



Seaway Valley Community Health Centre

Working with you for a Healthier Community

Multi-Year Accessibility in the Workplace Plan

This document represents the 2014-2021 Multi-Year Accessibility Plan for Seaway Valley Community Health Centre (SVCHC). This plan outlines the policies and actions that SVCHC for will implement to improve opportunities and experiences for people with disabilities.

Statement of Commitment: SVCHC is committed to provide to individuals with a disability equal opportunity to access and use goods and services and to treating all people in a way that allows them to maintain their dignity and independence. 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.

Accessible Emergency information: SVCHC is committed to providing clients with publicly available emergency information in an accessible format upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training: SVCHC will provide training to employees, volunteers and students on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a manner suited to the duties of employees, volunteers and students.

SVCHC will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2014:**

- All existing staff will be required to complete the online AODA training provided by the Ontario government, and a copy of the training certificate will be filed in their personnel file;
- All new staff will complete during their staff orientation, the online AODA training provided by the Ontario government;
- All regular volunteers and students will be trained on the Act during orientation.

Information and Communications: SVCHC is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs and make changes as required.

SVCHC will take the following steps to ensure all new websites and content on those sites conform by **January 1, 2015**:

- SVCHC will ensure that its website is up to date with the new regulations.

SVCHC will take the following steps to ensure existing feedback processes are accessible by **January 1, 2015**:

- The complaints process will be communicated in more than one format.

SVCHC will take the following steps to ensure all publicly available information is made accessible upon request by **January 1, 2016**:

- All publicly available information will be available on the website, which will meet accessibility standards required by law.

Employment: SVCHC is committed to fair and accessible employment practices.

SVCHC will notify clients, the public and staff that the Centre will accommodate people with disabilities as requested, during the recruitment and assessment processes and when people are hired by accommodating the requests (as possible).

SVCHC will take the following steps to develop and implement a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- Review HR policies every two years to ensure that they are meeting legal requirements;
- Work with the medical provider of any employee who requires accommodation or a return-to-work plan to create an accommodation plan that meets the employee's needs (to the point of undue hardship).

SVCHC will attempt to meet all formal requests for accommodation, as outlined by the medical practitioner of an employee, to ensure the accessibility needs of the employees with disabilities are taken into account, whether or not SVCHC is in the midst of performance management, career development and redeployment processes.

SVCHC will listen and respond to feedback from clients, community members, staff and volunteers in order to prevent and remove other accessibility barriers when identified.

Reviewed and Updated: August 2014