enhance the quality of life for persons served, support non-discriminatory employment practices, meet all legal and regulatory requirements, and meet the expectations of all of our stakeholders in the area of accessibility. Barriers are identified using multiple mechanisms:

- ***Feedback Process***: Compliments, suggestions and complaints from our patients, family members, caregivers, and members of the public may be received in person, by telephone, in writing, electronically, or otherwise. The feedback mechanism is posted on the Champlain LHIN website.

- ***Health and Safety Concern Reporting***: Reported health and safety concerns are tracked and addressed by managers. There are multiple policies on Occupational Health and Safety that demonstrate the Champlain LHIN's commitment to workplace safety and that outline the roles of the Joint Occupational Health & Safety Committee, managers and employees in maintaining and contributing to a safe work environment. Regular inspections serve as a vehicle to identify actual and potential accessibility barriers. Accessibility barriers are documented and reported to the Director, Human Resources and/or the onsite manager.

- ***Employee Input:*** Staff are encouraged to report barriers that they have identified for themselves or others through the SupportWorks software ticket system.

- ***AODA Legislation:*** Mandatory requirements of the legislation set targets for accessibility initiatives and changes in process.

Accessibility Compliance Plan

Customer Service Standard Requirement Champlain LHIN is committed to excellence in serving all customers including people with disabilities.			
Accessibility Requirement	**Due Date**	**Lead**	**Status**
Accessible Customer Service Policy and Procedures: Develop, implement and maintain policies and procedures on providing goods and services to persons with disabilities. Policies will address: • *The Provision of Goods and Services to Persons with Disabilities* • *The Use of Assistive Devices* • *The Use of Guide Dogs, Service Animals and Service Dogs* • *The Use of Support Persons* • *Notice of Service Disruptions* • *Training* • *Feedback Process* This policy will be made publicly available and in accessible format where requested.	January 2012	Human Resources	Completed, with process in place for on-going compliance
Training Provide training to all employees, Board appointees, volunteers, contractors, and others who deal with the public or other third parties on their behalf, and all those who are involved in the development policies and procedures and maintain training records as required. Training includes: • *Overview of the* Accessibility for Ontarians with Disabilities Act, 2005 *and the requirements of the Customer Service Standard (CSS)* • *Champlain LHIN 's policies and procedures related to the CSS* • *Instructions on interaction and communication with customers with various types of disabilities* • *Instructions on interaction with people with disabilities who require assistive devices; require the assistance of a guide dog, service animal or service dog; or require the assistance of a support person* • *Instructions on use of equipment or devices that are available or that may assist customers with disabilities* • *Instructions on assisting a customer with a disability that is having difficulty accessing services*	January 2012	Human Resources and Organizational Development	Completed, with processes in place for on-going compliance

Customer Service Standard Requirement Champlain LHIN is committed to excellence in serving all customers including people with disabilities.			
Accessibility Requirement	**Due Date**	**Lead**	**Status**
Notice of Temporary Disruptions Provide public notice of disruption in facilities or services by posting a notice on premises and on website, including reason for disruption, anticipated duration and description of alternatives	January 2013	Human Resources/ Facilities/ Communications	Completed, with processes in place for on-going compliance
Feedback Process Establish process for receiving and responding to customer feedback. Ensure that processes are accessible to persons with disabilities by providing accessible formats and arranging for communication supports upon request. The public will be notified of the feedback process.	January 2012	Human Resources/ Communications	Completed, with processes in place for on-going compliance

Integrated Accessibility Standards Regulation Requirement Champlain LHIN is committed to meeting the requirements under the Integrated Accessibility Standards Regulation.			
Accessibility Requirement	**Due Date**	**Lead**	**Status**
Corporate Accessibility Policy and Procedures Develop, implement and maintain policies and procedures on the requirements of Integrated Accessibility Standards Regulation (IASR) This Policy will address: • *Information and Communication Standard* • *Employment Standard* • *Design of Public Spaces Standard (if/where applicable)* • *Training* • *Communication* • *Feedback process*	January 2014	Human Resources / Accessibility Committee	Completed, with processes in place for on-going compliance
Multi-Year Accessibility Plan Establish, implement and maintain multi-year accessibility plan outlining the strategy to prevent and remove barriers for people with disabilities. This Plan will be reviewed and updated in consultation with persons with disabilities and the Accessibility Committee. This Plan will be posted on our website and made available in accessible format upon request. An annual progress report on this Plan will be posted on our website as required by the IASR and internal policy.	January 2014 and ongoing	Human Resources / Accessibility Committee	Completed, with processes in place for ongoing compliance

