

# Accessibility Plan 2019

## Executive Summary

Saint Elizabeth's Accessibility Plan is intended to support the organization's commitment to giving people with disabilities (both staff and clients/families) the same opportunities as those without disabilities. The plan is grounded in the principles of dignity, independence, integration and equal opportunity.

As such Saint Elizabeth strives to reduce barriers to access for people with disabilities enabling individuals to approach, enter, exit, communicate with and utilize or work within our locations, services and/or programs. The organization is committed to creating an annual accessibility plan in compliance with provincial/territorial legislation. The purpose of the plan is to identify existing barriers and assign accountability to develop action plans to remove these barriers.

Saint Elizabeth's Accessibility Committee's mandate is to implement a plan for compliance of accessibility which includes:

1. Identifying and removing barriers to people with disabilities who work at or use the services of Saint Elizabeth
2. Creating a plan identifying measures to be taken to remove identified barriers
3. Ensuring the plan is completed as per annual goals
4. Responding to accessibility issues and trends as identified by other committees or client/staff concerns
5. Monitoring changes to the legislation and adapting the work of the committee appropriately
6. Ensuring the plan is available to the public

| By Jan 2012:  | Initiatives for Compliance  | Comments/<br>Completed    |
|---|---|---------------------------|
| Prepare emergency procedures, plans or public safety information and make the information available to the public with accessible format or appropriate communication support upon request (ONLY IF SHARED WITH THE PUBLIC) <ul style="list-style-type: none"> <li>• Emergency plans and procedures</li> <li>• Maps, warning signs and evacuation routes</li> </ul>   | <ul style="list-style-type: none"> <li>• Translation of evacuation plan in French for Montreal (follow Bill C-60)</li> <li>• Posting evacuation plans in the clinics in larger fonts</li> </ul>                             | Completed                 |
| Provide individual workplace emergency response information if the disability is such that the individualized information is necessary & we are aware of the need for accommodation due to the employee's disability  | <ul style="list-style-type: none"> <li>• Manager Occupational Health and Regional Directors to identify any individuals requiring accommodation during an emergency</li> <li>• Document process in current ERPP</li> </ul>  | Completed                 |
| By Jan 2014   |   |                           |
| Develop, implement & maintain policy(s) governing how the organization achieves or will achieve accessibility through meeting its requirement under the accessibility standards <ul style="list-style-type: none"> <li>• Include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies (establishes a goal for an org to work towards)</li> <li>• Use the following principles to guide in developing policies: dignity, independence, integration, equal opportunity</li> </ul> | <ul style="list-style-type: none"> <li>• Review legislative requirements</li> <li>• Review requirements of CCACs</li> <li>• Post policy and procedure to internal website</li> <li>• Send communication to staff</li> </ul> | Completed 2010            |
| Make the statement publically available & in an accessible format upon request  | <ul style="list-style-type: none"> <li>• Post accessibility statement to public website</li> <li>• Add accessibility information to Client Care and Safety Handbook</li> </ul>  | Completed 2011            |
| Establish, implement, maintain and document a multi-year accessibility plan which outlines the organization's strategy to prevent & remove barriers. Make the plan publically available & in an accessible format if requested <ul style="list-style-type: none"> <li>• Review the plan at annually</li> </ul>  | <ul style="list-style-type: none"> <li>• Establish an Accessibly Committee</li> <li>• Develop Terms of Reference</li> <li>• Committee to review the plan and progress annually</li> </ul>                                   | Completed 2013            |
| Make the <b>internet</b> only websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at level A (by 1 Jan 2014) and increasing to level AA by 1 Jan 21  | <ul style="list-style-type: none"> <li>• Communications to review WCAG and work with vendor to increase compliance</li> </ul>   | Level A<br>Completed 2014 |

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|  | <ul style="list-style-type: none"> <li>• Development of a plan for intranet accessibility (add to policy statement)</li> </ul>   |                |
| By Jan 2015:   |  |                |
| <p>Train all staff on requirements of IAS including information about achieving accessibility by 2025 &amp; highlight the requirements of the 3 standards – Information &amp; Communication, Employment (transportation does not apply).</p> <ul style="list-style-type: none"> <li>• Education must highlight the differences between the Human Rights Code and IAS.</li> <li>• Organizations must have evidence that training has been provided.</li> </ul>  | <ul style="list-style-type: none"> <li>• Implement new education module for managers/supervisors re: cultural bias, accessibility bias</li> <li>• Ensure education includes employee work accommodation</li> <li>• Additional content to be added to AODA Customer Service orientation</li> <li>• Send Practice Alert</li> <li>• Complete compliance rate on Ministry website</li> </ul> | Completed 2014 |
| <p>The process for receiving &amp; responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats &amp; communication supports upon request (including phone surveys, online questionnaires, cards to complete, etc.)</p>   | <ul style="list-style-type: none"> <li>• Add alternate communication methods to web site feedback form</li> <li>• Educate leadership teams to offer alternative communication formats when requested</li> </ul>  | Completed 2014 |
| <p>Every provider of goods or services shall establish a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make information about the process readily available to the public.</p> <ul style="list-style-type: none"> <li>• The feedback process must permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise.</li> <li>• The feedback process must specify the actions that the provider of goods or services is required to take if a complaint is received.</li> <li>• Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare a document describing its feedback process and, upon request, shall give a copy of the document to any person.</li> </ul> | <ul style="list-style-type: none"> <li>• Complaint process in place and documented in procedure posted to the P&amp;P website</li> <li>• Contact for complaints posted on the public website and identified in the Client Care and Safety Handbook which is given to all clients</li> </ul>  | Completed 2013 |

