
This 2014-21 accessibility plan outlines the policies and actions that Davenport-Perth Neighbourhood and Community Health Centre will put in place to improve opportunities for people with disabilities. It lays out how we will accomplish the following:

- Meet our accessibility requirements within required timelines specified in the Integrated Accessibility Standards Regulation.
- Address any current accessibility barriers
- Prevent and remove future barriers

Accessibility Plans are living documents and DPNCHC will review and update our plan every 5 years. This plan is also in our website and we will provide a copy of the plan in an accessible format, if requested.

Statement of Commitment

DPNCHC 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 with Disabilities Act.

Complying with the Accessible Standards for Customer Service Regulation 2012

DPNCHC has been in compliance with the Accessibility Standards for Customer Service Regulation and we continue to ensure that in our day-to-day activities we meet all the requirements of the regulation.

- We have developed and established two accessibility policies; DPNCHC's Accessible Customer Service Policy and Accessibility for Ontarians with Disabilities Training Policy.
- DPNCHC continues to ensure that all staff and volunteers receive training on the Accessibility for Ontarians with Disability Act 2005 and the Accessibility Standards for Customer Service, Ontario Regulation 429/07, with particular emphasis on how to serve, communicate and provide goods and services to persons with disabilities;
- Training is also provided to all persons who participate in developing the organization's policies, practices and procedures.
- DPNCHC keeps a record of training for all staff and volunteers, including names and dates.
- DPNCHC has developed a process to ensure that receiving and responding to feedback is accessible to persons with disabilities; by providing or arranging for the provision of accessible formats and communication supports, upon request.
- DPNCHC welcomes feedback and provides contact information for HR Coordinator, on our website to facilitate the feedback process.

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- DPNCHC has developed a process in the event of a planned or unexpected disruption to services or facilities for clients with disabilities and actions taken by DPNCHC to offer alternative services or facilities.
 - DPNCHC filed its first accessibility report in September 2013.

Accessible Emergency Information 2012

DPNCHC is committed to providing our clients with publicly available emergency information in an accessible way upon request, i.e. evacuation procedures and floor plans. This does not include real-time emergency information, i.e. a fire evacuation.

Workplace Emergency Plan for Employees with Disabilities 2012

We will also provide employees who self-identify with disabilities with individualized emergency responsive information upon request.

Accessible Formats and Communication Support 2012

Upon request, we will provide or arrange to provide accessible formats and communication supports for persons with disabilities;

- In a timely manner that takes into account the person's accessibility needs;
- At no cost to the person making the request
- DPNCHC will consult with the person making the request to determine the suitability of an accessible format or communication support.

Customer Feedback 2012

We welcome feedback and have developed a process for accepting feedback, including how it will be recorded, responded to and handled. We also make information about our feedback process readily available to our clients and the public by:

- Posting notices of DPNCHC's feedback process at both 1900 and 1892 Davenport Road, and
- Providing contact information for the HR Coordinator, on our website to facilitate the feedback process.

Integrated Accessibility Standards Regulation (IASR) General Requirements

Complying with the Information and Communication Standards 2014

DPNCHC is committed to meeting the communication needs of people with disabilities. We will create, provide and receive information and communications in ways that are accessible for people with disabilities. We will consult with people with disabilities to determine their information and communication needs. We have created DPNCHC's Information and Communication Standards Policy to support the standard.

Accessible Websites 2014

DPNCHC is in compliance with the World Wide Web Consortium Web Content Accessibility Guidelines or WCAG at the 2.0, Level A.

- DPNCHC conducted an accessibility review of its website and its common navigation and layout elements. The website was refreshed in 2013 and is WCAG 2.0, Level A compliant.
- DPNCHC will ensure that going forward; all new web content for use by the public is checked for accessibility.
- DPNCHC will ensure that going forward, our intranet; internal website that is used privately and securely by our employees is accessible.
- DPNCHC will ensure that going forward, our extranet; a controlled extension of the organization's intranet is accessible to outside users over the internet.

Feedback Process 2015

DPNCHC has already met this requirement and we will continue to ensure that our feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports upon request. Clients can submit their feedback by:

- Phone
- Fax
- Email address on website
- In person, and
- Through feedback forms available to the client if requested.

Training 2015

DPNCHC will provide training for its employees and volunteers regarding the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code. This training will also be provided for individuals who are responsible for developing DPNCHC's policies and all other persons who provide goods and services on behalf of DPNCHC.

DPNCHC will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015. Training will be provided in a way that best suits the duties of our employees and volunteers. Training will be provided in a variety of ways; as part of an orientation session, handouts and online training.

