



Accessibility for Ontarians with Disabilities Act (AODA)

Multi-Year Accessibility Plan



Table of Contents

MESSAGE FROM THE MEDICAL OFFICER OF HEALTH	2
INTRODUCTION	3
STATEMENT OF COMMITMENT	3
CUSTOMER SERVICE STANDARDS	4
INTEGRATED ACCESSIBILITY STANDARDS	6
MULTI-YEAR PLAN	11
SUMMARY	12

MESSAGE FROM THE MEDICAL OFFICER OF HEALTH

I am pleased to present the Haliburton, Kawartha, Pine Ridge District Health Unit's Multi-Year Accessibility Plan which outlines our continued promise to identify, remove and prevent accessibility barriers. HKPRDHU is committed to treating all people in a way that respects their dignity and independence and considers different needs and abilities.

This Multi-Year Accessibility Plan outlines the organizational strategies and steps that we have taken, and will take in the future, to ensure we are providing accessible, equitable, and barrier-free services to our employees and to our community. Our goal is to take proactive steps to ensure we are in compliance with all required legislation, and where possible, exceed those requirements.

As an organization, we respect and uphold the requirements as outlined in the Accessibility for Ontarians with Disabilities Act (AODA) and its regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner. This plan will be reviewed and updated at a minimum every five years.

Dr. Natalie Bocking, Medical Officer of Health

INTRODUCTION

In 2005, the Ontario government passed the Accessibility for Ontarians with Disabilities Act (AODA) with the intent of making all government, businesses, non-profits and public-sector organizations within Ontario completely accessible to all persons with disabilities by 2025.

Accessibility standards were developed to establish consistency in identifying, removing, and preventing barriers for people with disabilities. In doing so, the province can ensure that all individuals will have equal access to services, employment, transportation, information, and buildings. The standards are meant to improve accessibility for people with disabilities in the following 5 areas of daily life:

- Customer Service
- Information and Communication
- Transportation
- Employment
- Design of Public Spaces

To ensure compliance, the AODA sets the standards and outlines the compliance dates, which depend on the type and size of the organization. Haliburton, Kawartha, Pine Ridge District Health Unit (HKPRDHU) is categorized as a business or non-profit organization with 50+ employees.

STATEMENT OF COMMITMENT

HKPRDHU's mission is to work with our partners to improve the health of people in our communities. HKPRDHU endeavours to maintain a high level of service to all individuals within our jurisdiction in a manner that will always respect the dignity and independence of persons with disabilities.

As an organization, HKPRDHU is committed to identifying, eliminating, and preventing access barriers and to improving accessibility in our areas that may impact the daily lives of people with disabilities who are seeking or requiring access to the services and programs that HKPRDHU provides.

This accessibility plan outlines the steps we are taking to fulfil our requirements under the Accessibility for Ontarians with Disability Act, 2005 and to improve opportunities for people with disabilities.

CUSTOMER SERVICE STANDARDS

In 2009, the province passed the Accessibility Standards for Customer Service, Ontario Regulation 429/07. This law defined the accessibility standards for every designated public sector organization, person or organization that provides goods or services to the public or other third parties and that has at least one employee in Ontario.

The following table outlines the specific accessibility standards identified in this legislation, HKPRDHU's actions in ensuring compliance and the status to date.

<u>AODA Standard</u>	<u>Action(s)</u>	<u>Status</u>
Establishment of Policies, Practices and Procedures	A formal Accessible Customer Service Policy was developed.	Complete
Use of Service Animals and Support Persons	To support the Customer Service Policy, the following procedures were created: <ul style="list-style-type: none"> ▪ Use of Service Animals Procedure ▪ Assistive Devices Procedure ▪ Use of Support Persons Procedure ▪ Interpretation and Translation Services Procedure 	Complete
Notice of Temporary Disruptions	A Notice of Service Disruption Procedure was created.	Complete
Training for staff, etc.	In addition to creating an Accessibility Training Procedure, all HKPRDHU staff received training on the purposes of the Act and the requirements of the Regulation.	Complete and On-going
Feedback Process	HKPRDHU's AODA Feedback Process Procedure formalized its process for receiving and responding to feedback. Individuals may provide feedback in person, by telephone, in writing or electronically.	Complete
Notice of Availability of Documents	The development of the Notice of Availability and Format of Documents Procedure ensures that documents required by this Regulation are available upon request.	Complete