Integrated Accessibility Standards Regulation Requirement Champlain LHIN is committed to meeting the requirements under the Integrated Accessibility Standards Regulation.			
Accessibility Requirement	**Due Date**	**Lead**	**Status**
Accessibility Reports Complete government accessibility reports as required in accordance with the AODA and Regulations and internal policy.	December 2017 and 2020	Human Resources	Recurring
Training Provide training on the IASR to all employees, volunteers, contractors, and others who deal with the public or other third parties on their behalf, and all those who are involved in the development policies and procedures and maintain records of the training. Training will include: • *An overview of the AODA 2005 and the requirements of the IASR* • *An overview of the Ontario Human Rights Code as it pertains to persons with disabilities* • *LHIN policies and procedures related to the IASR*	January 2015	Human Resources / Organizational Development	Completed, with processes in place for on-going compliance
Procurement Consider accessibility features when procuring goods, services related elements or facilities and • *Make accessibility design and features part of our criteria for procurement where possible* • *Provide educational awareness and tools to internal stakeholders and communication to external stakeholders informing on changes to procurement procedures and purchasing criteria* • *Include accessible information within procurement policies and procedures* Where unable to incorporate accessibility into our purchase, when asked, we will: • *Explain why we did not obtain accessible goods, services or facilities, and* • *Provide the explanation in an accessible format when requested.*	January 2013	Corporate Services / Facilities	Completed, with on-going implementation as needed

Integrated Accessibility Standards Regulation Requirement Champlain LHIN is committed to meeting the requirements under the Integrated Accessibility Standards Regulation.			
Accessibility Requirement	**Due Date**	**Lead**	**Status**
Employment – Recruitment Process Notify applicants who have been invited to participate in the interview or assessment process that accommodations are available on request to support participation in the process. Consult with the applicant to provide suitable accommodation that take into account the participant's accessibility needs due to a disability. When making offers of employment notify successful applicants of polices for accommodating employees with disabilities.	January 2016	Human Resources	Completed, with processes in place for on-going compliance
Employment – Informing Employees of Supports Inform employees of policies used to support employees with disabilities.	January 2016	Human Resources	Completed, with processes in place for on-going compliance
Employment - Workplace Emergency Response Information Provide individualized workplace emergency response information to help employees with disabilities when required in accordance with established procedures. When an employee who receives individualized workplace emergency response information requires assistance, and with the employee's consent, the employer shall provide this information to the person designated by the employer to provide assistance to the employee. Individualized workplace emergency response information shall be reviewed when the employee moves to a different location in the organization; their overall accommodations needs or plans are reviewed; or when the employer reviews its general emergency response policies.	January 2012	Human Resources	Completed, with processes in place for on-going compliance
Employment - Individual Accommodation Plans Have a process in place to provide individual workplace accommodate plans where requested by an individual with a disability. Individual accommodation plans will be developed in accordance with the requirements of the IASR. Employees requesting individual accommodation plans may participate in the development of the plan. Where requested, individual accommodation plans will be provided in an accessible format that takes into account the employee's accessibility needs due to disability.	January 2016	Human Resources	Completed, with processes in place for on-going compliance

Integrated Accessibility Standards Regulation Requirement Champlain LHIN is committed to meeting the requirements under the Integrated Accessibility Standards Regulation.			
Accessibility Requirement	**Due Date**	**Lead**	**Status**
Employment - Return to Work Process Develop and implement return to work process that outlines the steps the employer will take to facilitate the return to work of employees who were absent due to disability. This plan may follow the process for development of an individual accommodation plan.	January 2016	Human Resources	Completed, with processes in place for on-going compliance
Employment - Performance Management, Career Development and Advancement Take steps to ensure that performance management, career development and advancement takes into account the employee's accessibility needs.	January 2016	Human Resources / Org Development	Completed, with processes in place for on-going compliance
Employment - Accessible Formats and Communication Supports Where requested by an employee, provide accessible formats of communications supports for information that is needed to perform the employee's job and information that is generally available in the workplace.	January 2014 to January 2015 as applicable	Human Resources	Completed with processes in place for on-going compliance
Accessible Websites and Web Content Internet website and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A	January 2014	Communications	Completed, with processes in place for on-going compliance
Websites and Web Content Internet website and web content conforms with WCAG 2.0 Level AA (excluding live captioning and audio description)	January 2021	HSSO	

References

- Accessibility for Ontarians with Disabilities Act 2005 *and Regulations; www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm*
- *Accessibility Ontario Consulting | Training | Resource Development Web: www.accessontario.com*

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