

**LGLDHU AODA Integrated Accessibility Standards Multi-Year Plan**  
**Large not-for-profit organization with 50+ employees**

Legislated Compliance Date	Requirements	Actions Completed	Actions in Progress	Responsibility	Compliance Status
<b>Customer Service Standard</b>					
Annually	Prepare an annual accessibility compliance report on the progress of measures taken to implement AODA strategies and post the compliance report on their website and provide in accessible format upon request.	Annual compliance report completed: <ul style="list-style-type: none"> <li>- 2013</li> <li>- 2014 (February 10, 2014)</li> </ul>		QIS, Director (Compliance Report) QSS/Webmaster (Posting)	Compliant
January 2014	Establishment of accessibility policies. Include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner.	<a href="#">Accessibility for Ontarians with Disabilities Act (AODA) policy</a> was completed and distributed to all staff in September 2013 and is stored on the Intranet. This policy includes a general commitment statement and outlines Customer Service Standard Principles and the Integrated Accessibility Standards as legislated. The policy will be reviewed and updated regularly to reflect current practices of the Health Unit.		SLT (Policy Approval) QSS/Webmaster (Posting)	Compliant

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<b>Customer Service Standard</b>					
January 2014	Statement of commitment	The Health Unit's statement of commitment is included in the policy and the Accessible Customer Service Plan and posted on the website.		SLT QSS/Webmaster (Posting)	Compliant
January 2014	Prepare a written document describing the Customer Service Standard and make publically available and in accessible format	An Accessible Customer Service Plan which states the Health Unit's commitment to excellence in serving all customers including people with disabilities was developed and posted on the Health Unit website (May 2013).		QSS SLT Webmaster (Posting)	Compliant
January 2014	Establish, implement, maintain and document a multi-year accessibility plan and post plan on website, if any, and provide the plan in an accessible format upon request. Review and update plan at least once every five years.	The Health Unit's multi-year plan was developed in 2013 and presented to the Board of Health during an AODA update.		HR Program Manager (Approve Plan) QSS (Develop and Monitor Plan) Webmaster (Posting)	Compliant
January 2014	Designing/procuring or acquiring self-serve kiosks	The Health Unit will ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks (including point of sale devices) as per our policy.	Ensure that our staff are aware of need to consider options to assist clients - as per procedure.	Administrative Assistants (following work instruction re: assisting client) QSS (assist with developing work instructions)	

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<b>Customer Service Standard</b>					
January 2015	Ensure that training is provided on the requirements of the accessibility standards and on the Human Rights Code to all employees and volunteers and to all other persons who provide goods, services or facilities on behalf of the Health Unit.	- AODA Standards overview presentation to all staff was given in June 2013 by the Quality Standards Specialist - HRdownloads AODA online training provided to all staff (June 2014) and during orientation with new employees.	Additional training will be completed as per the training plan	QIS Manager Staff Development Coordinator QSS	Compliant
	Training records shall be kept including the dates on which the training is provided and the number of individuals to whom it is provided.	Training records are kept in Human Resources for every employee.		HR Assistant	Compliant
	Training will be provided on an ongoing basis.	Refresher training is completed annually by all staff.		Human Resources Manager	Compliant

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<b>Information and Communications Standard</b>					
January 2012	Emergency procedures, plans or public safety information are available in Accessible format upon request	<a href="#">Emergency Plan is available on Health Unit website</a>		CHP Director QSS Webmaster	Compliant
January 2014	All new internet websites and web content on those sites	Preschool Speech & Language Services website was developed	Web Content Editors will ensure that new content will be	QIS Manager Webmaster	Compliant

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<b>Information and Communications Standard</b>					
	must conform to international standards for website accessibility (WCAG 2.0 level A).	in 2014 with accessibility features.	accessible as per the regulation (such as Word and PDF's).		
January 2015	Accessible feedback processes - all organizations with a process for receiving and responding to feedback make them available to individuals with disabilities in accessible formats or with appropriate communication supports, on request.	<a href="#">Client feedback process developed</a> and posted on the HU website as part of the Accessible Customer Service Plan (May 2013).		QIS Director QSS/ Webmaster (Posting)	Compliant
January 2016	Accessible formats and communication supports - all organizations provide information and communicate in an accessible manner about their goods, services or facilities to people with disabilities, on request in a timely manner at no additional cost.		In 2015, create a taskforce to ensure accessible communication support processes and procedures are in place for clients.	QSS (Computer Support, Webmaster, Purchaser, Staff Development Coordinator, HR Manager)	
	Notify the public about the availability of accessible formats and communication supports.			QSS Webmaster	
January 2021	All internet websites and web content must conform to WCAG 2.0 level AA. - following four principles:		The Health Unit Internet and Intranet will be redesigned internally to meet the Web Content Accessibility Guidelines (WCAG 2.0 level A).	QIS Manager Webmaster	

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<b>Information and Communications Standard</b>					
	<p>1. Perceivable - Information and user interface components must be presentable to users in ways they can perceive. (Sight, hearing and/or touch.)</p> <p>2. Operable - User interface components and navigation must be operable. (Keyboard functionality, enough time, seizures, navigable.)</p> <p>3. Understandable Content and interface are understandable. (Readable, predictable, input assistance.)</p> <p>4. Robust - Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies. (Compatible.)</p>		<p>The Health Unit Webmaster received training in 2013 regarding WCAG2.0 compliance.</p>		