- Training will be provided as soon as is practicable after the employee is assigned their duties but no later than 6 months after hire.
- Training will be provided on an ongoing basis, such as when a new employee is hired or when changes are made to our accessibility policies.
- A record of names and dates on which training is provided will be kept.

Accessible Formats and Communication Supports 2016

DPNCHC has already met this requirement. We have notices posted at 1900 and 1892 Davenport Road, notifying the public of the availability of accessible formats and communication supports. We will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016.

Clients can request public information, in an alternate format, for example:

- Enlarged text
- Braille format
- Documents provided via email
- Audio file
- Communication support either in person or over the phone

Accessible Formats and Communications Supports for Employees 2016

DPNCHC will consult with the employee making the request to determine the best way to provide such support. If an employee with a disability requests it, DPNCHC will provide or arrange for the provision of accessible formats and communication supports for the following:

- Information needed in order to perform their job; and
- Information that is generally available to all employees in the workplace.

Complying with the Employment Standards 2016

DPNCHC is in compliance with the Accessible Employment Standards Regulation. Under this section, we are required to provide individualized workplace emergency response information to employees who have a disability. If the employee requires assistance in an emergency and has consented to have information about his/her accommodation needs shared, we will provide the workplace emergency response information to the person designated to provide assistance to the employee. We have created DPNCHC's Employment Standards Policy to support the standard, ahead of the January 1, 2016 deadline.

Informing Employees of Supports Available to Them 2016

DPNCHC's employees have been notified of our commitment to work with them to create individual workplace emergency response information. A memo was sent out to all staff, asking if they self-identify as having a disability and if they have accommodation needs.

- DPNCHC will inform all employees of its policies for supporting employees with disabilities, including providing employment related accommodations. We will provide this Information through our internal Staff Bulletin, memos, staff meetings and email.
- New employees will receive this information during their orientation process.

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- Whenever there is a change to our existing policies on the provision of job accommodation, employees will be given updated information.
 - DPNCHC will ensure that for those who may need accommodation, their privacy is respected and that any sharing of information about their needs will be discussed with them and made with their consent.

Documented Individual Accommodation Plans 2016

DPNCHC has already met this requirement. We have an existing Return to Work Policy and have taken the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- DPNCHC and the employee will work together to determine the best way to provide support and accommodation and together will develop a written individual accommodation plan.
- The modified Individual Return to Work Program will be designed taking into account the functional information provided by the employee and their medical professional.
- DPNCHC will ensure that the information collected is kept strictly confidential and will only to be shared with the employee's consent.
- This plan will be reviewed and/or updated as requested by employee on a need to basis.
- All employees will be given updated information whenever there is a change to existing policies and procedures.

Recruitment 2016

DPNCHC is committed to fair and accessible employment practices. DPNCHC is working towards meeting this requirement and we will take the following steps to notify the public and staff about the availability of accommodation during the recruitment and assessment processes and when people are hired.

- DPNCHC will make every effort to ensure job postings are available in a variety of forms and access points to ensure that potential applicants with accommodations needs are aware of the posting.
- DPNCHC will notify its employees and the public about the availability of accommodation for persons with a disability by including a statement in the job posting that upon request, accommodation will be provided during the interview process.
- DPNCHC will notify the successful applicant of our policies and supports for accommodating people with disabilities when offering employment. This notice will be included in the letter of offer to the successful applicant and during the orientation process.

Performance Management 2016

DPNCHC will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account, when using DPNCHC's performance management, career development and redeployment processes.

- DPNCHC will review the accessibility needs of employees with disabilities with regards to performance management and career development – taking the employees' accessibility into account, including performance plans in accessible formats as well as coaching and feedback.
- DPNCHC will review and update the accommodation plan when the employee is redeployed, or as needed.
- DPNCHC will update existing performance management processes to ensure that accessibility is built into the process.

Return to Work Process and Redeployment 2016

DPNCHC has a Return to Work Policy and process in place. Throughout the process, the HR Coordinator works with the employee, his or her manager and the group insurance benefits coordinators.

- DPNCHC will ensure that managers understand the accommodation being made as well as the privacy/communication concerns and agreements around return to work requirements
- DPNCHC will formally document the return-to-work accommodation process
- If DPNCHC uses redeployment processes, we will take into account the accessibility needs of the employee.

For More Information

For more information on this accessibility plan, please contact HR Coordinator at:

Phone: 416 656-8025, ext. 368

Email: info@dpnchc.ca

Accessible formats of this document are available free upon request from the HR Coordinator.