



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
- Design of Public Spaces

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 General Requirements					
1.1 Establishment of accessibility policies. Reg - Sec 3 (1)(2)(3)	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 Integrated Accessibility Standards Policy 1.1.2.1 Integrated Accessibility Standards Procedure 1.1.2.2 Accessible Customer Service Standards Procedure 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 Accessibility Plans. Reg - Sec 4 (1)(3)	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
		Complete Government Accessibility Report	Manager, OD	Dec. 31/20	Not Started
		Complete Government Accessibility Report	Manager, OD	Dec. 31/23	Not Started
1.3 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)	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.		Manager, Organizational Development	Jan. 1/15	Complete

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	AODA training is incorporated into Board and volunteer orientation.				
2.0 Information and Communications Standard					
<p>2.1 Make your feedback processes, like surveys or comment cards, accessible when asked.</p> <p>Reg - Sec 11 (1)(2)(3)</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 the 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>2.2 Make information about your organization’s goods, services and facilities accessible upon request.</p> <p>Reg - Sec 12 (1)(2)(3)(4)(5)</p>	<p>Upon request, the South East CCAC shall provide or arrange for the provision of accessible formats and communication supports for persons with disabilities. This will occur in a timely manner that takes into account the person’s disability and will be provided at no cost.</p> <p>The South East CCAC will notify the public about the availability of accessible formats and communication supports.</p>		Manager, Communications	Jan. 1/16	Complete
<p>2.3 When asked, make your emergency and public safety information accessible to the public.</p> <p>Reg - Sec 13 (1)</p>	<p>Emergency procedures, plans or public safety information prepared by the South East CCAC and made available to the public shall be provided in an accessible format or with appropriate communication supports, as soon as practicable, upon request.</p>		Manager, Communications	Jan. 1/12	Complete

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2.4 All new internet websites and web content on those sites must conform with WCAG 2.0 level A. Reg - Sec 14 (2)(4)	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).		Manager, Communications	Jan. 1/14	Complete
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)(2)	See 2.4 above	Develop and finalize a plan to achieve website and web content compliance to level AA.	Manager, Communications	Jan. 1/21	Not started
3.0 Employment Standards					
3.1 Notify employees, potential hires and public that accommodations will 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
3.2 Notify applicants who are selected to progress 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	Provide the appropriate suitable accommodation if requested - must consult with the individual when arranging for the accommodation.		Manager, HROD	Jan. 1/16	Complete

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applicants). Reg – Sec 23 (1)(2)					
3.3 Notify new hires and staff of policies for accommodating employees with disabilities. Reg - Sec 24, 25 (1)(2)(3)	As part of the onboarding process, new hires are asked to disclose if they require a disability related accommodation. AODA training is part of the orientation process. Staff are required to read AODA policies and procedures annually.		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 the request. Reg – Sec 26 (1)(2)	We provide employees with accessible formats when requested.		Manager, OD	Jan. 1/16	Complete
3.5 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 (1)(2)(3)(4)	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
3.6 Have in place a written process to develop individual accommodation plans for employees with a disability.	We have developed and implemented a written process for documenting individual accommodation plans for employees with disabilities.		Manager, OD	Jan. 1/16	Complete

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Reg - Sec 28 (1)(2)(3)					
3.7 Have a written return to work process in place for employees who have been absent due to a disability. Reg - Sec 29 (1)(2)(3)	A return to work policy and procedure is in 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.		Manager, HROD	Jan. 1/16	Complete
3.8 If your office uses performance management, career development and redeployment processes, take the needs of employees with disabilities into account. Reg - Sec 30, 31 and 32	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. If redeployment should ever occur, needs of employees with disabilities will be taken into account.		Manager, HROD	Jan. 1/16	Complete
5.0 Design of Public Spaces Standards					
5.1 Make new or redeveloped spaces accessible Reg – Sec 80.2	Not applicable at this time	The South East CCAC will follow the design requirements if there is a newly constructed or redeveloped public space.	Manager, Facilities	Jan. 1/17	Started
6.0 Customer Service Standards					
6.1 Organizations shall develop, implement and maintain policies with regards to goods, services or facilities. Reg –Sec 80.46 (1-6)	The accessible customer service standard procedure is in place.		Manager, OD	Jan. 1/10	Complete
6.2 We are committed to welcoming people with disabilities and their service animals and or support persons.	Details are listed in the accessible customer service standard procedure. Updated procedure based on modifications to the definition of regulated health		Manager, OD	Jan. 1/10	Complete

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<p>Reg – Sec 80.47 (1-10)</p>	<p>professional. Legislation update notification on June 9, 2016.</p>				
<p>6.3 The public will be notified if there is a temporary disruption to goods, services or facilities that persons with disabilities may utilize. Reg – Sec 80.48 (1-5)</p>	<p>South East CCAC identifies the following facilities and services as being subject to the requirement for notification of temporary disruptions:</p> <ul style="list-style-type: none"> • Accessible parking • Accessible washrooms • Power door openers to public entrances • Public Elevators <p>Notice may be given by posting the information at a conspicuous place on premises owned or operated by the South East CCAC, by posting it on the South East CCAC’s website, or by such other method as is reasonable in the circumstances.</p>		<p>Manager, Facilities</p>	<p>Jan. 1/10</p>	<p>Complete</p>
<p>6.4 Train all members of your organization on accessible customer service and how to interact with people with different disabilities. Reg –Sec 80.49 (1-8)</p>	<p>All employees, volunteers and those who provide services on our behalf are trained on how to interact with people with different disabilities.</p>		<p>Manager, OD</p>	<p>July 1, 2016</p>	<p>Complete</p>
<p>6.5 A process will be developed to receive and respond to feedback based on how goods, services or facilities were provided to persons with disabilities. Reg – Sec 80.50 (1-7)</p>	<p>Feedback regarding the way the CCAC provides goods, services or facilities to people with disabilities can be made in person, by telephone or by email. Details are listed in the customer service standard procedure.</p>		<p>Manager, OD</p>	<p>Jan. 1/10</p>	<p>Complete</p>
<p>6.6 On request, documents will be provided to a person with a disability in an accessible format or with the communication support</p>	<p>The CCAC shall consult with the person making the request and give the person the documents, or the information contained in the documents, in an accessible format that takes into account the person’s</p>		<p>Manager, Communications</p>	<p>Jan. 1/10</p>	<p>Complete</p>

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they require. Reg – Sec 80.51 (1-2)	disability. This will be done in a timely manner and at a cost that is no more than the regular cost charged to other persons.				

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**:

- Phone: 613 544 8200 extension 4211
- Email: stacey.airhart@se.ccac-ont.ca

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