

## **Davenport-Perth Neighbourhood and Community Health Centre's Compliance to the requirements under Accessibility for Ontarians with Disabilities Act Annual Report - March 31, 2016**

### **Integrated Accessibility Standards Regulation**

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. Davenport-Perth Neighbourhood and Community Health Centre falls under Large Private and not-for-profit organizations with 50+ employees' category.

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. Davenport-Perth Neighbourhood and Community Health Centre has written its Statement of Commitment and has made it available to the public by posting it on the agency website, in the "About" menu on the "Accessibility" page, and it is posted in the lobby of both the 1900 and 1892 Davenport-Perth Neighbourhood and Community Health Centre 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, Davenport-Perth Neighbourhood and Community Health Centre developed and wrote our Accessible Customer Service Policy and Accessibility for Ontarians with Disabilities Training Policy, to comply with the Customer Service standards. 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 Davenport-Perth Neighbourhood and Community Health Centre's Employment Policy and Information and Communications Policy, to meet the Integrated Accessibility Standards Regulation 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. Davenport-Perth Neighbourhood and Community Health Centre'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 by posting them on Davenport-Perth Neighbourhood and Community Health Centre's website, in the "About" menu on the "Accessibility" page.

### **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.

- Davenport-Perth Neighbourhood and Community Health Centre 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 requested.
- Policies are living documents and should be reviewed and updated regularly to reflect current practices of the organization. It is Davenport-Perth Neighbourhood and Community Health Centre

standard practice to review and update policies every 4 years, unless a major change/update is implemented.

- Davenport-Perth Neighbourhood and Community Health Centre provides clients with the opportunity to provide feedback on the services provided. Information about the feedback process is made available by notice on the agency's website, located on the "About" menu, on the "Accessibility" 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. The plan creates a road map to increase accessibility and puts into action the organization's commitment to accessibility and its accessibility policies. To meet this requirement Davenport-Perth Neighbourhood and Community Health Centre must do the following:

- 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.
- Post the plan on our website, and upon request, provide the plan in an accessible format.
- Review and update the accessibility plan at least once every five years.
- Establish, review and update our accessibility plans in consultation with persons with disabilities.
- Prepare an annual status report on the progress of measures taken to meet the requirement.
- Post this status report on our website, and provide the report in an accessible format upon request.

The deadline to meet this requirement was January 1, 2014 and Davenport-Perth Neighbourhood and Community Health Centre's Accessibility Plan and the Annual Status Report are both posted on the Davenport-Perth Neighbourhood and Community Health Centre website in the "About" menu on the "Accessibility" page. The Annual Status Report will be posted by March 31<sup>st</sup> of every year.

### **Training**

The intent of this requirement is that all organizations train employees, volunteers, 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.

Davenport-Perth Neighbourhood and Community Health Centre is continuously meeting this requirement. Since February 2014, we have been using HRdownloads Training Systems to train staff on the Customer Service, Employment and Information/Communications Standards and Ontario Human Rights Code (Accessibility for Ontarian's with Disabilities Act) Standards. Records of training for all staff are kept in the HR Coordinator's office. At same time, our accessibility policies were made available via internal memos and staff were asked to read them. Newly hired staff meet with the HR Coordinator before or within the first days at work for an orientation to Davenport-Perth Neighbourhood and Community Health Centre's accessibility policies and they must sign a waiver that they have read these policies. The HR Coordinator sets up new staff for training on the Accessibility for Ontarian's with Disabilities Act edition Standards by registering them with HRdownloads.

Since they participate in developing Davenport-Perth Neighbourhood and Community Health Centre's policies, Board members on the Policy Committee, will be asked if they have already had Accessibility for Ontarian's with Disabilities Act edition training. If not, they will be set up with HRdownloads and required to complete the training. Committee members will review any changes to the Accessibility

for Ontarian's with Disabilities Act edition policies at the beginning of the Board year and new members to the committee will receive the full on-line orientation.