<u>AODA Standard</u>	<u>Action(s)</u>	<u>Status</u>
Format of Documents	The Notice of Availability and Format of Documents Procedure recognizes that HKPRDHU shall provide documents or information contained in documents, in a format that considers the person's disability.	Complete
Accessibility Report	On December 30, 2014, HKPRDHU completed and submitted the required Accessibility Compliance Report.	Complete

INTEGRATED ACCESSIBILITY STANDARDS

In 2011, the AODA Integrated Accessibility Standards was passed and addressed the remaining four areas of information and communication, transportation, employment, and the design of public spaces.

The standards set for information and communication will ensure that organizations will provide, create, and receive information and communication in accessible formats. This would include, but is not limited to, large print, recorded audio and electronic formats, braille, closed captioning, alternative and augmentative communication supports, plain language and sign language.

As HKPRDHU does not provide transportation, this particular standard does not apply to our organization. However, if it were necessary for HKPRDHU to provide transportation services, HKPRDHU would ensure that accessible vehicles or an equivalent service would be provided, upon request.

With respect to employment practices, organizations are required to consider accessibility when recruiting and supporting employees with disabilities.

The design of public spaces is the final standard, which ensures accessibility of public spaces such as trails, beach access routes, parking, service counters and fixed waiting areas, eating areas, play spaces and paths of travel.

The following table, outlines HKPRDHU's initiatives with respect to the Integrated Accessibility Standards and our status to date.

GENERAL STANDARDS

<u>AODA Standard</u>	<u>Action (s)</u>	<u>Status</u>
Establishment of Accessibility Policies	The Customer Service Policy and procedures addressed under the Customer Service Standards have been updated to reflect changes, which became effective July 1, 2016.	Complete
Accessibility Plans	As required, HKPRDHU has developed a Multi-Year Accessibility Plan. This plan will be posted on HKPRDHU website and is available in accessible format, upon request. A 5-year review of the plan was completed in 2018.	Complete and On-Going

<u>AODA Standard</u>	<u>Action (s)</u>	<u>Status</u>
Training	Mandatory training is provided on the requirements of the accessibility standards and on the Human Rights Code as it relates to persons with disabilities. AODA training is provided to all new staff, as part of HKPRDHU's orientation process and existing staff are advised of any changes or updates to the legislation, as necessary.	Complete

INFORMATION AND COMMUNICATION STANDARDS

<u>AODA Standard</u>	<u>Action (s)</u>	<u>Status</u>
Feedback	The AODA Feedback Process was updated to reflect changes, effective July 1, 2016.	Complete
Accessible Formats and Communications Supports	The Notice of Availability and Format of Documents Procedure has since been updated to the Accessible Format and Communications Supports Procedure and is reflective of the changes required for July 1, 2016.	Complete
Emergency, Procedure, Plans or Public Safety Information	The Accessible Format and Communications Supports Procedure is reflective of the required changes, effective July 1, 2016.	Complete
Accessible website and web content	Website audit conducted in 2014. HKPRDHU's website and content is WCAG 2.0 Level A compliant.	Complete
	Website and content WCAG 2.0 Level AA compliant.	Complete and On-going

EMPLOYMENT STANDARDS

<u>AODA Standard</u>	<u>Action (s)</u>	<u>Status</u>
Recruitment, general	With all posted positions, an accessibility clause has been added, which reads "Accommodations are available, upon request, to support the participation of persons with disabilities in the recruitment process. All recruitment documents are available in alternative format, upon request."	Complete
Recruitment, Assessment or Selection Process	Throughout the HKPRDHU's recruitment, assessment and selection process, applicants are advised and reminded of the available accommodations in place to support all individuals.	Complete
Notice to Successful Applicants	Within all Offers of Employment and during all new staff orientation sessions, individuals are advised and educated on the HKPRDHU's accessibility policies and procedures.	Complete
Informing Employees of Supports	All employees are advised through provisions within their respective collective agreements, as well as the HKPRDHU policies.	Complete
Accessibility formats and Communication Supports for Employees	The Notice of Availability and Format of Documents Procedure has since been updated to the Accessible Format and Communications Supports Procedure and is reflective of the changes required for July 1, 2016.	Complete
Workplace Emergency Response Information	The Individual Employee Emergency Response Plan Procedure with its accompanying form are formally in place to jointly identify, address and ensure employee safety, in the event of an emergency.	Complete

