

Intent

This 2020-2025 accessibility plan outlines the policies and actions that Davenport-Perth Neighbourhood and Community Health Centre has put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the Integrated Accessibility Standards, Ontario Regulation 191/11.

Statement of Commitment

Davenport-Perth Neighbourhood and Community Health Centre believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005) and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

Section 1-General Requirements; Compliance Date: Jan. 1, 2014

Establishment of Accessibility Policies – Completion Date: December 2011; Status: Completed.

Section 3. (1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this regulation.

Davenport-Perth Neighbourhood and Community Health Centre has developed and wrote the agency's Accessible Customer Service and Accessibility for Ontarians with Disabilities Training Policies and these were approved by the Board December 2011. In January 2014, the Board also approved 2 additional accessibility policies; the Employment Policy and Information & Communication Policy. Policies were made public and are posted in the agency's website. Existing staff were introduced to all 4 new policies and these are now included at onboarding orientation for every new staff.

Initial Accessibility Plan - Completion Date: January 2014; Status: Completed.

Section 4. (1) Large organizations shall,

- a) 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 this regulation;
- b) Post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and
- c) Review and update the accessibility plan at least once every five years. Multi-year plan developed and posted in the agency's website.

Davenport-Perth Neighbourhood and Community Health Centre has its first Multi-year plan developed and posted in the agency's website in 2014. Annual Status reports are updated March 31st of every year and posted in the agency's website. This same plan is reviewed every 5 years, the next review is due 2025.

[Training – Compliance Date: January 1, 2015; Status: Ongoing.](#)

Section 7. (1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to,

- a) All employees, and volunteers;
- b) All persons who participate in developing the organization's policies; and
- c) All other persons who provide goods and services or facilities on behalf of the organization.
- d) Board of directors
- e) Every employee, volunteer, policy developer and any other person who provides goods, services and facilities on behalf of the organization must be trained on how to provide accessible customer service.

In 2011, Human Resources staff were trained on the Customer Service Standard, the Act and Human Rights Code (AODA). Training to all staff rolled out in 2014 via HRdownloads Training Systems; staff view the training video, and will then need to complete a quiz to receive a certificate of completion, evidence of training is kept in their Personnel file. All staff are trained on the Customer Service Standard, the Information & Communications Standard, the Employment Standards and the Human Rights Code (AODA). At the onboarding orientation delivered by the HR Coordinator, newly hired staff are oriented to Davenport-Perth Neighbourhood and Community Health Centre's accessibility policies and enrolled to complete the AODA training modules via HRdownloads Training Systems.

At the Board orientation, members are asked if they have received accessibility training and if not, they are enrolled in same online training with HRdownloads Training Systems; evidence of training is kept by the HR Coordinator.

Volunteers receive training on the Customer Service Standard and the Act at every Volunteer Orientation session; evidence of training is kept by the Volunteer Coordinator.

Section 2 - Information and Communications Standards

[Feedback Process-Compliance Date: January 1, 2015; Status: Complete.](#)

Section 11.(1) 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. Any external services for feedback must be made available in additional formats upon request.

Davenport-Perth Neighbourhood and Community Health Centre has provided the public with a feedback method in the agency's website in the "About" menu on the "Accessibility" page; "Customer Feedback Notice". Notices are posted at 1900 Davenport Road; Main Reception and at 1892 Davenport Road; Health Centre Reception.

[Accessible Formats & Communication Supports-Compliance Date: January 1, 2016; Status: Complete.](#)

Section 12. (1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for provision of accessible formats and communication supports for persons with disabilities,

- At a cost that is no more than the regular cost charged to other persons.

Section 12. (2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.

Section 12. (3) Every obligated organization shall notify the public about the availability of accessible formats and communications supports.

A disclosure is posted on the agency's website, in the "About" menu on the "Accessibility" page, "Customer Feedback Notice", "Notice of Documentation Availability", where it discloses the contact person's name and their contact information. A general statement "Reasonable accommodation will be provided upon request" is included in the agency's flyers and registration forms that invites individuals to let us know about their needs when registering for a program or event.

This document has been created with accessibility in mind, checked with Word Accessibility Checker and was found to contain no issues.

[Emergency Procedures and Public Safety Information-Compliance Date: Jan.1, 2012; Status: Complete.](#)

Section 13. (1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

Davenport-Perth Neighbourhood and Community Health Centre does not produce public emergency procedures, plans and public safety information, no action required.

[Accessible Websites & Web Content- Compliance Date: January 1, 2021; Status: Ongoing.](#)

Section 14. New and redesigned websites/content to be WCAG 2.0, Level A/AA compliant.

