

## **DPNCHC's Compliance under AODA Annual Report – March 2015**

### **Integrated Accessibility Standards Regulation (IASR)**

The Integrated Accessibility Standards Regulation establishes accessibility standards and introduces requirements for Information and Communications, Employment, Transportation and the Built Environment. The Integrated Accessibility Standards Regulation applies to all public, private and not-for-profit organizations, with at least one employee. DPNCHC falls under Large Private and not-for-profit organizations with 50+ employees.

A Statement of Commitment establishes the vision and the goals for an organization and it is a first step in the development of accessibility policies as it gives an organization purpose, clarity and direction. DPNCHC has written its Statement of Commitment and has made it available to the public by posting it on the agency website, "Accessibility" section, including posting it in the lobby of both 1900 and 1892 sites. We will also provide our Statement of Commitment in an accessible format upon request.

The deadline to meet this requirement was January 1, 2014 and we have met this requirement.

#### **Accessibility Policies**

In 2011, DPNCHC developed and wrote our Accessible Customer Service Policy and Accessibility for Ontarians with Disabilities Training Policy, to comply with the Customer Service standard. Both of these policies were presented to the Policy Review Committee and approved by the Board in December 2011.

In January 2014, we developed and wrote DPNCHC's Employment Policy and Information and Communications Policy, to meet the IASR standard. These policies describe what we do, or what rules and principles we will put in place to support achieving our accessibility goals, to meet the requirements of the regulation.

The deadline to meet this requirement was January 1, 2014. DPNCHC's Employment and Information/Communication Policies were presented to the Policy Review Committee and approved by the Board January 2014. Both policies were made public and are posted on DPNCHC's website, in the "Accessibility" section.

#### **Availability of Policies**

Public sector organizations, as well as private and not-for-profit organizations with 50 or more employees must make their accessibility policies available to the public.

- DPNCHC has posted signs about our accessibility policies at both 1900 and 1892 sites, so that the public is aware the information is available.
- We must also provide a copy of our policies to any person who requests one. As well, the copy must be provided in an accessible format, if required.

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- Policies are living documents and should be reviewed and updated regularly to reflect current practices of the organization. It is DPNCHC's standard practice to review and update policies every 4 years, unless a major change/update is implemented.
- DPNCHC has made available to the public by posting in the agency's website a method to request accessibility documents on the main page, "Customer Feedback Notice".

The deadline to meet this requirement was January 1, 2014 and we have met this requirement.

### **Accessibility Plan**

An accessibility plan describes the actions an organization will take to prevent and remove barriers, and when it will do so. It creates a road map for an organization to increase accessibility and puts into action an organization's commitment to accessibility and its accessibility policies.

- DPNCHC must establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under the Regulation.
- The plan will be posted on our website, and upon request, we will provide the plan in an accessible format, and
- review and update the accessibility plan at least once every five years.
- DPNCHC shall establish, review and update our accessibility plans in consultation with persons with disabilities.

The deadline to meet this requirement was January 1, 2014 and DPNCHC's Accessibility Plan is posted in our website; "Accessibility" section.

### **Training**

The intent of this requirement is that all organizations train employees, volunteers, all those who participate in developing the organization's policies, and all others who provide goods or services on behalf of the organization, about the requirements in the Integrated Accessibility Standards Regulation, as well as the Ontario Human Rights Code as it relates to people with disabilities.

DPNCHC is in complete compliance with this requirement. Since February 2014, we have been using HRdownloads Training Systems to train all staff on the Customer Service, Employment and Information/Communications Standards and Ontario Human Rights Code (AODA edition). Records of training for all staff are kept in the HR Coordinator's office. At same time, DPNCHC's accessibility policies were made available via internal memos and staff were asked to read them. Newly hired staff are oriented on the accessibility policies and they must sign a waiver that they have read these policies.

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The deadline to meet this requirement was January 1, 2015 and we are continuously meeting the requirement.

### **Information and Communications Standard**

The Information and Communications Standard outlines requirements for organizations to create, provide and receive information and communications in ways that are accessible for people with disabilities. This should help people with disabilities access sources of information and communications that many of us rely on every day.