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<b>Employment Standard</b>					
January 2012	Workplace emergency response information - all employers will prepare for the specific needs that employees with disabilities may have in emergency situations.	Forms were developed for individual emergency plans. Forms will be completed as soon as awareness is brought forward to Human Resources of a need for an individual accommodation plan.	Individualized workplace emergency response information will be updated when the employee moves to a different location; during an annual review and when the Health Unit reviews its general emergency response policies.	HR Manager	Compliant
January 2016	Recruitment - all employers will notify internal and external job applicants that, where needed, accommodations for disabilities will be provided, on request, to support their participation in all aspects of the recruitment, assessment or selection process.	Awareness of accommodations is included in all documentation during the recruitment process: <ul style="list-style-type: none"> <li>- Job postings</li> <li>- Interview package</li> <li>- Offers of employment</li> </ul>		HR Manager HR Assistant Directors/Managers	Compliant
January 2016	Informing employees of supports - all employers will inform new and existing employees of their policies for supporting employees with disabilities, including providing employment-related accommodations for disabilities.	A poster was developed in 2014 and posted in all offices informing employees of the AODA policy, accommodation plan availability and the contact information for obtaining support.		HR Manager	Compliant

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<b>Employment Standard</b>					
January 2016	Accessible formats and communication supports for employees		In 2015, create a taskforce to ensure accessible communication support processes are in place for employees. Communication supports required by employees will be documented in their individual accommodation plan.	QSS (Computer Support, Webmaster, Purchaser, Staff Development Coordinator, HR Manager)	
January 2016	Documented individual accommodation plans - employers will develop written individual accommodation plans for employees with disabilities.	An employee individual accommodation plan process was developed in 2014 to include the following: <ul style="list-style-type: none"> <li>- Employees participate on an individual basis in documenting the plan with representation present if desired</li> <li>- The Health Unit can request an outside evaluation if needed</li> <li>- The employee's privacy is protected</li> <li>- Plans will be reviewed regularly</li> </ul>	Communication will go out annually to remind employees of the availability of individualized accommodation plans <ul style="list-style-type: none"> <li>- Accommodations will be provided to employees with disabilities to the point of undue hardship</li> <li>- Eg. Proper ergonomic equipment is supplied as needed including workstations with sit/stand capabilities.</li> </ul>	HR Manager	Compliant
January 2016	Return to work process - employers will have in place a documented process for supporting employees who return to work after being away	A return to work process was developed in 2014 to accommodate employees with disabilities	If an employee requires disability-related accommodation to effectively return to work, an individual accommodation plan will be completed.	HR Manager	Compliant

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<b>Employment Standard</b>					
	for reasons related to their disabilities.				
January 2016	Performance management - all employers that use performance management process will take into account the accessibility needs of employees with disabilities.		In 2015, Human Resources will look at the PAD process to ensure it includes accessibility needs of employees.	HR Manager Staff Development Coordinator QSS	
January 2016	Career development and advancement - all employers that provide career development and advancement opportunities will take into account the accessibility needs of the employees who have disabilities.		In 2015, Human Resources will look at the Health Units staff development process to ensure it includes accessibility needs of employees.	HR Manager Staff Development Coordinator QSS	
January 2016	Redeployment - all employers that use redeployment processes will consider the accessibility needs of employees with disabilities when moving them to other positions, so that employees can continue to have their accommodation needs met.		In 2015, Human Resources will look at the Health Unit's redeployment process to ensure that employees can continue to have their accommodation needs met.	HR Manager QSS	



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<b>Design of Public Spaces Standard (Accessibility Standards for the Built Environment)</b>					
*This standard applies to public spaces that are newly constructed or redeveloped on and after the timelines established in legislation. Unplanned changes to existing public spaces to meet the standard are not required (includes emergency repairs or forced changes that were not anticipated or planned for in advance).*					
January 2017	Make exterior paths of travel accessible. This includes: <ul style="list-style-type: none"> <li>- Ramps</li> <li>- Stairs</li> <li>- Curb Ramps</li> <li>- Depressed Curbs</li> </ul>		The Health Unit will ensure that newly constructed or redeveloped walkways and building entrances are safe and useable for our clients, including those using mobility devices and caregivers with strollers.	Business Manager	Compliant
January 2017	Make parking accessible (off-street and on-street). This includes: <ul style="list-style-type: none"> <li>- Type A spaces for mobility devices needing the use of a ramp (Van-accessible signage)</li> <li>- Type B spaces for people who use canes, crutches or walkers</li> <li>- Access Aisles</li> <li>- Minimum number and type of spaces</li> <li>- Signage</li> </ul>		The Health Unit will ensure that newly constructed or redeveloped off street parking facilities meet the standards.	Business Manager	Compliant

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Design of Public Spaces Standard (Accessibility Standards for the Built Environment)					
January 2017	Make new service counters, queuing guides and new or redeveloped waiting areas accessible		The Health Unit will ensure that new service counters, and queuing guides purchased and/or constructed will work for clients using mobility devices. New or redeveloped waiting areas will accommodate clients with disabilities.	Business Manager	Compliant
January 2017	Maintain the accessible parts of your public spaces.		Procedure and work instructions will be developed to document: <ul style="list-style-type: none"> <li>- Preventative and emergency maintenance of the accessible elements in the Health Units public spaces required by the standard</li> <li>- Temporary disruptions to accessible public spaces when accessible elements in public spaces required by the standard are not working.</li> </ul>	Business Manager QSS	