

2013-  
2018

# Erie St. Clair CCAC Multi-Year Accessibility Plan



*Erie St. Clair*

**CCAC** **CASC**

Community  
Care Access  
Centre

Centre d'accès  
aux soins  
communautaires  
*d'Érié St-Clair*



# Erie St. Clair CCAC Multi-Year Accessibility Plan

## The Erie St. Clair CCAC and Accessibility

The Erie St. Clair Community Care Access Centre (ESC CCAC) cares for over 37,000 residents annually by providing them with home and community health services. Through our mission, Outstanding Care – Every Person, Every Day, we realize the promise of quality care provision for our residents. Additionally, our Patient Declaration of Values – Dignity, Compassion, Accountability, Communication and Efficiency are all reflective of our dedication to serve the patients of our diverse communities fairly and equitably. These values are representative of the culture of ESC CCAC and our commitment to our public.

## Statement of Organizational Commitment

The Erie St. Clair CCAC is committed to providing a respectful, accessible and inclusive environment for all patients, employees, partners and public. The ESC CCAC is dedicated to serving our residents in a way that allows them to maintain their dignity and independence and we believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting the accessibility requirements and standards in accordance with Ontario's *Accessibility for Ontarians with Disabilities Act (AODA)*.

## Background and Context

In 2005, the Government of Ontario passed *The Accessibility for Ontarians with Disabilities Act (AODA)*, with the goal of making the Province of Ontario Accessible by 2025. With this legislation, comes phased in accessibility standards that all businesses and organizations in Ontario must adopt and implement in order to ensure that people with disabilities have greater opportunity to partake in activities of daily life.

The AODA identifies areas for accessibility standards which include:

- Customer Service

The Accessibility Standards for Customer Service (Regulation 429/07), which came into effect January 1, 2008, established accessibility standards specific to customer service for public and private sector organizations and other individuals who provide goods and services to members of the public. In 2010, the Erie St. Clair Community Care Access Centre introduced an [Accessible Customer Service Policy](#) in compliance with the Accessibility for Ontarians with Disabilities Act, 2005.

- Information and Communication
- Employment
- Transportation (not applicable to the ESC CCAC)

The information and communications, employment, and transportation standards have been combined under one regulation, the Integrated Accessibility Standards (Regulation 191/11). The Integrated



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Accessibility Standards Regulation (IASR) is now law and the requirements currently in regulation are being phased in between 2011 and 2021.

- Built Environment

An accessibility standard for the built environment (buildings and outdoor spaces) is in development and is not yet law.

The following multi-year accessibility plan builds on our previous work in creating an accessible environment, identifies our accomplishments to date, and outlines the standards and deliverables that will be implemented over the next five years in our efforts to identify and remove barriers for people with disabilities.

## Multi-Year Accessibility Plan

Act Section & Description	Action	Status	Responsibility
<b>Part II: Information and Communication Standards Completed by January 1, 2012</b>			
<b>13. Emergency procedures, plans or public safety information.</b> <ul style="list-style-type: none"> <li>• Emergency Procedures, plans or public safety information provided in an accessible format or with appropriate communication supports upon request.</li> </ul>	Visitor badges have emergency procedures listed on back	Completed	Human Resources Facilities
<b>Part III: Employment Standards Completed by January 1, 2012</b>			
<b>27. Workplace emergency response information.</b> <ul style="list-style-type: none"> <li>• Provide individualized workplace emergency response information to employees who have a disability.</li> <li>• If an employee who received individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the</li> </ul>	Workplace emergency response information/ procedure developed, approved and communicated to staff Employees are advised during orientation if emergency assistance is needed to advise HR. Reminders to staff provided annually Review of emergency assistance requirements occurs upon return to work	Completed	Human Resources



