



**Ontario**

Toronto Central Local Health  
Integration Network

Réseau local d'intégration  
des services de santé  
du Centre-Toronto

# **Multi-Year Accessibility Plan**

**2016 - 2018**

## AODA Accessibility Plan

### Introduction

The *Accessibility for Ontarians with Disabilities Act, 2005*, is an Act with the purpose of developing, implementing and enforcing mandatory accessibility standards in all areas of daily life.

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 Toronto Central Local Health Integration Network introduced a Customer Service Policy in compliance with the Accessibility for Ontarians with Disabilities Act, 2005.

The information and communications, employment, and transportation standards have been combined under one regulation, the *Integrated Accessibility Standards (Regulation 191/11)*. The Integrated Accessibility Standards Regulation (IASR) is now law and the requirements currently in regulation are being phased in between 2011 and 2021. An accessibility standard for the built environment (buildings and outdoor spaces) is in development and is not yet law.

Toronto Central Local Health Integration Network 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 Disability Act (2005) Integrated Accessibility Standards Regulation 191/11. 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 three years in our efforts to identify and remove barriers for people with disabilities.

To obtain this document in an alternate format, please contact Trishelle Reynolds, Communications at 416-217-3820, extension 2506 or at [trishelle.reynolds@tc.lhins.on.ca](mailto:trishelle.reynolds@tc.lhins.on.ca)

YEAR	SECTION & STANDARD	DELIVERABLES	RESPONSIBILITY	STATUS
2016	<b>14 - Accessible Websites and Web Content</b> <ul style="list-style-type: none"> <li>Make new websites and web content on those sites conform with the WWW Consortium WCAG 2.0 – Level AA by 2012</li> </ul>	<ul style="list-style-type: none"> <li>Ensure all websites and web content conform to Level AA</li> </ul>	Communications Information Management HSSO	Ongoing <input checked="" type="checkbox"/>
2017	<b>22 – Recruitment</b> <b>23 – Recruitment, Assessment or Selection Process</b> <b>24 - Notice to successful applicants</b> <b>25 - Informing employees of supports</b> <b>28 - Documented individual accommodation plans (IAP)</b> <b>29 - Return to work process</b>	<ul style="list-style-type: none"> <li>Ensure all Recruitment policies are reviewed and revised to include accommodating employees with disabilities</li> <li>Ensure employment letters reflect revised policies</li> </ul>	Human Resources	Completed <input checked="" type="checkbox"/>
2018	<b>30-Performance Management</b> <b>31 - Career development and advancement</b> <b>32 - Redeployment</b>	<ul style="list-style-type: none"> <li>Update Accommodation Policy to reflect that accessibility needs of employees with disabilities are taken into consideration when employees move within the organization</li> </ul>	Human Resources Organizational Development	Outstanding <input type="checkbox"/>
	<b>4 - Accessibility Plans</b> <ul style="list-style-type: none"> <li>Review and update multi-year plan, at least once every 5 years, to ensure TC LHIN strategy prevents and removes barriers</li> </ul>	<ul style="list-style-type: none"> <li>Update a multi-year accessibility plan for 2019 - 2021</li> </ul>	Communications Human Resources Senior Management	Outstanding <input type="checkbox"/>

June 2017