



South East Community Care Access Centre Multi-Year Accessibility Plan (2014-2018)

Introduction

The South East Community Care Access Centre (South East CCAC) is dedicated to assisting people access the care they need so that they can continue living in their homes and communities. Caring for people effectively and efficiently, CCACs coordinate care seamlessly across a range of different home care and community services. South East CCAC is working as part of a health care system to better deliver outstanding care – every person – every day.

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 businesses and organizations in Ontario must embrace, and commit to meeting, so that people with disabilities have more opportunities to participate in everyday life. South East CCAC strives to meet accessibility and accommodation requirements as prescribed in the Accessibility for Ontarians with Disabilities Act (AODA).

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 Communication,
- Employment,
- Transportation (not applicable to South East CCAC), and
- Built Environment.

The Accessibility Standard for Customer Service was the first standard to become law as Ontario Regulation 429/07 on January 1, 2008 and took effect on January 1, 2010. South East CCAC is in full compliance with this standard:

- AODA policy and procedures are in place; these documents are posted for all staff to review in Policy Tech.
- 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 eLearning 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 upon request.

Statement of Commitment:

The South East Community Care Access Centre is committed to treating all people in a way that allows them to maintain their dignity and independence. 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 accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Plan Purpose & Overview:

This 2014-2018 accessibility plan outlines the policies and actions that the South East Community Care Access Centre (South East CCAC) will put in place to improve opportunities for people with disabilities.

In working towards its goals to provide a barrier free environment to persons with disabilities, the South East CCAC will act conscientiously and in keeping with its own policies and with relevant legislation.

In accordance with the requirements set out in the Integrated Accessibility Standard, South East CCAC will:

- Establish, review and update this plan
- Post this plan on its website
- Report as required on its website on the progress of the implementation of this plan;
- Provide this plan in an accessible format, upon request; and
- Review and update this plan at least once every five (5) years

MULTI-YEAR ACCESSIBILITY PLAN

South East Community Care Access Centre

Version:

IASR Requirement	Current Status	Next Steps	Staff Lead	Due Date	Status
1.0 AODA Standard: IASR General Requirements					
1.1 Establishment of accessibility policies Reg - Sec 3(1)(2)(3)(4)	Created policies that described how the organization meets the requirements under IASR. Policies are in writing and available in an accessible format upon request. The following Policies & Procedures are in place and are reviewed by employees on an annual basis: 1.1.2 Accessibility Customer Service Policy 1.1.22 Integrated Accessibility Standards Policy Policies are available to the public in accessible formats, upon request.	The policy will be required review for all staff and board members and incorporated into orientation for new staff.	Manager, Organizational Development	Jan. 1/14	Complete
1.2 Train all staff and volunteers (including Board Members) on what they have to do under the IASR and on aspects of the Human Rights Code that relate to accessibility. Reg - Sec 7(1)(2)(3)(4)(5)(6)	Training provided on IASR standards to all staff and board members. Any changes are communicated through P&P's. Records of training dates for staff and board members are documented. Within the first 30 days of hire, all new staff complete an AODA education module that provides an overview of the standards and our organizational and individual commitments. AODA training is incorporated into Board orientation.		Manager, Organizational Development	Jan. 1/15	Complete
1.3 Accessibility Plans Reg - Sec 4(1)(4)	Complete Multi-Year Accessibility Plan, post on website and make available in accessible formats, upon request.	Review and update of the plan at least once every five years.	Manager, Organizational Development	Jan. 1/14	Complete
		Complete Government Accessibility Report	Manager, OD	Dec. 31/17	Not Started
		Update Multi-Year Accessibility Plan	Manager, OD	Jan. 1/19	Not Started
		Complete Government Accessibility Report	Manager, OD	Dec. 31/20	Not Started
		Complete Government Accessibility Report	Manager, OD	Dec. 31/23	Not Started

IASR Requirement	Current Status	Next Steps	Staff Lead	Due Date	Status
2.0 AODA Standard: Information and Communications					
<p>2.1 When asked, make your emergency and public safety information accessible to the public. Reg - Sec 13 (1)(2)</p>	<p>Emergency and public safety information is available to the public on our website. A link is posted to a government publication called the Emergency Preparedness Guide for People with Disabilities/Special Needs.</p> <p>The South East CCAC’s emergency response plan is available in accessible formats upon request.</p>			Jan. 1/12	Complete
<p>2.2 All new internet websites and web content on those sites must conform with WCAG 2.0 level A Reg - Sec 14(2)(4)</p>	<p>South East CCAC is compliant with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at level A and increasing to Level AA (by Jan 1, 2021).</p>		Manager, Communications	Jan. 1/14	Complete
<p>2.3 Make your feedback processes, like surveys or comment cards, accessible when asked. Reg - Sec 11 (1)(2)(3)(4)</p>	<p>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 the provision of accessible formats and communications supports, upon request and notify public of the same.</p> <p>Upon request, the South East CCAC provides or arranges for the provision of accessible formats and communications supports for persons with disabilities to participate in feedback/survey processes.</p>		Manager, Organizational Development	Jan. 1/15	Complete
<p>2.4 Make information about your organization’s goods,</p>	<p>Upon request, the South East CCAC provides or arranges for the provision of</p>		Manager, Communications	Jan. 1/16	Complete

