

Multi-Year Accessibility Plan Leeds, Grenville and Lanark District Health Unit

This multi-year accessibility plan outlines the actions the Leeds, Grenville and Lanark District Health Unit has put in place to fulfill our commitment to treating all people in a way that maintains their dignity and independence and to improve opportunities for people with disabilities. The multi-year plan provides details about the following categories: General Requirements; Information and Communications Standards; Employment Standards and Design of Public Spaces Standards.

General Requirements:

Component	Deadline	Legislated Requirement	Actions(s)	Responsibility	Status
Establishment of Accessibility Policies	January 1, 2014	Sec. 3(2) Shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities Sec. 3(3) Prepare one or more written documents describing its policies	The Health Unit's Accessibility for Ontarians with Disabilities Act (AODA) policy was developed internally and distributed to all staff in September 2013 and is stored in the document management system. This policy includes a general commitment statement and policies for all applicable standards. The policy is reviewed and updated regularly to reflect current practices of the Health Unit.	Director, Quality, information, and People Services Strategic Leadership Team (policy approval)	Completed 2013.
Accessibility Plans	January 1, 2014	Sec. 4(1) Large organizations shall establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirement under this legislation	The Health Unit's multi-year plan was developed internally and approved by the Board of Health. It is made available on the Health Unit's website as a PDF.	Director, Quality, Information, and People Services	Completed 2013, Latest revision 2021
Training	January 1, 2014	Sec. 7 Every obligated organization shall ensure training is provided on the requirements of the accessibility standards	Initial training provided to all staff in 2013. Training of new hires conducted by the Professional Practice Coordinator. All training will be appropriate to the	HR Manager Professional Practice Coordinator.	Initial training in 2013. Ongoing for

		referred to in the Regulation and on the Human Rights Code as it pertains to person with disabilities.	duties of the individual trained.		new hires as part of onboarding.
Accessibility Reporting	January 1, 2015	Sec. 86.1 Organizations shall file the accessibility report according to the following schedule: every three years in the case of large organizations	Accessibility reports were filled in accordance with established deadlines of: December 31, 2014, December 31, 2017, and June 30, 2021 (extended from December 31, 2020).	Director of Quality, Information, and People Services	Complete

Information and Communication Standards:

Component	Deadline	Legislated Requirement	Actions(s)	Responsibility	Status
Feedback from Customers and Employees	January 1, 2014	Sec. 11 Receiving and providing feedback in an accessible format.	<p>Clients may provide feedback to LGLDHU by emailing webmaster@healthunit.org, submitting an online complaint form from the website at Contact Us - Leeds, Grenville and Lanark District Health Unit or calling 613-345-5685 or 1-800-660-5853.</p> <p>For employees, LGLDHU periodically uses online surveys to elicit feedback from employees. Employees may also discuss concerns with their manager or send feedback via email to HR@healthunit.org.</p>	Director, Quality, Information, and People Services Foundational Standards Manager Human Resources Manager	Completed
Accessible Formats and Communication Supports	January 1, 2015	Sec. 12 Information about their goods and services or facilities	<p>LGLDHU shall upon request provide or arrange for the provision of accessible formats for persons with disabilities. Documents produced in-house (i.e. Fact Sheets) are all made available in PDF and are available online. Documents not available online are available upon request.</p>	Foundational Standards Manager	Completed
		Sec. 12 Communication Supports	Communication supports will be provided in a timely manner which considers the person's	Foundational Standards Manager	Completed

			needs. The cost to provide this service shall not be incurred by the client. The appropriate Manager or staff person will consult with the client to determine the suitability of a communication support. A list of local service providers will be contacted to facilitate this process.	Program Managers	
Meeting requests in a timely manner	January 1, 2012	Sec. 12 HTML, MS Word, accessible electronic formats	In some cases, LGLDHU will be able to provide the information or communication supports quickly. In other cases, more time will be required due to the complexity of the document/report and resources or internal capacity of the organization. LGLDHU will strive for clients to receive accessible documents or communication supports within 10 business days.	Foundational Standards Manager Other Program Managers	Completed
Posting requirements	January 1, 2015	Sec. 12 Public must be notified about accessible formats & communication supports	The Health Unit's website includes an accessibility page to communicate all AODA requirements.	Foundational Standards Manager	Completed
Emergency Procedures/Plan or Public Safety Information	January 1, 2012	Sec. 13 If publicly available must also provide in an accessible format. i.e.: evacuation procedures, floor plans, Health & Safety information	Any emergency procedures/plan or public safety information LGLDHU makes publicly available will be made available in an accessible format upon request.	Foundational Standards Manager Community Health Protection	Completed
Accessible Websites & Web Content	January 1, 2021	Sec. 14 All internet websites and web content to comply with WCAG 2.0 (World Wide Web Consortium web content accessibility guidelines at Level AA)	LGLDHU's website is managed by a web development vendor (Floating Point) and has assured it is compliant with the WCAG 2.0 Level AA standards.	Foundational Standards Manager	Completed

Employment Standards:

