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|  | POLICY, PRACTICE AND PROCEDURE |
| **TITLE:** Integrated Accessibility Standards Policy  | **MANUAL:** Organizational Practice |
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1. **PURPOSE**

This policy has been established by Chatham-Kent Community Health Centres (CKCHC) to govern the provision of services with Regulation 191/11, “Integrated Accessibility Standards” (“Regulation”) under the *Accessibility for Ontarians with Disabilities Act, 2005.* These standards are developed to break down barriers and increase accessibility for persons with disabilities in the areas of information, communications and employment.CKCHC is governed by this policy as well as the Accessibility Standards for Customer Service Policy and the *Accessibility for Ontarians with Disabilities Act, 2005* in meeting the accessibility needs of persons with disabilities.

1. **SCOPE**

This policy applies to all employees, contractors, sub-contractors, students and volunteers.

1. **POLICY**
	1. CKCHC is committed to treating all people in a way that allows them to maintain their dignity and independence. CKCHC believe in integration and equal opportunity.
	2. CKCHC is committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).
	3. The CKCHC is committed to excellence in serving all individuals and providing services and programs in compliance under this Act.
	4. In accordance with the AODA, CKCHC will take the steps possible to ensure access to employment, student placement, volunteer opportunities, and the Centre’s facilities for any individual with a disability.
	5. This policy will be implemented in accordance with the time frames established by the Regulation (refer to CKCHC-Accessibility IAS MultiYear Plan 2019-2020 Updated 07 22 19) and the legislating reporting requirements until 2025.
2. **PROCEDURE**
	1. **Accessibility Multi-Year Plan (the “Accessibility Plan”)**
* CKCHC will develop, maintain and document an Accessibility Multi-Year Plan outlining the company’s strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.
* The Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on the company’s website. Upon request, CKCHC will provide a copy of the Plan in an accessible format.
	+ 1. **Self-Service Kiosks**
* CKCHC will have consideration for accessibility when designing, procuring or acquiring any self-serve kiosks to better serve persons with disabilities.
	+ 1. **Training Employees and Volunteers**
* CKCHC will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and continue to provide training on the *Human Rights Code* as it pertains to persons with disabilities, to:
	+ all its employees and volunteers;
	+ all persons who participate in developing CKCHC policies; and,
	+ all other persons who provide goods, services or facilities on behalf of the company
* The training will be appropriate to the duties of the employees, volunteers and other persons.
* Employees will be trained when changes are made to the accessibility policy. New employees will be trained during orientation.
* CKCHC will keep a record of the training it provides.
	1. **INFORMATION AND COMMUNICATIONS STANDARDS**
		1. **Feedback**
* CKCHC will continue to 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 communications supports, upon request.
* Feedback (complaints) related to accessibility of CKCHC facilities, programs and services will be addressed in accordance with the Centre’s Client Experience policy and procedure.
	+ 1. **Accessible Formats and Communication Supports**
* Upon request, CKCHC will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person’s accessibility needs due to disability.
* CKCHC will consult with the person making the request in determining the suitability of an accessible format or communication support.
* CKCHC will also notify the public about the availability of accessible formats and communication supports.
	+ 1. **Accessible Websites and Web Content**
* CKCHC will ensure that all Internet website, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where this is impracticable.
	1. **EMPLOYMENT STANDARDS**
		1. **Recruitment**
* CKCHC will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.
	+ 1. **Recruitment, Assessment or Selection Process**
* CKCHC will 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.
* If a selected applicant requests an accommodation, CKCHC will 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.
	+ 1. **Notice to Successful Applicants**
* When making offers of employment, CKCHC will notify the successful applicant of its policies for accommodating employees with disabilities.
	+ 1. **Informing Employees of Supports**
* CKCHC will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.
	+ 1. **Accessible Formats and Communication Supports for Employees**
* Upon the request of an employee with a disability, CKCHC will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other employees.
* In determining the suitability of an accessible format or communication support, CKCHC will consult with the employee making the request.
	+ 1. **Workplace Emergency Response Information**
* CKCHC will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if CKCHC is aware of the need for accommodation due to the employee’s disability. CKCHC will provide this information as soon as practicable after becoming aware of the need for accommodation.
* Where the employee requires assistance, CKCHC will, with the consent of the employee, provide the workplace emergency response information to the person designated by CKCHC to provide assistance to the employee.
* CKCHC will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee’s overall accommodations needs or plans are reviewed.
	+ 1. **Documented Individual Accommodation Plans**
* CKCHC will maintain a written process for the development of documented individual accommodation plans for employees with disabilities.
* If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans.
* In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.
	+ 1. **Return to Work Process**
* CKCHC maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.
* The return to work process outlines the steps CKCHC will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.
* This return to work process will not replace or override any other return to work process created by or under any other statute (i.e. the Workplace Safety Insurance Act, 1997).
	+ 1. **Performance Management, Career Development and Advancement & Redeployment**
* CKCHC will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.
1. **RELATED DOCUMENTS/REFERENCES**
	1. AODA, 2005 Customer Service and Integrated Accessibility Standards Multi-Year Plan
	2. Fast Facts Sheet – AODA (Updated: September 16, 2016)
	3. CK-OP-101 – Accessibility Policy
	4. Accessibility Notice of Availability of Documents 072219
	5. Accessibility For Ontarians with Disabilities Policy Statement

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| **POLICY REVISIONS SUBSEQUENT TO ORIGINAL APPROVAL** |
| **No.** | **Initiator Title** | **Reason for Revision** | **Updated By Title** | **Date** | **Approver Title** |
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