Multi-Year Accessibility Plan

Introduction

In 2005, the Government of Ontario passed the *Accessibility for Ontarians with Disability Act* (the "AODA") with the goal to make Ontario accessible by 2025. With this legislation comes phased in accessibility standards that businesses and organizations in Ontario must embrace, and commit to meeting, so that people with disability have more opportunities to participate in everyday life.

To help public, private and not-for profit organizations identify, prevent and remove barriers to accessibility, the AODA sets out accessibility standards which include:
- Customer Service,
- Information and Communications,
- Employment,
- Transportation, and
- Built Environment

Our Organization

Home and Community Care Support Services North Simcoe Muskoka is one of 14 Home and Community Care Support Services organizations in Ontario with a focused mandate to deliver local health care services such as home and community care, access to community services and long-term care home placement.

These organizations were previously known as Local Health Integration Networks (LHIN) at a time when they also led local health care planning and funding. Consequently, this multi-year accessibility plan will reference our commitments as the LHIN.

The North Simcoe Muskoka LHIN strives to meet accessibility and accommodation requirements as prescribed in the provincial AODA legislation.

Accessibility Standards for Customer Service

Since 2010, the LHIN has been in compliance with the Accessibility Standard for Customer Service and continues with the following:
- AODA policy and procedures are in place; these documents are posted for all staff to review.
- AODA policy and procedures are reviewed with staff on an annual basis; records of staff review are tracked and maintained.
- AODA training is completed for all new staff during their orientation program through an e-learning module. This on-line training module is comprehensive and well suited for all positions; training records are checked and maintained.
- AODA policy and procedures are accessible to the public and are posted on the LHIN website.

Ontario

Statement of Commitment

The LHIN's commitment is to treat all people in a way that allows and maintains their dignity and independence and this is supported by clear policy and the Accessibility Plan. The LHIN believes in integration and equal opportunity, and is committed to meeting the needs of people with disabilities in a timely manner. The LHIN will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* (AODA).

Accessible Emergency Information

The LHIN provides customers and patients with publicly available emergency information in an accessible way upon request. It will also provide employees with disabilities individualized emergency response information as required or requested.

Training

The LHIN will provide training to all employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Information and Communications

The LHIN is committed to meeting the communication needs of people with disabilities, and will consult with people with disabilities to determine their information and communication needs.

Furthermore, The LHIN will take steps to ensure existing feedback processes are accessible to people with disabilities upon request and, will take steps to make sure all publicly available information is made accessible upon request.

Employment

The LHIN is committed to fair and accessible employment practices. The public and staff will be notified that, when requested, the LHIN will accommodate people with disabilities during the recruitment and assessment process.

The LHIN will develop and put in place a process for establishing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability. The LHIN will also take steps to ensure the accessibility needs of employees with disabilities are taken into account when performance management, career development and redeployment processes are used. Further, the LHIN will take steps to prevent and remove other accessibility barriers identified.

This document is available in an alternative format upon request.

Design of Public Spaces

The LHIN will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Accessible off street parking.
- Service-related elements like service counters, fixed queuing lines and waiting areas.

The LHIN will ensure that procedures are in place to prevent service disruptions to accessible parts of its public spaces. In the event of a service disruption, the LHIN will notify the public of the service disruption and available alternatives.

Multi-Year Accessibility Plan

This multi-year plan summarizes actions the LHIN has taken and outlines planned activities to support people with disabilities.

IASR requirement	Due Date	Action Taken	Responsibility	Status
Part I - General Requirements				
Create policies and procedures for each standard	01-Jan-13	Statement of Commitment implemented and posted on our website, internally for employees and available upon request. Policies reviewed annually to ensure they are up to date and accurately reflect our organization's practices.	Human Resources and Communications	Completed
Create Multi-Year Accessibility plans	01-Jan-13	This plan is available on our internet site.	Communications	Completed
Consider accessibility features when designing, procuring or acquiring self-kiosks	01-Jan-13	No self-kiosks in organization.	Facilities	N/A
Train all staff and volunteers (including Board Members) on what they have to do under the IASR and on aspects of	01-Jan-15	Training on the Human Rights Code pertaining to persons with disabilities was developed and implemented. Ongoing training continues.	Human Resources	Completed

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the Human Rights Code that relate to accessibility				
Complete government accessibility report	31-Dec-14	Submit report.	Human Resources	Completed
Update Multi-Year Accessibility Plan	01-Jan-19	Updated information with 2017 merger.	Human Resources and Communications	Completed
Complete government accessibility report	31-Dec-17	Submit report.	Human Resources	Completed

Part II - Information and Communications Standards

When asked, make your emergency and public safety information accessible to the public	01-Jan-12	New signage in all meeting rooms with emergency exits has been implemented to assist any visitors in our buildings.	Facilities	Completed
All new internet websites and web content on those sites must conform with WCAG 2.0 level A	01-Jul-21	A new internet website has been created.		Completed
Make your feedback processes, like surveys or comment cards, accessible when asked	01-Jan-15	Feedback process allows for multiple options for feedback (email, mail, phone, online, in person). Promoting feedback is outlined in on our website and reception areas.	Communications	Completed
Make information about your organization's goods, services and facilities accessible upon request	01-Jan-15	Public can request accessible formats and communication supports. Process is posted online.	Communications	Completed

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All internet website and website content conforms with WCAG 2.0 level AA (excluding live captioning and audio description)	01-Jan-21	Ensure Ministry of Health is aware.	Information Technology and Communications	Completed

Part III - Employment Standards

When necessary, provide individual plans to help employees with disabilities during an emergency, or emergency information that's formatted so an employee with a disability can understand it.	01-Jan-12	Providing Emergency Response Information for Employees with Disabilities Policy was developed and communicated. It is included in new hire orientation and return to work information.	Human Resources	Completed
Notify employees, potential hires and public that accommodations can be made during recruitment, assessment and selection processes for people with disabilities.	01-Jan-16	Updated Recruitment policy. Notification appears in all job postings.	Human Resources	Completed
Notify new hires and staff of policies for accommodating employees with disabilities	01-Jan-16	Updated Recruitment policy. Language included in employment agreements.	Human Resources	Completed
Have in place a written process to develop individual accommodation plans for employees with a disability	01-Jan-16	Included in the Accommodation for Employees with Disabilities policy.	Human Resources	Completed

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Have a written return to work process in place for employees who have been absent due to a disability	01-Jan-16	Updated Return to Work Policy.	Human Resources	Completed
If your office uses performance management, career development and redeployment processes, take the needs of employees with disabilities into account	01-Jan-16	Incorporated into the in the Accommodation for Employees with Disabilities and Performance Contribution Tool policies	Human Resources	Completed

Part IV - Transportation Standards

Not applicable as LHIN does not provide transportation services				

Part IV.1 - Built Environment - Design of Public Spaces Standards

Make new or redeveloped spaces accessible	01-Jan-17	Will incorporate when changes are made	Facilities	Completed
Maintain accessible elements of public spaces	01-Jan-17	Will incorporate when changes are made	Facilities	Completed

If you require any of our information in an alternate format, please contact us and tell what you require:

Email: northsimcoemuskoka@lhins.on.ca
Phone: 705-326-7750 (local) or 1-866-903-5446 (toll-free)
Fax: 705-326-1392

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