

Central East LHIN: Multi-year Accessibility Plan

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disability Act (the “AODA”). It is the goal of the Ontario government to make Ontario accessible by 2025. The Integrated Accessibility Standards Regulations (“IASR”) under the AODA that require that effective January 1, 2013, the Central East Local Health Integration Network (LHIN) establish, implement, maintain and document a multi-year accessibility plan which outlines the organization’s strategy to prevent and remove barriers for persons with disabilities and to meet its requirements under the IASR.

Under the AODA, the following accessibility standards set certain requirements that are applicable to the Central East LHIN:

- Customer Service;
- Information and Communications;
- Employment; and
- Proposed Accessibility Standards for the Built Environment

This multi-year plan outlines the Central East LHIN’s strategy to prevent and remove barriers to address the current and future requirements of AODA, and in order to fulfill the Central East LHIN’s commitment as outlines in the Central East LHIN – Accessibility Policy.

In accordance with the requirements set out in the IASR, the Central East LHIN will:

- Establish, review and update this plan in consultation with persons with disabilities and the Accessibility Advisory Committee;
- Post this plan on our [website](#)
- Report as required on our [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 years.

Statement of Commitment

The Central East Local Health Integration Network (LHIN) is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in inclusion 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.

Accessibility Standards for Customer Service

Since 2010, the Central East LHIN has been in compliance with the Accessible Customer Service Regulation under the AODA, and will continue to comply with that regulation from January 1, 2013 to December 31, 2020.

The Central East LHIN is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities. This commitment will be integrated wherever possible and will ensure that persons with disabilities will benefit from the same goods and services, in the same place and in a similar way as all other members of the public.

Action Taken:

The following measures have been implemented by the Central East LHIN:

- Ensuring all persons who, on behalf of the Central East LHIN, deal with the public or other third parties, and all those who are involved with the development and approvals of customer service policies, practices and procedures, as well as all others providing services to our clients, are trained to communicate and provide the best possible customer service to all members of the public, including persons with disabilities;
- Allowing all persons with disabilities to provide their own assistive device for the purpose of obtaining, using and benefiting from the LHIN's goods and services that are made available to the public;
- Ensuring staff are trained and familiar with various assistive devices that may be used by people with disabilities who are accessing the Central East LHIN's goods or services;
- Ensuring those accompanied by a guide dog or other service animal in areas of the Central East LHIN open to the public, are accommodated. In the event that a fee is charged in relation to a support person's presence on the Central East LHIN premises or to attend a LHIN-sponsored event, advance notice of the fee is provided;
- Providing reasonable efforts to provide notice in the event of a planned or unexpected disruption in the facilities or services where the Central East LHIN has control over such facilities or services by posting this notice in visible places on our premises or on the LHIN's website, or by any other method that may be reasonable under the circumstances. This notice includes information about the reasons for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.
- Ensuring completion of accessibility training by all employees, volunteers and others who deal with the public on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures;
- Ensuring all new staff receive the required training during orientation;
- Continuing to welcome and appreciate feedback from persons with disabilities through multiple communication channels;
- An "Accessibility" tab has been added to the [website](#) to communicate the Central East LHIN's accessible customer service policy including related procedures and guidelines; and
- Reporting compliance with the customer service standard on the Accessibility.

Required legislative compliance: January 1, 2010

Completion date: January 1, 2010

Integrated Accessibility Standards Regulations

By January 1, 2012

Emergency Information

The Central East LHIN is committed to keeping all people safe when an emergency happens.

- Upon request, the Central East LHIN's emergency response information will be made accessible to people with disabilities.
- Work with the person requesting the information to figure out how to meet their needs, as soon as possible.
- Employees who have a disability will be provided emergency information in a format that meets their needs.

Required legislative compliance: January 1, 2012

Completion date: January 1, 2012

Workplace Emergency Response Information

The Central East LHIN is committed to keeping all employees safe while at work.

- If required, provide emergency response information in a format that meets the need of the disabled employee, as soon as possible.
- With their consent, share the emergency information with anyone designated to help them in an emergency. The details of the disability will not be shared, just what kind of help they need.
- Where an employee has disclosed a disability, individual accommodation plans and emergency plans will be created with the employee and communicated with management and health and safety representatives.
- Any other health and safety information will be provided in an accessible manner based on their disability.

Required legislative compliance: January 1, 2012

Completion date: January 1, 2012

By January 1, 2013

Accessibility Policies

The Central East LHIN will develop, implement and maintain policies about what our organization will do to meet the IASR requirements and become more accessible.

- Statement of Commitment to establish our vision and goals for accessibility.
- Update existing policies to include:
 - Information and Communications Standards
 - Employment Standards
- Policies and statement posted on our website, internally for employees, and available by request.
- Policies reviewed annually to ensure they are up-to-date and accurately reflect our organization and its practices.

Required legislative compliance: January 1, 2013

Completion date: January 1, 2013

Accessibility Plans

The Central East LHIN will outline the steps in order to comply with Ontario's accessibility laws and prevent and remove accessibility barriers.