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workplace emergency response information to the person designated by the employer to provide assistance to the employee.	meeting as required		
<b>Part I: General Completed by January 1, 2014</b>			
<b>3. Establishment of accessibility policies.</b> <ul style="list-style-type: none"> <li>Develop, implement and maintain policies on how ESC CCAC achieves or will achieve accessibility.</li> <li>Make the documents publicly available and in accessible format upon request.</li> </ul>	<ul style="list-style-type: none"> <li>Statement of Commitment communicated and posted on the intranet and internet</li> <li>Accessible format available upon request</li> <li>Accessible Customer Service Policy drafted, approved and distributed to staff</li> <li>Employment Accommodations for Persons with Disabilities policy drafted, approved and distributed to staff</li> </ul>	Completed	Human Resources Communications Quality Facilities
<b>4. Accessibility Plans</b> <ul style="list-style-type: none"> <li>Establish, implement maintain and document a Multi-Year Accessibility Plan which outlines ESC CCAC's strategy to identify, remove and prevent any barriers to accessibility and meets its requirements.</li> <li>Post Plan on the website.</li> <li>Prepare annual status report and post to website.</li> <li>Provide the plan/report in accessible format upon request.</li> </ul>	<ul style="list-style-type: none"> <li>Multi-Year Accessibility Plan and Policies for ESC CCAC created and communicated via internet and intranet</li> <li>Plan is reviewed annually</li> <li>Accessible format available upon request</li> </ul>	Completed	Human Resources Communications Quality
<b>Part II: Information and Communication Standards Completed by January 1, 2014</b>			
<b>14. Accessible websites and web content.</b> <ul style="list-style-type: none"> <li>Make internet website and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines</li> </ul>	<ul style="list-style-type: none"> <li>Website and content conforms to guidelines.</li> </ul>	Completed	Communications



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(WCAG) 2.0 Level 1			
<b>Part I: General</b>			
<b>To be completed by January 1, 2015</b>			
<b>7. Training</b> <ul style="list-style-type: none"> <li>• Training provided to all employees, volunteers, contractors in regards to the Human Rights Code pertaining to persons with disabilities.</li> <li>• Must keep a record of the dates when the training was offered and the number of participants.</li> </ul>	<ul style="list-style-type: none"> <li>• All CCAC employees, students, volunteers, consultants are required to complete AODA Customer Service e-learning module within one month of start, this is tracked and reported</li> <li>• Review relevant legislation</li> <li>• Develop content for CCAC specific requirements for training</li> <li>• Develop program and training delivery</li> <li>• Implement and complete training for all required persons</li> </ul>	Completed	Human Resources Communications
<b>Part II: Information and Communication Standards</b>			
<b>To be completed by January 1, 2015</b>			
<b>11. Feedback</b> <ul style="list-style-type: none"> <li>• Process for receiving and responding to feedback to ensure that the processes are accessible or arrange for accessible formats upon request.</li> <li>• Notify the public about the availability of accessible formats and communication supports.</li> </ul>	<ul style="list-style-type: none"> <li>• Develop communications strategy to ensure all employees, patients, public are aware of feedback process.</li> <li>• Communicate that alternate formats of feedback process are available upon request</li> </ul>	Completed	Communications
<b>Part II: Information and Communication Standards</b>			
<b>To be completed by January 1, 2016</b>			
<b>12. Accessible formats and communication supports.</b> <ul style="list-style-type: none"> <li>• Upon request provide or arrange for the provision of accessible formats and communication supports. <ul style="list-style-type: none"> <li>• In a timely manner</li> <li>• At a cost that is no more than the regular cost charged to other persons.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• ESC CCAC will provide accessible formats and communication upon request</li> </ul>	Completed	Communications



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<ul style="list-style-type: none"> <li>• Consult with the person making the request in determining the accessible format or communications supports.</li> <li>• Notify the public about the availability of accessible formats and communication supports.</li> </ul>			
<b>Part III: Employment Standards</b> <b>To be completed by January 1, 2016</b>			
<b>22. Recruitment – general</b> <ul style="list-style-type: none"> <li>• Notify employees and public about the availability of accommodations for applicants with disabilities</li> </ul>	Scripting has been developed and will be posted on the intranet site	Completed	Human Resources Communications
<b>23. Recruitment, assessment or selection process.</b> <ul style="list-style-type: none"> <li>• 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.</li> <li>• If 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.</li> </ul>	Pre-screening tool for applicants to include information about the availability of accommodations for applicants with disabilities  Develop process for accommodating requests of applicants during the interview	Completed	Human Resources
<b>24. Notice to successful applicants.</b> <ul style="list-style-type: none"> <li>• When making offers of employment, notify the successful applicant of ESC CCAC’s policies for accommodating employees with disabilities.</li> </ul>	Reference to availability of accommodations for employees with disabilities will be made during the verbal offer stage. Cover letter for the offer letter will reference availability of	Completed	Human Resources