Documented Individual Accommodation Plans	The Individual Employee Accommodation Plan with its accompanying form has been formally put in place to jointly develop individual accommodation plans for employees with disabilities, whether the disability is permanent or temporary.	Complete
Return to Work Process	HKPRDHUs Return to Work process is a collaborative process between the organization and its' bargaining units with the goal of facilitating the return to work of employees who were absent because their disability required them to be away from work and establishes a documented individual accommodation plan.	Complete and On-going
Performance Management	HKPRDHU's Performance Management process is a collaborative process between the employee and their manager and considers the accessibility needs of an employee with disabilities, as well as individual accommodation plans.	Complete
Career Development	HKPRDHU's Professional Development process is a joint undertaking where responsibilities are shared between the organization and employees and considers the accessibility needs of an employee with disabilities, as well as individual accommodation plans.	Complete
Redeployment	Redeployment is the reassignment of employees to other departments or jobs as an alternative to layoff, when a job or department has been eliminated by the organization. Should the need for redeployment of an employee arise, HKPRDHU will consider the accessibility needs of its employees with disabilities, as well as individual accommodation plans.	Complete

DESIGN OF PUBLIC SPACES

<u>AODA Standard</u>	<u>Action (s)</u>	<u>Status</u>
Accessible Parking	HKPRDHU currently provides accessible parking spaces for all three office locations.	Complete
Service Counters	An Accessibility Audit was completed in 2014. Phase II renovations in the Port Hope office addressed the need for modifications to the reception area. Service counters, in the Lindsay and Haliburton offices have been modified to meet compliance standards.	Complete

MULTI-YEAR PLAN

Standard	Compliance Date	Status
Provide Accessible Customer Service	January 1, 2012	Complete
Provide Accessible Emergency and Public Safety Information	January 1, 2012	Complete
Provide Accessible Emergency Information to Staff	January 1, 2012	Complete
Create Accessible Policies and a Multi-Year Plan	January 1, 2014	Complete
Make Websites Accessible - WCAG 2.0 Level A	December 31, 2014	Complete
File an Accessibility Compliance Report	December 31, 2014	Complete
Train Staff on Ontario's Accessibility Laws	January 1, 2015	Complete and On-Going
Make It Easy for People with Disabilities to Provide Feedback	January 1, 2015	Complete
Make Public Information Accessible Upon Request	January 1, 2016	Complete
Make Employment Practices Accessible	January 1, 2016	Complete
Make New/Re-developed Public Spaces Accessible	January 1, 2017	Complete
File an Accessibility Report	December 31, 2017	Complete
Re-visit Multi-Year Plan	January 1, 2018	Complete
Make all Websites and Web Content Accessible - WCAG 2.0 Level AA	January 1, 2021	Complete
File an Accessibility Report *Originally due December 31, 2020	June 30, 2021*	Complete
File an Accessibility Compliance Report	December 31, 2023	Pending
Fully Accessible	January 1, 2025	Pending

SUMMARY

HKPRDHU is committed to ensuring all locations, programs, and services that we provide are fully accessible to all individuals. We welcome any/all feedback and encourage members of the public and staff to continue to assist in identifying, removing, and preventing barriers.

Should you have any questions, concerns or require more information, please do not hesitate to contact our human resources department by:

Mail: Haliburton, Kawartha, Pine Ridge District Health Unit
200 Rose Glen Road
Port Hope ON L1A 3V6

Telephone: 1-866-888-4577

Fax: 905-885-9551

Email: info@hkpr.on.ca

Our accessibility plan is publicly posted at www.hkpr.on.ca/my-health-unit/accessibility/. Standard and accessible formats of the document are free on request.