

Accessibility Plan 2024

Executive Summary

SE Health's (SE) 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, SE 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 a multi-year 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.

SE's Accessibility Committee's mandate is to implement and update 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 SE
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

Achievements

- Multi-year Accessibility Plan established and maintained
- Statement of commitment, Accessibility Plan, reports, contact information and the process for receiving and responding to feedback published on [SE's External Website](#) in an accessible format
- Developed Emergency Response and Preparedness Plans (ERPP), procedures and evacuation plans, including local plans specifically addressing needs of persons with disabilities
- Implemented accessible public information and communication
- Developed policies governing the organizations commitment to SE's employees, clients, customers, and public persons with disabilities
- Established an Accessibility Committee
- Developed processes to ensure spaces are accessible to persons with disabilities, including when selecting new sites
- Internet and Intranet websites and web content maintained to conform with World Wide Web Consortium Web Content Accessibility Guidelines

(WCAG) 2.0 level AA

- Processes implemented to ensure internal and external job applicants and successful candidates are aware that where needed, accommodations for disabilities will be provided, on request to support their participation in all aspects of the recruitment and hiring process.
- Training module developed incorporating the Human Rights Code and five (5) accessibility standards per IAS requirements. All SE employees complete the mandatory training.
- Developed Accommodation and Return to Work policies, procedures and plans, including persons with disabilities requiring service animals. Embedded into SE processes and communicated, reviewed annually, and updated as required.
- Procured Clear Masks for use when a mask is required, to optimize communication when interacting with people with disabilities, as required.

2024 Action Plan

By February 2024	Actions	Completion Date
Update public facing clinic signs to support persons with disabilities	<ul style="list-style-type: none"> • Update signs to include images • Make available for ordering • Post to internal portal (hub) 	January 2024
By July 2024	Actions	Completion Date
<p>Standard 1) Every provider of goods or services shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:</p> <p>1. Every person who deals with members of the public or other third parties on behalf of the provider, whether the person does so as an employee, agent, volunteer or otherwise.</p> <p>2. Every person who participates in developing the provider’s policies, practices and procedures governing the provision of goods or services to members of the public or other third parties. O. Reg. 429/07, s. 6 (1).</p>	<ul style="list-style-type: none"> • Organization wide audit to ensure all applicable SE Employees have completed AODA training 	
By October 2024	Actions	Completion Date
<p>Standard (2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section. O. Reg. 191/11, s. 14 (2).</p>	<ul style="list-style-type: none"> • Ensure all new internet and intranet websites comply with the standard • Involve SE Communications team to work with vendor to ensure ongoing compliance (audit) 	

By August 2024	Actions	Completion Date
Standard 12. (1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,	<ul style="list-style-type: none"> • Ensure all training continues to comply with standard through availability of audio and closed captioning 	
By August 2024	Actions	Completion Date
The standards require organizations to create policies and practices that identify, remove, and prevent barriers for people with disabilities Event Planning	<ul style="list-style-type: none"> • Develop resources to support leaders when planning social events, to ensure accessibility for employees with disabilities 	