

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.

Completed Initiatives

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.

Action Taken

Davenport-Perth Neighbourhood and Community Health Centre 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 the 4 new policies and going forward, are included in the orientation package at onboarding for 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.

Action Taken

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

Training – Compliance Date: January 1, 2015; Status: 2011; 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.

Action Taken

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 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, new staff are oriented to Davenport-Perth Neighbourhood and Community Health Centre's accessibility policies and enrolled in HRdownloads Training Systems to complete the mandatory AODA training modules.

At the Board's annual 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.

Action Taken

Davenport-Perth Neighbourhood and Community Health Centre makes public the opportunity to provide feedback on services provided to clients. Information about the feedback process is made available by notice on the agency's website and by program staff. Clients who wish to provide feedback by completing an onsite client feedback form or verbally can do so to any DPNCHC employee. Clients who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request. 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.

Action Taken

A disclosure is posted on the agency's website, in the Accessibility page, "Statement of Commitment"; "Notice of Availability and Format of Documents". Upon request, accessible formats and communication supports will be provided to persons with disabilities. A general statement "Reasonable accommodation will be provided upon request" is included in agency's flyers and registration forms that invites persons to let us know about their accommodation needs when registering for a program or event.

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.

Action Taken

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: Complete

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

Action Taken

The agency's website is currently at Level AA. 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 towards making the website mobile friendly 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.

Action Taken

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. New employees are oriented to the AODA Employment Policy and notified of availability of accommodation at their onboarding orientation.

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.

Action Taken

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.

Action Taken

Job offer letters include a statement notifying the successful applicant that accommodation is available upon request by contacting HR by phone or email so that arrangements can be made for the appropriate accommodations to be in place before the beginning of employment. 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.

Action Taken

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.

Action Taken

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 employee to provide suitable accessible formats.

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 accommodations needs or plans are reviewed; and
- c) When the employer reviews its general response policies.

Action Taken

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. Managers/Supervisors will be made aware of their employee's individualized emergency response process.

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 employee's accessibility needs due to disability.

Action Taken

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 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

c) Action Taken

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 the 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.

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.

Action Taken

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 in place.

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.

Action Taken

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.

Action Taken

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: January 1, 2018

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

Action Taken

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.

Maintenance of Accessible Elements; Compliance Date: January 1, 2025

80.44 In addition to the accessibility plan requirements set out in section 5, obligated organizations, other than small organizations, 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.

Action Taken

To the extent possible, notice regarding any disruption to accessible elements due to planned maintenance or repairs impacting client's 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

Action Taken

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, updated September 2017, December 2020, March 2023.

If you have any questions or concerns regarding this plan, or if you want to receive a copy of the plan in a different format, please contact Ana Rodrigues, HR Coordinator by email arodrigues@dpnchc.ca, by phone 416 656 8025 or in person.