- Set out how we will meet accessibility requirements under the IASR on time (timeline)
- Address any current barriers to accessibility
- Prevent and remove future barriers
- Plan will be posted on our website, available upon request, and in an accessible format when asked.
- Review and update our plan every 5 years. When plan is updated, the accomplishments will be highlighted
- Prepare an annual update on what has been done to achieve our accessibility plan. This update will be posted on our website, available upon request and in an accessible format when requested.

Required legislative compliance: January 1, 2013

Completion date: January 1, 2013

Procurement or acquiring goods, services or facilities

The Central East LHIN will incorporate accessibility when procuring goods, services and facilities where possible.

- Make accessibility design and features part of our criteria for procurement, where possible.
- Provide educational awareness and tools to internal stakeholders and communication to external stakeholders, informing on changes to procurement procedures and purchasing criteria.
- Include accessibility information within procurement policies and procedures.
- Accessibility criteria, technical features and structural features will be taken into consideration.
- If we can't incorporate accessibility into our purchase, when asked, we will:
 - Explain why we did not obtain assessable goods, services or facilities, and
 - Provide the explanation in an accessible format.

Required legislative compliance: January 1, 2013

Completion date: January 1, 2013

By January 1, 2014

Training

The Central East LHIN will train its employees and volunteers in accordance with the Integrated Accessibility Standards Regulation.

- Training on the IASR requirements that apply to the LHIN and the Ontario Human Rights Code (related to disabilities).
- For all current employees, a training program will be delivered through training sessions.
- For all future employees, training will be part of their orientation.
- Job specific training will be provided to those positions needing tailored training for their roles i.e. communications, procurement, reception to meet the IASR requirements.
- Training participation will be recorded and tracked to demonstrate that each employee/volunteer has completed.

Required legislative compliance: January 1, 2013

Implementation timeframe: January 1, 2013 to January 1, 2014

Completion date: N/A

Feedback Processes

When asked, the Central East LHIN will receive and respond to feedback in an accessible manner to employees and members of the public who have a disability.

- Feedback process is already implemented with multiple options for feedback for the customer service component (email, mail, phone, online, in person). When all other IASR requirements come into play, multiple feedback options will also be available for those areas.
- Promoting feedback will be advertised on our website as well as at reception.

Required legislative compliance: January 1, 2014
 Implementation timeframe: January 1, 2013 to January 1, 2014
 Completion date: N/A

All new internet websites and web content on those sites must conform to WCAG 2.0 level A
 As the Central East LHIN is not launching a new public website and web content or doing a significant site refresh, we do not need to meet this deadline.

- A new website is:
 - A website with a new domain name (e.g. www.newbusiness.ca)
 - A website undergoing a significant refresh
- A significant refresh typically means changing more than 50% of the content, design or technology of the website.

Content	Design	Technology
Creating, rewriting, or reorganizing more than 50% of the site’s content, such as graphics, text, widgets, etc.	Changing more than 50% of the design elements, such as layout, navigation, placement and style.	Changing more than 50% of the web publishing platform/model such as the content management system (CMS), Cascading Style Sheet (CSS), or HTML structure.

Recruitment

The Central East LHIN is committed to fair and accessible employment practices that attract and retain employees with disabilities. This includes providing accessibility across all stages of the employment cycle.

- Let job applicants know that we will accommodate disabilities during the selection process. This is currently posted on our website and will be communicated when the successful applicants are contacted for an interview (email or telephone).
- If a job applicant requests accommodations, we will consult with them to make adjustments that best suit their needs. The applicant may also suggest an interview format that best works for them.
- Notify successful applicants of our policies for accommodating employees with disabilities. This will be provided upon job offer.

Required legislative compliance: January 1, 2014
 Implementation timeframe: October 1, 2013 to January 1, 2014
 Completion date: N/A

Informing employees of supports

The Central East LHIN will inform employees about their policies for supporting employees with disabilities.

- Inform current employees and new hires of the Central East LHIN’s policies supporting employees with disabilities and informing of any updates and/or new information.
- All information will be communicated through email, internal websites, staff meetings, or one-on-one conversations and will require sign-off by each employee stating that they understand and will abide by these policies.

Required legislative compliance: January 1, 2014
Implementation timeframe: January 1, 2013 to January 1, 2014
Completion date: N/A

Accessible formats and communication supports for employees

The Central East LHIN must make their information available to those employees with disabilities.

- When an employee with a disability asks for it, we will work with them to make workplace information accessible based on their individual needs (accessible formats, communication supports, etc.)
- Talk with employees with disabilities to learn what will help them access information and decide together how to make this information accessible to meet their needs.

Required legislative compliance: January 1, 2014
Implementation timeframe: January 1, 2013 to January 1, 2014
Completion date: N/A

Employee Accommodations

The Central East LHIN will develop individual accommodation plans for employees with disabilities in a clear and consistent way.

