



Kingston Community
Health Centres

Centres de santé
communautaire de Kingston

Kingston Community Health Centres

Multyear Accessibility Plan 2014-2021

Statement of Commitment to Accessibility

Kingston Community Health Centres (KCHC) is committed to a fully accessible environment for all persons with disabilities. We adhere to the core principles of independence, dignity, integration and equality of opportunity, for persons with disabilities. 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 as outlined under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Multi-Year Accessibility Plan 2014 - 2021

This Multi-Year Accessibility Plan outlines Kingston Community Health Centres strategy to prevent and remove barriers and meet the requirements under the Accessibility for Ontarians with Disabilities Act, 2005 and the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11). Kingston Community Health Centres is committed to having a barrier-free environment by 2021 by being proactive in having our facilities, procedures, services and policies more accessible to meet the needs of people with disabilities. This plan includes actions that will be put in place to improve opportunities for people with disabilities from 2014 - 2021.

Background of AODA

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was passed in 2005. The AODA applies to all levels of government, non-profit agencies and private sector businesses across Ontario. The legislation mandated accessibility standards in the following areas:

- Customer Service
- Employment
- Transportation
- Information and Communication
- Design of Public Spaces

Customer Service Standard

Kingston Community Health Centres met the compliance obligation as required under this regulation by the January 1, 2012 deadline. The requirements included developing a policy and having procedures and practices in place. Kingston Community Health Centres will continue to ensure compliance with the Customer Service Standard and provide training to all new employees, volunteers and board members.

Kingston Community Health Centres developed a feedback process for the way it provides good and services to persons with disabilities. Feedback options include e-mail, telephone, online or in writing.

All feedback is directed to the Executive Assistant. If a method is not suitable, clients may request another way of providing their comments. Privacy will be respected and all feedback will be reviewed

for action that may be taken to improve KCHC services. Feedback received by KCHC will be directed to a contact person at the appropriate program.

Integrated Accessibility Standards Regulation

The Integrated Accessibility Standards Regulation standards have been phased in through stages and are Employment, Information and Communication and Design of Public Spaces. The Transportation standard does not apply to Kingston Community Health Centres.

Kingston Community Health Centres Multi-Year Accessibility Plan provides an overview of the activities and deliverables remaining under the Integrated Accessibility Standards Regulation. Kingston Community Health Centres will ensure that the activities and deliverables are met within the required time frames.

Accessibility Compliance Report

Kingston Community Health Centres is scheduled to file the next Accessibility Compliance Report by December 31, 2020.

Part 1: General Standards – Section 3

AODA Standards / Regulation Reference

O. Reg.191/11, s. 3

Item	Deliverables	Activities	Status	Deadline	Ownership
I: Accessibility Policies	Develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	AODA Integrated Accessibility Standards Regulation policy needs to be drafted and approved by LT and communicated to all staff.	Complete	January 1, 2014	CEO and Human Resources
		Accessibility for Ontarians with Disabilities Client Service Standard (OHS-24) was developed on October, 2014.	Complete	January 1, 2012	CEO and Human Resources
	A statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner will be included in each policy.	We will have the following paragraph posted on our website once approved by LT: <i>Kingston Community Health Centres (KCHC) is committed to a fully accessible environment for all persons with disabilities. We adhere to the core principles of independence, dignity, integration and equality of opportunity, for clients with disabilities. 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 as outlined under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).</i>	Complete	January 1, 2014	CEO and Human Resources

Part I: General Standards – Section 4

AODA Standards / Regulation Reference

O. Reg.191/11, s. 4

Item	Deliverables	Activities	Status	Deadline	Ownership
I: Accessibility Plans	Establish multi-year accessibility plan that outlines strategies to prevent and remove barriers in order to meet requirements.	Develop a plan for the period of 2014 – 2021 in consultation with key stakeholders, and have it reviewed by the leadership team. The Multi-Year Accessibility plan will be reviewed and updated every five years. The Multi-Year Accessibility Plan can be provided in an accessible format upon request.	Complete	January 1, 2014	CEO and Human Resources
		Post Multi-Year accessibility plan to KCHC website for the period of 2014 - 2021.	Complete		

