

Chatham-Kent Community Health Centres						
ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005						2019 - 2020 STATUS & ACTION TO BE COMPLETED STILL
INTEGRATED ACCESSIBILITY STANDARDS – Multi Year Plan						
Part I – GENERAL REQUIREMENTS						
Section	Initiative	Description	Original Action	Status	Compliance Date	
3	Establishment of Accessibility Policies	3. (1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation	Draft policy	Complete	January 1, 2014	Will continue to monitor Policies and update accordingly
4	Accessibility Plans	4. (1) Large organizations shall, a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation;	a) Plan drafted, waiting for approval	Complete	January 1, 2014	On-going projects completed to date: 1. Wayfinding CH site 2. Design of WI site 3. Client Counter at WB
		b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and	b) Once plan is approved it will be posted and provided in an accessible upon request	Complete	January 1, 2014	On-going
		c) Review and update the accessibility plan at least once every five years	c) Plan will be reviewed and updated every 5 years	Complete	January 1, 2014	On-going. Original plan posted on shared drive and updated in July 2019.
6	Self-Serve Kiosks	6. (2) Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.	Not applicable	Not applicable	January 1, 2014	
7	Training	7. (1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to, (a) all employees, and volunteers; (b) all persons who participate in developing the organization's policies (c) all other persons who provide goods, services or facilities on behalf of the organization.	Need to determine method of training for: a) All employees and volunteers b) All persons who participate in developing the organizations policies c) All other persons who provide goods or services on behalf of the CHC	Complete	January 1, 2015	On-going training of new staff, students and volunteers. Staff training was completed on September 28, 2016 per legislative changes. A Fast Fact Sheet was created as a reference. Policies under review in preparation for Accreditation.
PART II – Information and Communications Standards						
11	Feedback	11. (1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request	Accessible formats and communication our employees will be able to utilize to provide feedback. Be sure to train staff that accessible formats will be available upon request of an employee.	Complete	January 1, 2015	
12	Accessible Formats & Communication Supports	12. (1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, a) in a timely manner that takes into account the person's accessibility needs due to disability; and b) at a cost that is no more than the regular cost charged to other persons	Requests to provide or arrange for the provision of accessible formats and communication supports for persons with disabilities will be handled in a timely manner that is cost efficient.	Complete	January 1, 2016	
		12. (2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support	Organization will consult with the person making the request to determine that the appropriate accommodations are being made	On-going	January 1, 2016	On-going

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		12. (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports	Determine means to notify the public about the availability of accessible formats and communication supports	Complete	January 1, 2016	
13	Emergency Procedures, Plans or Public Safety Info	13.(1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	We will provide the information in an accessible format or with appropriate communication supports upon request.	Complete	January 1, 2012	On-going
14	Accessible Websites & Web Content	14.(2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	Test new website to determine what changes need to be made.	January 1, 2014 Compliance Requirements Complete	January 1, 2014 New internet websites and web content on those sites must conform with WCAG 2.0 Level A. January 1, 2021 All internet websites and web content must conform with WCAG 2.0 Level AA, other than, • success criteria 1.2.4 Captions (Live) • success criteria 1.2.5 Audio Descriptions (Pre-recorded).	Website is currently being refreshed to meet the January 1, 2021 requirements.
PART III – Employment Standard						
22	Recruitment – General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Include statement in job postings- ‘We are committed to providing accommodations to persons with disabilities if you require an accommodation we will work with you to meet your needs’	Complete	January 1, 2016	Complete. HR policies and documents (e.g. job postings and job descriptions) have been updated.
23	Recruitment, Assessment or Selection Process	23. (1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.	Determine how to notify the applicants to let them know about accommodation supports	Complete	January 1, 2016	On-going
			Identify language to be used Identify barriers of interview rooms and testing rooms Accommodating interviewing timelines			
		(2) If a selected applicant requests an accommodation, the employer shall 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.	Suitable accommodations that takes into account the applicants accessibility needs will be put in place.	Complete	January 1, 2016	On-going

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24	Notice to Successful Applicants	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities	Update offer letter to include CKCHC's accommodation processes that are in place	Complete	January 1, 2016	On-going
25	Informing Employees of Supports	25. (1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability	Circulate policy, train staff and volunteers on policies etc.	Complete	January 1, 2016	
		25. (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment	Will be provided at orientation of new staff	Complete	January 1, 2016	
		25. (3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	Will update staff and volunteers on any changes to existing policies	Complete	January 1, 2016	On-going
26	Accessible Formats & Communication Supports for Employees	26.(1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, (a) Information that is needed in order to perform the employee's job; and (b) Information that is generally available to employees in the workplace	a) Ensure all information an employee needs to do their job is accessible. b) Ensure all necessary information regarding accessibility is available to all staff	Complete	January 1, 2016	
		26. (2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	Ensure employers meets with employee to verify the request and insure it is communicated in an accessible format	Complete	January 1, 2016	
27	Workplace Emergency Response Information	27. (1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.	Send out reminder that it is part of the employees obligation to inform employer of a need for accommodation for individualized emergency response information	Complete	January 1, 2012	On-going
		(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee	Provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.	Complete	January 1, 2012	On-going
		(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.	Provide the information required as soon as possible after the employer becomes aware of the need for accommodation	Complete	January 1, 2012	On-going
		(4) Every employer shall review the individualized workplace emergency response information,		Complete	January 1, 2012	
		28. (1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	Human Resources will develop and document individual accommodation plans	Complete	January 1, 2016	

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Part I – GENERAL REQUIREMENTS

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28	Documented Individual Accommodation Plans	28. (2) The process for the development of documented individual accommodation plans shall include the following elements: <ol style="list-style-type: none"> 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved. 	See Accommodation Process Policy and fill out Individual Accommodation Plan	Complete	January 1, 2016	On-going
		4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.				On-going
		5. The steps taken to protect the privacy of the employee's personal. 6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done. 7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee. 8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.				On-going
29	Return to Work Process	29. (1) Every employer, other than an employer that is a small organization, (a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and (b) shall document the process.	Consult with Human Resources on current Return to Work Process and Policy and ensure it meets AODA requirements	Complete	January 1, 2016	
		29. (2) The return to work process shall, (a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and (b) use individual documented accommodation plans, as described in section 28, as part of the process	Ensure return to work process outlines the steps the employer will take to facilitate the return to work and use an individual documented accommodation plan	Complete	January 16, 2016	
		29. (3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute		Complete	January 1, 2016	

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30	Performance Management	30.(1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	<p>Process is fully accessibly. We provide paper or electronic documents for employees and managers to fill out</p> <p>Electronic, paper and oral format</p> <p>For employees with individual accommodation plans accessible formats will be available</p>	Complete	January 1, 2016	
31	Career Development & Advancement	31. (1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	<p>See section 30.</p> <p>For employees with individual accommodation plans development and advancement opportunities will be available in accessible formats</p>	Complete	January 1, 2016	On-going
32	Redeployment	32.(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	Consult with Human Resources to ensure accessibility needs are being met when redeploying employees with disabilities	Complete	January 1, 2016	On-going