

## **September 2020**

Flemingdon Health Centre's (FHC) AODA (Accessibility for Ontarians with Disabilities Act) Multi-Year Accessibility Plan outlines the policies, achievements and actions that FHC has taken to improve opportunities for people with disabilities to access FHC and its programs and services. The current plan covers a five-year period (2017 – 2022), to align with our strategic plan.

FHC's AODA Multi-Year Accessibility Plan is aligned with and reflects FHC's Vision, Mission and Values.

### **Statement of Commitment**

Flemingdon Health Centre strives at all times to provide equal treatment and equitable benefits of services and programs in a manner that respects the dignity and independence of people with disabilities.

FHC's Statement of Commitment to providing accessible customer service gives guidance to the delivery of services to people with disabilities, in compliance with requirements of provincial legislation (Accessibility Standards for Customer Service, O. Reg. 429/07 established under the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11.).

This Statement applies to all Flemingdon Health Centre employees, volunteers, and third-party contractors who deal with the public on behalf of the Centre, and those who are involved in FHC policy and program development.

### **Accessibility Policies**

In 2005 FHC developed policies and organizational commitment to meeting all AODA requirements and making them publicly available.

### **Key Activities from the Plan**

- Train all staff, volunteers and students on Accessibility Requirements; Accessible Customer Service; Accessible Information & Communication; Accessible Employment
- Review on an annual basis and update (as required) policies and procedures in order to comply with AODA requirements
- Ensure ongoing compliance through management meetings
- Ensure information and documentation is available in accessible formats
- Address attitudinal barriers via training and awareness

- Review physical environments across all sites and take steps necessary to ensure equal access and compliance with Building Code & AODA
- Make accessibility policies publicly available.

### **Accessible Emergency Information**

FHC is committed to providing the customers and clients with publicly available emergency information in an accessible way, upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

### **Training**

FHC provides on an ongoing basis training to staff, students and volunteers about AODA via iLearn, FHC's on line management education tool. Additional training and education opportunities are also planned, including inviting guest speakers to train staff on various disability related issues.

Training includes:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- 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 who require the assistance of a service animal or a support person.
- How to use the all equipment made available by SRCHC to help people with disabilities to access the services they need
- What to do if a person with a disability is having difficulty in accessing SRCHC's services.
- Staff will also be trained when changes are made to the plan.
- Feedback process

### **Information and Communications**

FHC is committed to meeting the communication needs of people with disabilities.

We will communicate with people with disabilities in ways that take into account their disability. We will consult with people with disabilities to determine their information and communication needs.

Upon request, FHC will take the following steps to ensure all publicly available information is made accessible:

- Documents in accessible formats will be made available.
- Communication supports such as plain language, sign language, reading aloud, or using written notes to communication will be made available

- FHC's website will ensure all content and functionality conforms to WCAG 2.0, Level AA.
- In the event of a service disruption, we will communicate & notify the public of the service disruption and alternatives available. Service disruption notifications will be posted on our website, on our telephone greetings and if possible on site throughout all locations.

## **Employment**

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

FHC will take necessary steps to develop and put into place a process for developing individual accommodation plans and return to work policies for employees that have been absent due to a disability. FHC will maintain ongoing dialogue with staff in order to prevent and remove (if any existent) accessibility barriers that may be identified from time to time.

## **Assistive devices**

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

## **Service animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

## **Support persons**

A support person who accompanies someone with a disability, is welcome FHC.

## **Feedback**

Anyone wishing to provide feedback on the way that FHC provides services to people with disabilities can:

- Phone: 416.429.4991
- Email: [info@fhc-chc.com](mailto:info@fhc-chc.com)
- Provide feedback in person
- Use the annual client satisfaction survey

All feedback will be directed to the management team with a response timeline of five working days. Complaints will be addressed in accordance with the FHC's regular complaint procedure.

## **Accountability**

This plan will be reviewed annually in order to ensure compliance. During this review, any changes required with regard to policy or practice will be addressed.

## **Contact Us**

For more information on this accessibility plan, please contact the Manager, Operations & Risk.

Phone: 416-429-4991

Email: [info@fhc-chc.com](mailto:info@fhc-chc.com)

Accessible formats of this document are available free upon request.