Item	Deliverables	Activities	Status	Deadline	Ownership
		<i>required to also complete training on the Customer Service Standard.</i>			
		HR will record completion of training for staff to ensure organization wide compliance.	In progress	Ongoing	Human Resources
		Volunteer Coordinator will record completion of training for volunteers and students.	In progress	Ongoing	Volunteer Coordinator
		Executive Assistant will record completion of training for board members.	Complete (Part of Board Orientation)	Ongoing	Executive Assistant
		Facility staff are required to be trained on the Design of Public Spaces Standard training.	Complete	January 1, 2017	Human Resources

Part II: Information and Communication Standards – Section 11

AODA Standards / Regulation Reference

O. Reg.191/11, s. 11

Item	Deliverables	Activities	Status	Deadline	Ownership
II: Feedback Processes	Ensure online feedback processes/mechanisms are accessible and allow employees and the public to offer timely feedback on accessibility issues.	Feedback form/process is developed and is available on the website.	Complete	January 1, 2015	Executive Assistant

Part II: Information and Communication Standards – Section 12

AODA Standards / Regulation Reference

O. Reg.191/11, s. 12

Item	Deliverables	Activities	Status	Deadline	Ownership
II: Accessible Formats and Communication Supports	Materials and documents will be made available in accessible formats upon request for people with disabilities. These will be offered at no additional cost and in a timely manner.	KCHC will determine what accessible formats and communication supports it will provide to persons with disabilities upon request. KCHC will consult with the employee/client in making the request in determining the suitability of an accessible format or communication support.	Complete - we are currently providing materials upon request.	January 1, 2016	CEO and Human Resources
		Signs should be posted at all reception desks informing clients that documents can be made into an accessible format upon request.	Complete		Facilities

Part II: Information and Communication Standards – Section 13

AODA Standards / Regulation Reference

O. Reg.191/11, s. 13

Item	Deliverables	Activities	Status	Deadline	Ownership
II: Emergency Procedure Plans and Public Safety Information	Provide accessible emergency and public safety information will be available upon request.	KCHC has exit signs that have been identified throughout the building as per the building code.	Complete	January 1, 2012	Facilities
		Evacuation plans can be provided in an accessible format with appropriate communication supports upon request.	Ongoing	January 1, 2012	Facilities

Part II: Information and Communication Standards – Section 14

AODA Standards / Regulation Reference

O. Reg.191/11, s. 14 (4)

Item	Deliverables	Activities	Status	Deadline	Ownership
II: Accessible Web Sites and Web Content	<p>Ensure web site and content conform to the guidelines of World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A initially, then increasing to a Level AA.</p> <p><i>**WCAG 2.0, Level A and Level AA refer to a series of technical checkpoints that make web sites and their content increasingly accessible to a broader range of users with disabilities. Level AA builds on Level A's checkpoints.</i></p>	<p>Develop project plan for new sites/web content that requires (at a minimum) WCAG Level A compliance for websites/web content.</p> <p>*KCHC has two websites (main site for organization) and an Ontario Harm Reduction Program website.</p>	Complete (AODA guidelines were taken into account when designing the new KCHC website)	January 1, 2014 New external websites to meet WCAG Level A	Director, Community Health
		Ontario Harm Reduction Program website	Complete	January 1, 2014	Senior Manager, Ontario Harm Reduction Distribution Program
		Train all key staff on WCAG 2.0 guidelines.	Complete	January 1, 2014	Director, Community Health
		Prepare for the upcoming 2021 requirement.	Complete	January 1, 2021 All external websites to meet WCAG Level AA	Director, Community Health Senior Manager, Ontario Harm Reduction Program for (OHRDP) website.

Part III: Employment Standards – Section 22

AODA Standards / Regulation Reference

o. Reg.191/11, s. 22

Item	Deliverables	Activities	Status	Deadline	Ownership
III: Recruitment General	Prospective internal and external job applicants are notified that, where needed, accommodations for disabilities will be provided, on request, to support their participation in all aspects of the recruitment process.	Job postings include a statement regarding inclusive hiring practices at KCHC.	Complete	January 1, 2016	CEO and Human Resources