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	accommodations for employees with disabilities		
<p><b>25. Informing employees of supports.</b></p> <ul style="list-style-type: none"> <li>• Inform employees of policies used to support employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account and employee's accessibility needs due to disability.</li> <li>• Provide information to 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.</li> </ul>	<p>Policies are reviewed during corporate orientation and sent out for review annually thereafter</p> <p>Changes to policies are reviewed with the Unions and sent out to all staff; Meetings to be coordinated with employees who have existing plans that may be impacted by changes to policy.</p>	Completed	Human Resources
<p><b>26. Accessible formats and communications supports for employees.</b></p> <ul style="list-style-type: none"> <li>• Employer to consult with the employee requesting the accommodation for the following:             <ul style="list-style-type: none"> <li>• Information that is needed in order to perform the job.</li> <li>• Information that is generally available to employees.</li> </ul> </li> <li>• Employer to consult with employee on suitable format/support.</li> </ul>		Completed	Human Resources
<p><b>27. Accommodation</b></p> <ul style="list-style-type: none"> <li>• Employer will provide information as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.</li> </ul>	As soon as the Employer is notified of the need to accommodate, a meeting is held with the Employee, their Union representative where applicable to review policy, develop accommodation plan, and plan is documented in letter with a copy to the	Completed	Human Resources



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	employee		
<p><b>28. Documented individualized accommodation plans.</b></p> <ul style="list-style-type: none"> <li>• Shall develop and have in place a written process for the development of documented individualized accommodation plans for employees with disabilities.</li> <li>• Process for the development of documented individualized plans shall include the eight elements reference in the Regulation.</li> </ul>	<p>Policies developed, approved and sent out to staff:</p> <p>Accommodation/Return to Work</p> <p>Workplace Emergency Response for Employees Requiring Assistance During an Evacuation</p>	Completed	Human Resources
<p><b>29. Return to work process.</b></p> <ul style="list-style-type: none"> <li>• Shall develop and have in place a return to work process for its employees who have been absent from work due to disability and required disability related accommodations in order to return to work.</li> <li>• Shall document the process and steps the employer will take to facilitate the return to work.</li> </ul>	<p>Policies developed, approved and sent out to staff:</p> <p>Accommodation/Return to Work</p> <p>Workplace Emergency Response for Employees Requiring Assistance</p>	Completed	Human Resources
<p><b>30. Performance management.</b></p> <ul style="list-style-type: none"> <li>• The employer shall take in account the accessibility needs of employees with disabilities, as well as individualized accommodation plans, when using its performance management process with respect to employees with disabilities.</li> </ul>	<p>Policies to be revised to include reference to accessibility needs during the performance management process</p>	Completed	Human Resources
<p><b>31. Career development and advancement.</b></p> <ul style="list-style-type: none"> <li>• Employer shall take into account the accessibility needs of its employees with disabilities as well as any individualized</li> </ul>	<p>Policies to be developed regarding career development and accessibility needs</p>	Completed	Human Resources





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accommodation plan, when providing career development and advancement to its employees with disabilities.			
<b>32. Redeployment</b> <ul style="list-style-type: none"> <li>Employer shall take into account the accessibility needs of its employees with disabilities, as well as individualized accommodation plans when redeploying employees with disabilities.</li> </ul>	Current policies to be revised to reference internal transfer and the accessibility needs of employees with disabilities, as well as individualized accommodation plans when redeploying employees with disabilities. Internal transfer letter refers to accommodation requirements	Completed	Human Resources
<b>Part IV.1: Design of Public Spaces Standards (Accessibility Standards for the Built Environment)</b> <b>To be completed by January 1, 2017</b>			
<ul style="list-style-type: none"> <li>Make exterior paths of travel accessible.</li> <li>Make parking accessible.</li> <li>Make service counters, queuing guides and waiting areas accessible.</li> <li>Maintain the accessible parts of your public spaces.</li> </ul>		To Complete	Facilities
<b>Part II: Information and Communication Standards</b> <b>To be completed by January 1, 2021</b>			
<b>14. Accessible websites and web content.</b> <ul style="list-style-type: none"> <li>Make internet website and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.</li> </ul>	<ul style="list-style-type: none"> <li>ESC CCAC internet and intranet web content will conform with legislative requirements.</li> </ul>	To Complete	Communications

## Further Information

To obtain this document in an alternate format or for additional information, please contact Dave Richie, Lead, Communications & Public Affairs at 1-888-310-8881, ext. 7230, [dave.richie@esc.ccac-ont.ca](mailto:dave.richie@esc.ccac-ont.ca).

Links to Regulations

- [Ministry of Economic Development, Trade and Employment - IASR Homepage](#)



## Erie St. Clair CCAC Multi-Year Accessibility Plan

- [AODA: Customer Service Standards](#)
- [AODA: Integrated Accessibility Standards](#)
- [AODA: Built Environment Standard](#)