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| By Jan 2016   |  |                |
| Provide information & communicate in an accessible manner about their goods, services or facilities to people with disabilities on request at a cost that is no more than the regular cost charges to other persons & in a timely fashion   | <ul style="list-style-type: none"> <li>• Check standard to see if applicable</li> <li>• Add to policy that we will not charge to accommodate any disabilities</li> </ul>   | Completed 2015 |
| <p>Notify the public about the availability of accessible formats and communication supports</p> <ul style="list-style-type: none"> <li>▪ Accessible formats equal: HTML, Word files, braille, accessible audio formats, large print, text transcripts of visual and audio information, reading the information aloud directly to the person, exchanging hand written notes (or providing a note taker or communication assistant)</li> <li>▪ Applies only to information and communications that an organization controls directly or indirectly through contractual relationships</li> <li>▪ Required to consult with the person to determine their individual accessibility needs &amp; if it is possible to provide it in an accessible format or with appropriate communication supports</li> <li>▪ If not, explain why we are unable to do so &amp; provide a summary of the content</li> </ul> | <ul style="list-style-type: none"> <li>• Develop internet site statement that identifies how to access in different formats</li> </ul>   | Completed 2015 |
| Notify internal & external job applicants that, where needed, accommodations for disabilities will be provided, on request to support their participation in all aspects of the recruitment process (we can use either the job posting or website)  | <ul style="list-style-type: none"> <li>• Statement on the careers site “We are an equal opportunity employer...”</li> <li>• Each job posting to include essential physical demands, in the job requirements section</li> <li>• Section on the careers site for Applicants with Disabilities</li> <li>• Auto response from Taleo (ATS) to all applicants will include statement about accommodations available to candidates with disabilities</li> </ul> | Completed 2014 |
| Notify employees of organizational policies used to support staff with disabilities, including but not limited to, policies on the provision of job accommodations that take into account the employee’s accessibility needs related to a disability  | <ul style="list-style-type: none"> <li>• Create article for newsletter and add link to specific policies and procedures</li> <li>•</li> </ul>  | Completed 2014 |
| Notify selected applicants that accommodations are available & consult to provide any required accommodations   | <ul style="list-style-type: none"> <li>• Train and support recruiters to handle an applicant who needs accommodation</li> </ul>  | Ongoing        |

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| <p>Notify successful applicants of our policy for accommodating employees when offering employment</p>  | <ul style="list-style-type: none"> <li>• Train and support recruiters to handle an applicant who needs accommodation</li> </ul>  | <p>Ongoing</p>  |
| <p>Provide upon request, accessible formats &amp; communication supports for employees for information that is needed to perform their job, information that is generally available to employees in the workplace</p>   | <ul style="list-style-type: none"> <li>• Form created for accommodation</li> <li>• Ergonomic assessment process can include technology aids</li> <li>•</li> </ul>  | <p>Completed 2015</p>   |
| <p>Develop a procedure for the development of documented individual accommodation plans for employees</p>   | <ul style="list-style-type: none"> <li>• Process map developed</li> </ul>  | <p>Completed 2015</p>   |
| <p>Document the return to work process for employees who have been absent due to a disability unless covered by WSIB then that Act's process would apply</p> <ul style="list-style-type: none"> <li>• Outline the steps to facilitate the return using individual documented accommodation plans</li> </ul> | <ul style="list-style-type: none"> <li>• Develop process and procedure</li> <li>• Communicate to all leadership staff</li> </ul>   | <p>Completed 2013</p>   |
| <p>By January 2021</p>  |  |   |
| <p>Make the <b>internet</b> only websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at level A (by 1 Jan 2014) and increasing to level AA by 1 Jan 21</p>   | <ul style="list-style-type: none"> <li>• Communications to review WCAG and work with vendor to increase compliance</li> <li>• Development of a plan for intranet accessibility for public website</li> <li>• Level A for all sites completed 2014</li> </ul> | <p>Veterans Affairs site compliant AA 2017<br/>Plan in place for AA for ELIZZ, SE, Caregivers to upgrade to AA over the next year</p> |