IASR Requirement	Current Status	Next Steps	Staff Lead	Due Date	Status
services and facilities accessible upon request. Reg - Sec 12 (1)(2)(3)(4)(5)	accessible formats and communications supports for accessing information. Program brochures and website will notify the public about the availability of accessible formats and communication supports.				
2.5 All internet website and website content conforms with WCAG 2.0 level AA (excluding live captioning and audio description). Reg - Sec 14(2)(4)	See 2.2 Above	Develop and finalize a plan to achieve website and web content compliance to level AA.	Manager, Communications and Manager, IT	Jan. 1/21	Not started
3.0 AODA STANDARD: EMPLOYMENT					
3.1 When necessary, provide individual plans to help employees with disabilities during emergency or emergency information that's formatted so an employee with a disability can understand it. Reg - sec 27	Providing Emergency Response Information for Employees with Disabilities. Policy in place and requires annual review by staff. This Policy identifies the responsibilities of the various workplace parties and sets out the process for establishing individual emergency plans for employees with disabilities.		Manager, Organizational Development	Jan. 1/12	Complete
3.2 Notify employees, potential hires and public that accommodations can be made during recruitment, assessment and selection processes for people with disabilities Reg - sec 22	When requested, potential hires with disabilities are accommodated during the recruitment, assessment and selection process.		Manager, HROD	Jan. 1/16	Complete
3.3 Notify applicant who are selected to progress	Provide the appropriate suitable accommodation if requested - must consult		Manager, HROD	Jan. 1/16	Complete

IASR Requirement	Current Status	Next Steps	Staff Lead	Due Date	Status
through the process of the availability of accommodations upon request with respect to any processes or materials provided during recruitment (only need to inform individuals selected for recruitment - not all applicants). Reg – sec 23	with the individual when arranging for the accommodation.				
3.3 Notify new hires and staff of policies for accommodating employees with disabilities Reg - sec 24, 25	AODA training is part of the orientation process. Policies and procedures are reviewed by new staff in Policy Tech.		Manager, HROD	Jan. 1/16	Complete
3.4 Provide employees with accessible formats and communication supports for information that is needed in order to perform the employee’s job, and information that is generally available in the workplace. Must consult with employee with a disability who made this request. Reg – sec 26	We provide employees with accessible formats when requested.		Manager, OD	Jan. 1/16	Complete
3.5 Have in place a written process to develop individual accommodation plans for employees with a disability. Reg - sec 28	We have developed and implemented a written process for documenting individual accommodation plans for employees with disabilities.		Manager, OD	Jan. 1/16	Complete
3.6 Have a written return to	A return to work policy and procedure is in		Manager, HROD	Jan. 1/16	Complete

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work process in place for employees who have been absent due to a disability Reg - sec 29	place to ensure an individualized accommodation plan is established for persons who have been absent due to an injury, illness or due to a disability.				
3.7 If your office uses performance management, career development and redeployment processes, take the needs of employees with disabilities into account Reg - sec 30 and 31	Progressive discipline, performance appraisal and professional development policies and procedures have been updated to ensure the needs of employees with disabilities are taken into account.		Manager, HROD	Jan. 1/16	Complete
4.0 AODA STANDARD: DESIGN OF PUBLIC SPACES					
4.1 Make new or redeveloped spaces accessible	Not Applicable at this time	Not Applicable at this time			
4.2 Maintain accessible elements of public spaces	Not Applicable at this time	Not Applicable at this time			

AODA STANDARDS NOT APPLICABLE

AODA Standard	Not Applicable	Reference
Procuring or acquiring goods, services or facilities	Not applicable as the CCAC's are not listed as a "designated public sector organization"	Reg – sec 5
Educational and training resources and materials	Not applicable as we are not an educational or training institution, library or text book producer	Reg. sec 15, 16, 17, 18, 19
Transportation Standards	Not applicable as we do not provide transportation to the public or employees.	Reg - sec 33 - 80

For more information

For more information on this accessibility plan, please contact Stacey Airhart, **Organizational Development Manager**:

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Accessible formats of this document are available free upon request. Please contact Gary Buffett, Communications Manager at 613-544-8200 extension 2298