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

- Davenport-Perth Neighbourhood and Community Health Centre CENTRE's website went through a major overhaul in May 2014 to ensure compliance with Accessibility for Ontarian's with Disabilities Act edition regulations. Our website and web content conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A. The deadline to meet this requirement was January 1, 2014 and we have met this requirement. Our next level of compliance is to be at Level AA by January 1, 2021, and we are working towards meeting 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. Davenport-Perth Neighbourhood and Community Health Centre has provided the public with a feedback method in the agency's website, located in the "About" menu on the "Accessibility" page; "Customer Feedback Notice".

The deadline to meet this requirement was January 1, 2015 and we have 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. The HR Coordinator is in the process of learning how to create accessible Word and PDF documents, to further support availability of accessible documents.

### **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, upon 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. As Davenport-Perth Neighbourhood and Community Health Centre does not have emergency and public safety information available to the public, we do not have to develop or create this information. However, organizations may have requirements under the Accessible Employment Standard to provide individualized emergency information to its employees.

The Human Resources Department sent out an anonymous 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 chose not to fill out the Employee Emergency Information Worksheet.

The HR Coordinator meets with every newly hired staff for a “New Staff Hire Orientation”; at that time new staff is made aware of Davenport-Perth Neighbourhood and Community Health Centre’s accessibility policies and are asked if they self-identify as having a disability and require accommodation. Davenport-Perth Neighbourhood and Community Health Centre will work with anyone requesting an accommodation to create an Individual Accommodation Plan. A written section in the Staff Emergency Information Sheet form addresses this disclosure.

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 includes, but is not limited to, full-time, part-time, and seasonal employment. As good business practice, employers may apply the Standard to volunteers and other forms of unpaid work. The Employment Standard is a framework for integrating accessibility into regular workplace processes.

## **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 processes
- Performance management
- Career development and advancement
- Redeployment

Currently we advertise in all job postings that “Davenport-Perth Neighbourhood and Community Health Centre encourages applications from candidates whose background is diverse in terms of culture, race, language, religion, class, gender/sexual orientation. Reasonable accommodation or any other special needs will be provided in all parts of the hiring process. If you require any accommodation, please advise Human Resources”. As well, in the process of conducting every “New Staff Hire Orientation”, the HR Coordinator informs the newly hired employee that accommodation in the workplace will be provided upon 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 Davenport-Perth Neighbourhood and Community Health Centre.

## **The Built Environment Standard**

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

- buildings
- public spaces

In March 2014, Davenport-Perth Neighbourhood and Community Health Centre was able to enhance our Main front doors, and a number of washrooms.

These improvements were made to:

- The Centre's front doors were replaced to allow easier entry by large size scooters, wheelchairs and children's strollers, and the delay timer to close the doors increased.
- The men's and women's public washrooms on the main floor were fitted with accessible height sink counters and accessible handle style faucets and angled mirrors.
- Perth Hall bathroom door was fitted with a push button feature, a Braille Washroom sign and inside with a new angled mirror.
- New push button door openers were installed in Perth Hall door entrance, and the main floor men's public washroom.
- New push button door openers were installed in the Manse front door entrance and Manse washroom on the first floor.
- A large display cabinet was removed from the floor of Main lobby to allow easier access by clients/participants in wheelchairs approaching the Main reception counter.

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.

In addition to the legislated requirements and to further improve accessibility in our community a new activity in the 2016 Operational Plan has been developed. Davenport-Perth Neighbourhood and Community Health Centre will partner with the Stop Gap Foundation to create the Davenport Community Ramp Project. Davenport-Perth Neighbourhood and Community Health Centre Community Advisory Group invites community members to identify businesses and services in the neighborhood that need accessible ramps. The project is led by a volunteer team who will build and paint custom front-step ramps that will make our community more accessible for people with disabilities, wheelchairs, and walkers, as well as those with children's strollers.