



## Niagara Falls Community Health Centre

# Integrated Accessible Standards Regulation (IASR) Multi-Year Accessibility Plan

### Statement of Commitment

Niagara Falls Community Health Centre (NFCHC) is committed to excellence in serving all clients including people with disabilities.

The NFCHC 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 (AODA).

### Accessibility Policies and Multi-Year Plan

The NFCHC is committed to developing accessibility policies and this multi-year accessibility plan that outlines what we will do to remove and prevent accessibility barriers in our organization.

An accessibility policy is an organizational rule or principle created with the purpose of improving accessibility for clients and employees. This policy will help people with disabilities understand what the organization is doing to provide more accessible service and what can be expected in terms of accessibility.

A multi-year plan is a road map that will illustrate how the CHC plans to meet all requirements under the IASR and remove and prevent any additional barriers to accessibility in the organization. The plan considers the following:

- how people access our organization and how our services are provided;
- how we present information about the services we provide;
- How we hire, retain, advance, and redeploy employees.

In accordance with the requirements set out in the IASR, the CHC will:

- Develop, implement, and maintain a policy and accessibility plan which outlines how the CHC intends to comply with the accessibility requirements of the regulation that will be:
  - documented in writing;
  - made publicly available via the website;
  - offered in accessible formats on request.

- Report as required on the progress of the implementation of this plan;
- Review and update the plan as needed or once every five years.

## Client Services

The CHC is committed to excellence in serving all clients, including people with disabilities, and will carry out its functions and responsibilities in an appropriate manner to accommodate such individuals. The CHC will strive to ensure that its policies, practices and procedures are consistent with the core principles of dignity, independence, integration and equal opportunity as outlined in the AODA and that people with disabilities have the same opportunity to access our services.

The CHC has taken the following measures to meet the AODA Client Service Standards Requirement:

Created and put in place a client service plan and policy that:

- Considers a person's disability when communicating with them;
- Allows assistive devices and service animals in our workplace, in areas that are open to the public;
- Trains staff on utilizing CHC assistive devices;
- Welcomes support persons, in areas that are open to the public;
- Lets clients know when accessible services are not available;
- Provide appropriate notification of a disruption in service and a description of alternative facilities or services, if appropriate;
- Invites clients and the public to provide feedback on the way the CHC provides services to people with disabilities.

## Training

NFCHC will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf.

This training will be provided to staff at the time of onboarding.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the client service standard
- CHC plan related to the client service standards
  - How to interact and communicate with people with various types of disabilities
  - How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
  - How to use wheelchair
  - What to do if a person with a disability is having difficulty in accessing CHC programs and services

Staff will also be trained when changes are made to our plan. All training will be tracked and recorded. The client service plan will be posted on the website [www.nfchc.ca](http://www.nfchc.ca), which is accessible to the public in accessible formats.

## Emergencies

The CHC is committed to providing its staff with emergency information in an accessible way upon request. We will also provide employees with disabilities individualized emergency response information and/or plans when necessary. Information/plan will vary based on the nature of the employee's disability and their requirements. The CHC will maintain copies of the plans and review them annually.

## Employment

The CHC is committed to fair and accessible employment practices and processes that will attract and retain employees with disabilities through all the phases of employment cycle (including for example job postings, phone interviews, in person interviews, reference checks and offer letters as well as orientation).

The CHC will take the necessary steps to prevent and remove other accessibility barriers identified around all employment practices, including recruitment, assessment and hiring processes.

Both internal and external job postings will provide accommodation when requested and state the following:

*At NFCHC, we are committed to fostering an inclusive, accessible work environment, where all employees feel valued, respected, and supported.*

*NFCHC offers accommodation for applicants with disabilities as part of its recruitment process. If you are contacted to arrange for an interview, please advise us if you require an accommodation.*

## Recruitment and Assessment

The CHC is committed to fair and accessible employment practices. We will take the following steps to notify the public and staff that, when requested, the CHC will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- The recruitment policy will be reviewed and updated as necessary.

## Individual Accommodation Plans and Workplace Accommodation

CHC will take the following 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.

- Return-to-work, Disability Management and related forms will be updated to reflect any AODA requirements.
- Annual review of the process will be done and, if changes are required, the process will be updated and re-circulated to staff.

## **Performance Management, Career Development, and Redeployment**

CHC will consider the needs of employees with disabilities and individual accommodation plans when implementing and using performance management, career development and redeployment processes.

CHC will take the following steps to ensure the accessibility needs of staff with disabilities are considered when the organization is:

- Using performance management process in respect of employees with disabilities;
- Providing career development and advancement to its employees with disabilities;
- Redeploying employees with disabilities.
- Review, assess and modify existing related policies, procedures, and practices to ensure compliance with the IASR.

## **Information and Communication**

The CHC is committed to making information and communications accessible to persons with disabilities. The CHC will ensure that its information and communication systems and platforms are accessible and are provided in formats that meet the needs of persons with disabilities. We will consult with people with disabilities to determine their information and communications needs, when applicable.

## **Accessible Website and Web Content**

The CHC will take the following steps to make any new websites and content on those sites conform to Web Content Accessibility Guidelines (WCAG) 2.0, Level A.

- Any new websites or web content after January 1, 2014 will meet to the WWW Consortium WCAG 2.0, level A and all internet websites and web content must conform to WCAG 2.0 Level AA by January 1, 2021, in accordance with the schedule set out in the AODA Integrated Accessibility Standards Regulation.
- The CHC will consider AODA compliance when selecting technology vendors for new website development initiatives.

## **Accessibility Documents**

The CHC will take the following steps to make all publicly available documents are offered in an accessible format upon request by January 1, 2016.

- Provide requested information and communication supports in an accessible format.
- Determine the suitability of the accessible format or communication support through consultation with the person making the request.
- Publicly notify availability of accessible formats and communication supports.
- Provide intake forms in an accessible format, when requested.

## Feedback Process

Clients who wish to provide feedback on the way NFCHC provides care, or other services and programs, to people with disabilities can do so through our Annual Client Survey or at anytime by phone call, email or in person.

Email: [info@nfchc.ca](mailto:info@nfchc.ca)

Telephone: 905-356-4222

In Person: 4790 Victoria Ave, Niagara Falls