The agency's website is currently at Level AA, well ahead of the January 2021 deadline. Criteria are mainly related to high contrast content and font size, both of which can be controlled with the accessibility tools in the site header; and keyboard navigation which is the ability to use the tab key to navigate the menu and in page links. We are working toward making the website mobile friendly. We can do this by implementing a method called Responsive Design. In Responsive Design, the web page content automatically reflows top to bottom, left to right, based on the screen size of the device in use, which reduces or eliminates the need for left to right scrolling.

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.

[Section 3 - Employment Standard; Compliance Date: January 1, 2016](#)

[Recruitment-General; Status: Ongoing.](#)

Section 22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.

A statement declaring our commitment in providing accommodations in all stages of the hiring process for persons with disabilities, is included in every job posting.

[Recruitment, Assessment or Selection Process; Status: Ongoing.](#)

Section 23. (1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

Section 23. (2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

Upon request for accommodation, the hiring committee will consult with the applicant on available accommodation. To consult with HR as needed.

Notice to Successful Applicants; Status: Ongoing.

Section 24. Every employer shall, when making offers of employment, notify successful applicant of its policies for accommodating employees with disabilities.

Job offer letters include a statement notifying the successful applicant that accommodation is available upon request and by verbally notifying the candidate. Davenport-Perth Neighbourhood and Community Health Centre's AODA Employment Policy is included in the onboarding orientation to new employees.

Informing Employees of Supports; Status: Ongoing.

Section 25. (1) Every employer shall, inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provisions of job accommodations that take into account an employee's needs due to a disability.

Section 25. (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.

Section 25. (3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provisions of job accommodations that take into account an employee's accessibility needs due to disability.

Davenport-Perth Neighbourhood and Community Health Centre's AODA Employment Policy is provided to staff through our internal e-bulletin, memos, staff meetings and is posted on employee boards. New employees receive this information during the onboarding orientation.

Accessible Formats & Communication Supports for Employees-Status: Ongoing.

Section 26. (1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for provision of accessible formats and communication supports for,

- a) Information that is needed in order to perform the employees job; and
- b) Information that is generally available to employees in the workplace

Section 26. (2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.

Davenport-Perth Neighbourhood and Community Health Centre's AODA Information and Communication Policy is reviewed and discussed at onboarding orientation for new staff. If accommodation is requested, HR will consult with the new employee to provide suitable accommodation.

[Workplace Emergency Response Information-Compliance Date: January 1, 2012; Status: Ongoing.](#)

Section 27. (1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the needs for accommodation due to the employee's disability.

Section 27. (2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.

Section 27. (3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.

Section 27. (4) Every employer shall review the individualized workplace emergency response information,

- a) When the employee moves to a different location in the organization;
- b) When the employee's overall accommodation needs or plans are reviewed; and
- c) When the employer reviews its general response policies.

Employees are advised of workplace accommodation at their onboarding orientation. Davenport-Perth Neighbourhood and Community Health Centre will develop an individual emergency response plan with the employee as soon as practicable once we are aware of the need.

[Documented Individual Accommodation Plans-Completion Date: January 1, 2016; Status: Complete.](#)

Section 28. (1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.

Section 28. (2) The process for the development of documented individual accommodation plans shall include the following elements:

- a) The manner in which employees requesting accommodation can participate in the development of the individual accommodation plan.
- b) The means by which the employee is assessed on an individual basis.
- c) The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodations can be achieved.
- d) The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.
- e) The steps taken to protect the privacy of the employees.
- f) The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.

- g) If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
- h) The means of providing the individual accommodation plan in a format that takes into account the employees accessibility needs due to disability.

Individual accommodation plans are developed with complete participation of the employee requesting it. If requested, information accessible formats and communication supports provided to the employee will also be included in individual accommodation plans. Davenport-Perth Neighbourhood and Community Health Centre will maintain a written process for the development of documented individual accommodation plans. Individual accommodation plans are kept by HR in the employee's HR file.

Return to Work Process-Compliance Date: January 1, 2016

Section 29. (1) Every employer, other than an employer that is a small organization,

- a) Shall develop and have in place a return to work process for its employees who have been absent from work due to a disability-related accommodations in order to return to work; and
- b) Shall document the process

Davenport-Perth Neighbourhood and Community Health Centre has a written Return to Work Policy and Return to Work Process already in place. We will consult with employee that is absent due to a disability on accommodation required. Human Resources will work with employees to develop individualized accommodation plans and/or return to work plans. The plan will take into consideration the functional information provided by employee and their medical professional. Davenport-Perth Neighbourhood and Community Health Centre ensures that managers understand the accommodation being made as well as the privacy concerns. These plans will be kept in the employees Personnel file, See 3.2.45 Employment Policy, section G. and in our Personnel Policy, section P. RETURN TO WORK PROGRAM.