Part III: Employment Standards – Section 23

AODA Standards / Regulation Reference

o. Reg.191/11,s.23

Item	Deliverables	Activities	Status	Deadline	Ownership
III: Recruitment Assessment or Selection Process	Applicants who have been invited to participate in a recruitment, assessment or selection process are notified that, where needed, accommodations for disabilities are available, on request, to support their participation in the process.	Distribute recommended email invitation to management for applicants who have been invited for an interview that accommodations are available upon request.	Complete	January 1, 2016	CEO and Human Resources
		Review interview and testing procedures for accessibility barriers.	Ongoing		
	KCHC will consult with job applicants who request accommodations to support them during the process.	Accommodations required for job applicants done on a case-by-case basis.	Complete		

Part III: Employment Standards – Section 24

AODA Standards / Regulation Reference

o. Reg.191/11,s. 24

Item	Deliverables	Activities	Status	Deadline	Ownership
III: Notice to Successful Applicants	Successful applicants are notified of KCHC’s policies for accommodating employees with disabilities when offering employment.	In the process of updating our offer letter templates or updating our communication to successful candidates to inform them of KCHC’s policies for accommodating employees with disabilities.	Complete	January 1, 2016	CEO and Human Resources

Part III: Employment Standards – Section 25

AODA Standards / Regulation

Reference o. Reg.191/11,s. 25

Item	Deliverables	Activities	Status	Deadline	Ownership
III: Recruitment General: Informing Employees of Supports	KCHC will inform its employees of the policies that are used to support employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	AODA Integrated Accessibility Standards Regulation policy includes employee supports. It will needs to be communicated to staff and posted on intranet.	Complete	January 1, 2016	CEO and Human Resources
	KCHC will provide the information required under this section to new employees as soon as practicable after they begin their employment.	Communicate with all employees about revisions to the policy and their right to support.	Ongoing		
	KCHC will provide updated information to its employees whenever there is a change to existing policies.	Revise orientation packages to ensure inclusion of AODA Integrated Accessibility Standards Regulation Policy.	Complete		

Part III: Employment Standards – Section 26

AODA Standards / Regulation Reference

o. Reg.191/11,s. 26

Item	Deliverables	Activities	Status	Deadline	Ownership
III: Recruitment General: Accessible Format and Communication Supports For Employees	When an employee with a disability requests it, KCHC will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for the following:	KCHC will determine what accessible formats and communication supports it will provide to persons with disabilities upon request. KCHC will consult with the employee making the request in determining the suitability of an accessible format or communication support.	Ongoing	January 1, 2016	CEO and Human Resources
	<ol style="list-style-type: none"> 1. Information that is needed in order to perform the employee’s job 2. Information that is generally available to employees in the workplace 				

Part III: Employment Standards – Section 27

AODA Standards / Regulation

Reference o. Reg.191/11,s. 27

Item	Deliverables	Activities	Status	Deadline	Ownership
III: Workplace Emergency Response	Should employees self-identify, KCHC will provide individualized workplace emergency response information to employees who have a disability.	As part the orientation process, new staff are asked if they have a disability and require accommodation in a workplace emergency situation.	Complete	January 1, 2012	CEO and Human Resources

Part III: Employment Standards – Section 28

AODA Standards / Regulation

Reference o. Reg.191/11,s. 28

Item	Deliverables	Activities	Status	Deadline	Ownership
III: Documented Individual Accommodation Plans	Develop written process for documented individual accommodation plans to be kept in the employee’s personnel file.	AODA Integrated Accessibility Standards Regulation policy will incorporate information pertaining to documented individual accommodation plans.	Complete	January 1, 2016	CEO and Human Resources
		KCHC has developed an Accommodation policy (PP-4). It was last revised on January 2018. The policy provides an overview of the Accommodation Process and Individual Accommodation plan.	Complete		

Part III: Employment Standards – Section 29

AODA Standards / Regulation

Reference o. Reg.191/11,s. 29

Item	Deliverables	Activities	Status	Deadline	Ownership
III: Return To Work Process	<p>KCH will develop, document, and implement a Return To Work process for its employees who require disability-related accommodations in order to return to work.</p> <p>The return to work process will:</p> <ol style="list-style-type: none"> outline the steps KCHC will take to facilitate the return to work of employees who were absent because their disability required them to be away from work use individual documented accommodation plans, as described in Section 28, as part of the process. 	<p>KCHC has taken the following steps to develop and establish a process for developing a return to work program for employees that have been absent due to a disability:</p> <ul style="list-style-type: none"> Attending Physician's/Nurse Practitioner Statement has been developed for the staff member to complete and return to HR. Return to Work plan template has been developed. Early and Safe Return to Work Program following Sick/Disability Leave policy (PP-20) has been implemented and was last updated on March, 2018. 	Complete	January 1, 2016	CEO and Human Resources