#### **Accessible Websites and Web Content**

The intent of this requirement is that the Government of Ontario, the Legislative Assembly, designated public sector organizations, as well as private and not-for-profit organizations with more than 50 employees make their websites accessible to people with disabilities by conforming to international standards for website accessibility.

- DPNCHC shall make their internet websites and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA by January 1, 2021.

DPNCHC's website went through a major overhaul in May 2014 to ensure compliance with AODA regulations.

The deadline to meet this requirement was January 1, 2014 and we have met this requirement.

#### **Feedback**

Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request. DPNCHC has provided a public feedback method in the agency's website, main page, "Customer Feedback Notice".

The deadline to meet this requirement was January 1, 2015 and we have already met this requirement.

#### **Accessible Formats and Communication Supports**

The intent of this requirement is that all organizations provide information and communicate in an accessible manner about their goods, services or facilities to people with disabilities, on request. The information must be provided in a timely manner and at a cost that is no more than the regular price charged to others.

The deadline to meet this requirement is January 1, 2016 and we are working towards setting up processes to meet this requirement.

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### **Emergency Procedures, Plans or Public Safety Information**

The intent of this requirement is that publicly available emergency and public safety information is provided in an accessible format or with appropriate communication supports, on request. Organizations are not required to develop or create new emergency or public safety information. Further, organizations are not required to convert this information into accessible formats or provide communication supports if they do not share the information publicly. Some organizations have confidential internal plans, such as those for security lockdowns that are not shared publicly.

However, organizations may have requirements under the Accessible Employment Standard to provide individualized emergency information to its employees.

Human Resources sent out an Accessibility survey to all staff in October 2013. The intent of this survey was to collect information on employees, to help us identify barriers that could arise in an emergency situation and provide suggestions on how to overcome them. Only one respondent self-identified as having a disability but did not pursue to fill out the Employee Emergency Information Worksheet.

The deadline to meet this requirement was January 1, 2012 and we have met this requirement.

### **Employment Standard**

This standard requires employers to provide for accessibility across all stages of the employment life cycle. By pro-actively removing barriers across the employment life cycle, employers can help to create workplaces that are accessible and which allow employees to reach their full potential. This standard applies to paid employees and this includes, but is not limited to, full-time, part-time, and seasonal employment. As good business practice, employers may apply the Standard to unpaid staff, volunteers and other forms of unpaid work. The Employment Standard is a framework for integrating accessibility into regular workplace processes. Accessibility benefits everyone.

### **Requirements under the Employment Standard**

The requirements covered in this section are:

- Recruitment, assessment and selection
- Accessible formats and communication supports for employees
- Workplace emergency response information
- Documented individual accommodation plans
- Return to work process
- Performance management
- Career development and advancement
- Redeployment

Currently we advertise in all job postings that DPNCHC encourages applications from candidates whose background is diverse in terms of culture, race, language, religion,

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class, gender/sexual orientation, and including those who may need accommodation. As well, in the process of conducting New Staff Hire orientation, the newly hired employee is informed that accommodation in the workplace will be provided upon their request.

The deadline to meet this requirement is January 1, 2016 and we are working towards setting up processes to continue to meet this requirement.

### **Transportation Standard**

The requirements in the Transportation Standard will help transportation providers as well as municipalities, universities, colleges, hospitals and school boards make their services and vehicles accessible to people with disabilities.

This standard does not apply to DPNCHC.

### **The Built Environment Standard**

The Accessibility Standards for the Built Environment focus on removing barriers in two areas:

- buildings
- public spaces

June 2013, an accessibility ramp was installed for easy access to the main entrance of the old Manse building. In March 2014, DPNCHC was able to enhance a number of washrooms, to improve and update the counters and make the toilets more accessible. The improvements were made to the men's and women's bathroom on the main floor, Perth Hall bathroom and the Manse bathroom on the first floor. As well, new push button door openers were installed in Perth Hall door entrance, Perth Hall public washroom, main floor men's and women's washrooms, Manse main entrance and Manse bathroom on the first floor.

The deadline to meet this requirement is January 1, 2016 and we are continuously working towards setting up processes and upgrades to meet this requirement.