Performance Management- January 1, 2016

Section 30. (1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.

The needs of employees with disabilities as well as any individualized accommodation plans in place will be taken in consideration during the process. Performance Management is done in consultation with immediate supervisor and with the HR Coordinator who is aware of all accommodation plans.

Career Development & Advancement

Section 31. (1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities, as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.

Career development is part of individual employee work plans and accounts for accommodation plans.

Redeployment

Section 32. (2) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.

Redeployment is rarely used and always in consultation with the employee, the HR Coordinator, the Executive-Director and the employee's supervisor.

Section 4 - Transportation Standard

Applies to Conventional and Specialized Public Transportation Service Providers only.

Davenport-Perth Neighbourhood and Community Health Centre does not provide public transportation, no action is required.

Section 4.1 – Design of Public Spaces; Completion Date: 1-Jan-18

Make new or redeveloped public spaces accessible; Status: Complete

Section(s) 80.1-90.44 Obligated organizations, other than small organizations, shall ensure that when building new public spaces or making planned significant alterations to existing public spaces that accessibility is incorporated and the requirements under the Design of Public Spaces Standard is adhered to. This applies to:

- Recreational trails and beach access routes
- Outdoor public use eating areas
- Outdoor play spaces
- Exterior paths of travel
- Off-street and On-street parking (On-street parking does not apply to Davenport-Perth Neighbourhood and Community Health Centre)
- Service counters, fixed queuing guides and waiting areas with fixed seating
- Maintain accessible elements of public space

All alterations done to date are compliant with the Accessibility Standard. Davenport-Perth Neighbourhood and Community Health Centre will continue to ensure Accessibility Standards requirements are met when building new or replacing and building new or making planned significant alterations to spaces.

- The Centre's front and back entrance doors were replaced to a wider size to allow easier entry by large size scooters, wheelchairs and children's strollers. New push buttons were installed to ensure both doors open at same time, with the timer increased for people to go thru before the doors close behind.
- New push buttons were installed to the entrance of Perth Hall. Braille signage to Perth Hall washroom entrance and inside a new angled down mirror was installed.
- New push button was also installed to access the Youth Program space, in the Sub basement space.
- An outside ramp was installed to access entrance to the now EdgeWest Youth Clinic and a new push button was installed to access the EdgeWest bathroom.
- The men and women's public washrooms on the main floor were renovated to include a lower counter, angled down mirrors and new toilets were installed to a higher height, thus more comfortable for those who need it.
- The half wall to the women's public on the main floor was trimmed to allow easy entry by wheelchairs, scooters. Inside, the stalls were set back by approximately 2 inches, allowing for more room for walking/drive into.
- The EarlyON playground was resurfaced with artificial rubber turf as injury prevention and the raised wood deck removed, the ground levelled and wood chips spread out for a softer, organic area for babies and toddlers.
- Pharmasave Community Choice pharmacy was built in the main floor of the Health Centre, located at 1892 Davenport Road. We ensured that a lower accessible counter was part of the new build, as well as accessible seating/waiting area for clients in wheelchairs, scooters. The pharmacy is a store that operates independently of the neighbourhood and community health centre; and it serves its community, with programs and services tailored to the needs of the community and its customers.

Maintenance of Accessible Elements; Compliance Date: 1-Jan-18

80.44 In addition to the accessibility plan requirements set out in section 5, obligated organizations, other than small organizations, and shall ensure that their multi-year accessibility plans include the following:

1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part.
2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order.

To the extent possible, notice regarding any disruption to accessible elements due to planned maintenance or repairs impacting customer accessibility will be posted in advance, including information about the disruption, its anticipated duration, and a description of alternative accessible elements that may be available. This notice is provided by posting notices in a conspicuous place in the centre's premises, such as the lobby and waiting areas, our website and/or such other method as is reasonable under the circumstances.

Section 5- Reporting Compliance

Every three years not-for-profit organizations shall file an Accessibility Compliance Report confirming they have met accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

Davenport-Perth Neighbourhood and Community Health Centre filed its first report December 2013. The second report was filed December 2014 and the last report was submitted December 2017.

This document was created January 2014, reviewed and updated September 2017, reviewed and updated December 2020 and will be reviewed and updated by 2025.