Component	Deadline	Legislated Requirement	Actions(s)	Responsibility	Status
Recruitment, Assessment and Selection	January 1, 2014	Sec. 22 Notify employees and public about availability of accommodation(s) for applicants in the recruitment process	LGLDHU conducts its own recruitment, assessment and selection. This process is guided by Health Unit policies and collective agreements with the Ontario Nurses Association (ONA) and Canadian Union of Public Employees (CUPE). When posting positions internally or externally, information about the availability of accommodations is included.	Manager, Human Resources	Completed and ongoing.
	January 1, 2014	Sec. 23 Notify applicants who have been invited to participate in a recruitment, assessment or selection process that accommodations are available	LGLDHU notifies applicants when they are contacted for an interview about the availability of accommodations during the selection process.	Manager, Human Resources	Completed and ongoing.
	January 1, 2014	Sec. 24 Offers of Employment - notify successful applicant of policies for accommodating employees with disabilities	LGLDHU notifies successful applicant(s) of their policies for accommodating employees with disabilities. This is done for all new hires who receive written offers of employment.	Manager, Human Resources	Completed and ongoing
	January 1, 2014	Sec. 25 Informing Employees of Supports - all employees must be informed of policies used to support employees with disabilities (existing employees, new hires and when there is a change to the policy)	LGLDHU informs all employees of organization policies for supporting employees with disabilities. Notification may take several forms such as meetings, training, or email.	Manager, Human Resources	Completed and ongoing
Accessible formats and communication support for employees	January 1, 2014	Sec. 26 Must provide in an accessible format information needed to perform the job and information which is generally available to employees in the workplace	Upon request, LGLDHU Managers will consult with an employee with a disability to determine which accessible formats or communications supports they require to perform the duties of their job. An individual accommodation plan will be completed, and the accessible formats	Manager, Human Resources	Completed and ongoing

			and/or communication supports that will be provided to the employee will be noted in the plan.		
Workplace emergency response information	January 1, 2012	Sec. 27 Provide individualized workplace emergency response information; prepare for the specific needs employees with disabilities may have in emergency situations	Upon request, LGLDHU creates individualized workplace emergency response plans for employees who have a disability and require accommodation(s)/supports to evacuate their workplace in an emergency. With the employee's consent, the person designated to provide assistance to the employee will be provided with the necessary information to assist the employee with the disability.	Manager, Human Resources	Completed and ongoing
Documented individual accommodation plans	January 1, 2014	Sec. 28 Develop and document individual accommodation plans for employees with disabilities; employee involvement, outside medical or expert evaluation; review frequency	LGLDHU creates individual accommodation plans for any employee for whom they have been made aware has a disability. The employee will be included in the development of the plan. Outside medical or other expert evaluations may be sought in order to provide appropriate supports. The plan will be reviewed periodically, including when there is a change in the employee's disability or job.	Manager, Human Resources	Completed and ongoing
Return to Work processes	January 1, 2014	Sec. 29 Develop and have in place a RTW process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work	A return to work (RTW) process is in place for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. The return to work process will be documented. Current WSIB RTW processes will be modified for this process. If an individual's injury is covered by the return to work provisions of the Workplace Safety and Insurance Act, then that Act's return to work process would apply.	Manager, Human Resources	Completed and ongoing
Performance management	January 1, 2014	Sec. 30 Take into account the accessibility needs of employees with disabilities, as	Performance management processes will take into account the accessibility needs of employees with disabilities and any individual	Manager, Human Resources	Completed and ongoing

		well as individual accommodation plans, during the performance management process in respect to employees with disabilities	accommodation plans.		
Career Development and Advancement	January 1, 2014	Sec. 31 Includes providing additional responsibilities within an employee's current position and the movement of an employee from one job to another in an org. that may be higher in pay, provide greater responsibility or be at a higher level in the org. or any combination of them and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them	LGLDHU will take into account what accommodations employees with disabilities may need to succeed elsewhere in the organization or to take on new responsibilities in their current position. If the employee has an individual accommodation plan in place, the plan will be updated to reflect the changes in their new responsibilities.	Manager, Human Resources	Completed and ongoing
Redeployment	January 1, 2014	Sec. 32 Reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization	The accessibility needs of employees with disabilities when the redeployment process is initiated. If the employee has an individual accommodation plan, the plan will be reviewed and updated to reflect the changes in their new responsibilities. LGLDHU strives to always accommodate an individual in their own job first. If due to the restrictions and limitations of the individual and the program needs that this is not possible, a search for a comparable position within the organization will be conducted.	Manager, Human Resources	Completed and ongoing

Design of Public Spaces Standard (Accessibility Standards for the Built Environment):

Component	Deadline	Legislated Requirement	Actions(s)	Responsibility	Status
Exterior Paths of Travel	January 1, 2017	Sec. 80.21 Applies to newly constructed and redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience. O. Reg. 413/12, s. 6.	LGLDHU has not constructed or redeveloped an exterior path of travel since January 1, 2017. Should an exterior path of travel be constructed or developed in the future, it will meet the accessibility requirements as outlined in the regulation.	Finance and Property Manager	N/A
Accessible Parking	January 1, 2017	Sec. 80.32 Obligated organizations shall ensure that when constructing new or redeveloping off-street parking facilities that they intend to maintain; the off-street parking facilities meet the requirements set out in this Part. O. Reg. 413/12, s. 6.	LGLDHU has not constructed or redeveloped any off-site parking facilities since January 1, 2017. Should a major construction or redevelopment of parking spaces be required in the future, it will meet the accessibility requirements as outlined in the regulation.	Finance and Property Manager	N/A
Obtaining Services	January 1, 2017	Sec. 80.40 1. All newly constructed service counters and fixed queuing guides. 2. All newly constructed or redeveloped waiting areas. O. Reg. 413/12, s. 6.	LGLDHU has not constructed any new service counters or fixed queuing guides since January 1, 2012. Should these be constructed in the future, it will meet the accessibility requirements as outlined in the regulation.	Finance and Property Manager	N/A
Maintenance of Accessible Elements	January 1, 2017	Sec. 80.44 1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces 2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order. O. Reg. 413/12, s. 6.	LGLDHU conducts regular preventative maintenance, according to schedules, and emergency maintenance of the accessible elements in public spaces. Processes for dealing with temporary disruptions have been established and are communicated to employees.	Finance and Property Manager	Ongoing, as required