Part III: Employment Standards – Section 30

AODA Standards / Regulation

Reference o. Reg.191/11,s. 30

Item	Deliverables	Activities	Status	Deadline	Ownership
III: Performance Management	KCHC will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process.	<p>KCHC will respect the accessibility needs of staff with disabilities through the performance management process. Examples to meet this requirement are as follows:</p> <ul style="list-style-type: none"> Review an employee’s individual accommodation plan to understand the employee’s accommodation needs to determine if it needs adjusting to improve performance on the job. Provide documents in an accessible format upon request. 	Complete	January 1, 2016	CEO and Human Resources
		<p>AODA Integrated Accessibility Standards Regulation policy will incorporate information respecting the accessibility needs of staff with disabilities through the performance management process</p>	Complete		

Part III: Employment Standards – Section 31

AODA Standards / Regulation

Reference o. Reg.191/11,s. 31

Item	Deliverables	Activities	Status	Deadline	Ownership
III: Career Advancement and Development	When KCHC provides career development and advancement to its employees it shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans.	AODA Integrated Accessibility Standards Regulation policy (soon to be developed) will incorporate information pertaining to career advancement and development.	Complete	January 1, 2016	CEO and Human Resources

Part III: Employment Standards – Section 32

AODA Standards / Regulation

Reference o. Reg.191/11,s. 32

Item	Deliverables	Activities	Status	Deadline	Ownership
III: Redeployment	KCHC will take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	AODA Integrated Accessibility Standards Regulation policy will incorporate information pertaining to redeployment.	Complete	January 1, 2016	CEO and Human Resources

Part IV: Design of Public Spaces Standard – Section 80

AODA Standards / Regulation Reference

o. Reg.143/12, s. 80 by

Item	Deliverables	Activities	Status	Deadline	Ownership
IV: Provide accessible public spaces	<p>Newly constructed outdoor public spaces and all service areas will meet all requirements including:</p> <p>Recreation trails (S 80.6 – 80.15) Public use eating areas (S. 80.16) Outdoor Play Spaces (S. 80.18) Exterior paths (S. 80.21) Accessible parking (S. 80.21) Obtaining Services (S.80.40) Service Counters (S 80.41) Fixed queuing guides (S. 80.42) Waiting areas (S. 80.43) Maintenance of accessible elements (S. 80.44)</p> <p>1. Procedures for preventative and emergency maintenance of accessible elements in public spaces</p> <p>2. Procedures for dealing with temporary disruptions when accessible elements are not in working order.</p>	<p>Recreation Trails - KCHC will consult with the public and persons with disabilities and ensure compliance with the technical requirements related to the slope, ramps, rest areas, passing areas, viewing areas etc.</p>	Ongoing	January 1, 2017	Facilities
		<p>Outdoor Public Use, Eating Areas – KCHC will consult with the public and persons with disabilities and ensure technical requirements related to Outdoor Public Use, and Eating areas and Exterior Paths of Travel.</p>	Ongoing		
		<p>Accessible Parking – KCHC will ensure integration of compliance requirements with newly developed or reconstructed accessible parking.</p>	Ongoing		
		<p>Service Counters/Fixed Queuing/Waiting Areas – KCHC will ensure integration of compliance requirements for all service counters, Fixed Queuing and Waiting areas.</p>	Ongoing		
		<p>Outdoor play spaces – When constructing new or redeveloping existing play spaces, KCHC will incorporate accessibility features, and have a ground surface that is firm, stable and provides sufficient clearance to provide children and caregivers with various disabilities the ability to move through, in and around the outdoor play space.</p>	Ongoing		

Item	Deliverables	Activities	Status	Deadline	Ownership
		<p>Maintenance – KCHC will ensure that maintenance of accessible elements and procedures related to preventative and emergency maintenance are in place (including dealing with temporary disruptions related to accessible elements).</p>	Ongoing		