- Assess the accommodation needs of the employee and involve the disabled employee in the development of the plan.
- Discuss the accommodations that will be provided.
- Discuss emergency response plans to ensure their safety.
- Protect the privacy of employee's personal information.
- Inform the employee why a request will be denied for an accommodation plan.
- Provide plans in accessible formats, as requested.
- Review and update the plans with the employee as needed.
- Train managers on accommodation process.

Required legislative compliance: January 1, 2014
Implementation timeframe: January 1, 2013 to January 1, 2014
Completion date: N/A

Employees returning to work

The Central East LHIN will outline the steps to take to help our employees return to work when they have been absent because of disability and need some form of disability-related accommodation to return to work.

- Determine whether the employee will need some form of employment-related accommodation to effectively return to work. If so, an accommodation plan will be created with the employee in consultation with their health care provider.
- Return to work program is already implemented, but will be updated to reference disability rather than just injury/illness.
- Train managers on return to work program.

Required legislative compliance: January 1, 2014
Implementation timeframe: January 1, 2013 to January 1, 2014
Completion date: N/A

Performance management, career development and redeployment

The Central East LHIN will take into account the accessibility needs of employees and any accommodation plans in regards to performance management, career development and job changes.

- Performance Management
 - Review employees' accommodation plans to understand their needs and see whether adjustments need to be made to help them succeed.
 - Make performance management documents available in accessible formats when asked.
 - Provide feedback and coaching in a way that is accessible to them.
- Career Development
 - When providing career development opportunities, consider what accommodations are needed to learn new skills or take on more responsibilities in their current position.
- Redeployment
 - Think about what can be done to help employees with disabilities succeed in other positions within the organization when they change jobs.

Required legislative compliance: January 1, 2014

Implementation timeframe: January 1, 2013 to January 1, 2014

Completion date: N/A

By January 1, 2015

Accessible format and communication supports

The Central East LHIN will let the public know that information will be made accessible upon request and will work with them to figure out how to meet their needs, as soon as possible.

- Make it accessible upon request
 - When someone asks for accessible information, we will work with them to try to meet their needs. Either recreating a document in a different format or make information accessible by helping someone to use the original document or resource.
- Provide it as soon as possible
 - If unable to make the information accessible instantly, we will provide this as soon as possible, depending on the individual's needs, the format or our resources.
- Let the public know
 - We will inform the general public that we will make information accessible upon request. This notice will be posted on our website and at our reception desk.
- When accessible information is requested, the communications department will ensure their needs are met.

Required legislative compliance: January 1, 2015

Implementation timeframe: January 1, 2013 to January 1, 2015

Completion date: N/A

By January 1, 2021

Accessible websites and web content

The Central East LHIN will ensure websites and web content is accessible based on the IASR requirements.

- The Central East LHIN website and all web content on this site published after January 1, 2012, must conform with Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, other than providing caption on live videos (criteria 1.2.4) or audio descriptions for pre-recorded videos (criteria 1.2.5).
- Our internal website will not be accessible; however, we will work with individuals to make the content accessible to them in some way, when requested.
- The communications department along with Pan-LHIN IT providers will ensure we are compliant with the regulations.

Required legislative compliance: January 1, 2021

Implementation timeframe: January 1, 2013 to January 1, 2021

Completion date: N/A

Barrier Identification and Removal

The Central East LHIN, along with the LHIN Accessibility Advisory Committee will continually assess current and future accessibility barriers and remove these barriers in a way that best addresses these issues, as soon as possible. Feedback, both internally and externally, from those with disabilities is welcomed and will be addressed in a timely matter. Any barriers within the building, outside of the Central East LHIN control, will be communicated with the landlord to ensure they are adequately addressed.

For more information

For more information on this accessibility plan, please contact **Marco Aguila** at:

- Phone: 905-427-5497 extension 236
- Email: marco.aguila@lhins.on.ca

Accessible formats of this document are available free upon request, by contacting the above.

Timelines for Compliance:

Year (January)	General Requirements	Information & Communications	Employment Standard
2013	<ul style="list-style-type: none"> ▪ Accessibility policies s.3 ▪ Accessibility plans s.4 ▪ Procurement or acquiring goods, services or facilities s.5 		
2014	<ul style="list-style-type: none"> ▪ Training s.7 	<ul style="list-style-type: none"> ▪ Feedback processes s.11 ▪ All new internet websites and web content on those sites must conform with WCAG 2.0 level A s.14 	<ul style="list-style-type: none"> ▪ Recruitment s.22-24 ▪ Informing employees of supports s.25 ▪ Accessible formats and communication supports for employees s. 26 ▪ Employee accommodation s.25, 26, 28 ▪ Employees returning to work s.29 ▪ Performance management, career development and redeployment s.30-32
2015		<ul style="list-style-type: none"> ▪ Accessible format and communication supports s.12 	
2021		<ul style="list-style-type: none"> ▪ All internet websites and web content must conform with WCAG 2.0 level AA (excluding live captioning and audio description) s.14 	