



This accessibility plan outlines the policies and actions that Davenport-Perth Neighbourhood and Community Health Centre is working hard to remove and prevent barriers to accessibility. Accessibility Plans are living documents and Davenport-Perth Neighbourhood and Community Health Centre will review and update our plan every 5 years. We will provide a copy of the plan in an accessible format, if requested.

Statement of Commitment

Davenport-Perth Neighbourhood and Community Health Centre 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.

Customer Service

Timeline: January 1, 2014; ongoing.

Davenport-Perth Neighbourhood and Community Health Centre is 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 developed and established two accessibility policies; Accessible Customer Service and Accessibility for Ontarians with Disabilities Training Policy.
- We continue 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.
- July 1, 2016, the Ontario Government announced significant changes to the Customer Service standard. To this effect the Accessible Customer Service Policy was updated to include delivery of training on Customer Service to all staff, volunteers and Board Members, regardless of their interaction with the public; the new changes also include an expanded list of professionals who are now authorized to provide documents indicating the need for a service animal to those who need it.
- We have provided the public with a feedback method in the agency's website, located in the "About" menu on the "Accessibility" page; "Customer Feedback Notice".
- In the event of a planned or unexpected disruption to services or facilities for clients with disabilities, we will notify clients promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be placed at the entrance of both 1900 and 1892 Davenport Road and the agency's website.



Integrated Accessibility Standards Regulation

Accessible Formats and Communication Support

Timeline: January 1, 2014; ongoing.

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
- We will consult with the person making the request to determine the suitability of an accessible format or communication support.

Accessible Emergency Information

Timeline: January 1, 2012; ongoing.

We are 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

Timeline: December 1, 2015; ongoing.

We 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, we 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.
- We will also provide employees who self-identify with disabilities with individualized emergency responsive information upon request.
- October 2013, the Human Resources department sent out an anonymous survey to all staff; asking employees to self-identify as having a disability and needing personalized emergency information. Only one person self-identified but choose not to fill out the Employee Emergency Information worksheet.
- The HR Coordinator meets one-to-one with newly hired staff and informs them of the Accessibility for Ontarians Disability Act, the agency's accessibility policies and accommodations available to them, upon request.

Information and Communication Standards

Timeline: January 1, 2014; ongoing.



We are 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 created the Information and Communication Standards Policy to support the standard.
- Under the Information and Communications Standard, new websites (or major redesign) launched as of January 2014 must be in compliance with WCAG 2.0 Level A; because ours was not a new website, we were in compliance under the law.
- Our goal is to improve accessibility for all, and we are currently planning to catch up to Level A and be compliant to Level AA by end of December 2017, well before the 2021 deadline.
- We will ensure that going forward; all new web content for use by the public is checked for accessibility, our intranet; internal website that is used privately and securely by our employees is accessible and that our extranet; a controlled extension of the organization's intranet is accessible to outside users over the internet.
- July 1, 2016, the Ontario Government announced significant changes to the Customer Service standard. To this effect our training policy was updated to include delivery of training on Customer Service to all staff, volunteers and Board Members, regardless of their interaction with the public; and an expanded list of professionals are now authorized to provide documents indicating the need for a service animal.

Complying with the Employment Standards

Timeline: January 1, 2016

We are 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 the Employment Standards Policy to support the standard.

Documented Individual Accommodation Plans

Timeline: January 1, 2016; ongoing.

Our 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.



- We will inform all employees of its policies for supporting employees with disabilities, including providing employment related accommodations. We provide this Information through our internal Staff Bulletin, memos, staff meetings and email.
- New employees receive this information during their orientation process with the HR Coordinator.
- Whenever there is a change to our existing policies on the provision of job accommodation, employees will be given updated information.
- We 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.
- The agency has an existing Return to Work Policy and we have taken 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. This process also applies to newly hired employees who have requested accommodation in the workplace because of a disability.
- The agency 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.
- We 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

Timeline: January 1, 2016; ongoing.

We are committed to fair and accessible employment practices and we are working towards meeting this requirement. 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.

- We will make every effort to ensure job postings are available in a variety of formats and access points to ensure that potential applicants with accommodations needs are aware of the posting.
- We will notify 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.
- We will notify the successful applicant of our policies and supports for accommodating employees 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

Timeline: January 1, 2016; ongoing.

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

- We 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.
- We will review and update the accommodation plan when the employee is redeployed, or as needed.
- We will update existing performance management processes to ensure that accessibility is built into the process.

Return to Work Process and Redeployment

Timeline: January 1, 2016; ongoing.

The agency 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.

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

Design of Public Spaces

Timeline: January 1, 2016; ongoing.

We will meet accessibility laws when building or making major changes to public spaces.

In March 2014, we were 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.
- 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.
- In February 2017, a pharmacy was built in the main floor of the Health Centre, located at 1892 Davenport Rd. Taking the Built Environment Standard into account, a lower accessible counter is part of the design, as well as accessible seating area for clients in wheelchairs, scooters, etc.
- April 2017, the Early Years playground was resurfaced with artificial rubber playground turf as injury prevention and the wood deck as removed, the ground leveled and wood chips were spread out to for a softer, organic playground area for babies and toddlers.

In addition to the legislated requirements and to further improve accessibility in our community, a new activity in the 2016 Operational Plan was developed. We partnered with the Stop Gap Foundation to create the Davenport Community Ramp Project. The Davenport-Perth Neighbourhood and Community Health Centre's Community Advisory Group invited community members to identify businesses and services in the neighborhood that needed accessible ramps. The project was led by a volunteer team who built and painted custom front-step ramps that made our community more accessible for people with disabilities, wheelchairs, and walkers, as well as those with children's strollers. By the end of the project, our 40 volunteers partnered with local shops and services agencies to install 18 new ramps, creating 18 more spaces where all members of our community can feel welcomed and supported.

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.

This plan was revised December 2017.