

Accessibility

Accessibility at the North Simcoe Family Health Team

We strive to be available to enhance and support relationships and communication between patients, their families, and the healthcare team. We want to ensure that all persons receive access to our services in a way that recognizes and supports dignity, independence, integration, and equal opportunity.

Accessibility Policy

The North Simcoe Family Health Team is eager to provide our programs, services, information and communication in a way that's accessible for all individuals. We have established formal policies and procedures for responding to accessibility related feedback and requests for accessible information and communications. Patients and/or community members requiring more information about our commitment to accessibility may request the following documents or find them below:

- [AODA IAS Multi Year Plan](#)
- [Integrated Accessibility Standards Policy](#)
- [Customer Service Policy](#)

To encourage effective communication, we suggest you speak with the team members providing your care, or the clinical manager for the program should you have an accessibility request. If you have a question, concern, or suggestion about our services or your treatment related to accessibility or otherwise, we encourage you to share this with us through the "Feedback" button at the bottom of the page. Feedback offers us an important opportunity to learn from your experiences and improve our services.

To share feedback directly, or if you have specific questions related to our accessibility policies and procedures please contact:

Tabatha Berriault

Director, Business Services

By phone: 705.526.7804

By email: info@nsfht.ca

By mail: 952 Jones Road, Suite A, Midland, ON L4R 0G1

For the latest information on service disruptions and alternate accesses, please call the appropriate number below.

In the event of an emergency closing, a NSFHT employee will call patients to advise of the closing and discuss options for re-booking. Emergency closing notices will also be posted on our home page.

IAS Multi Year Accessibility Plan

Accessibility for Ontarians with Disabilities Act, 2005
Integrated Accessibility Standards (IAS) – Multi Year Plan

Our Commitment

The North Simcoe Family Health Team (NSFHT) 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 persons 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.

Accessibility Plan

NSFHT will develop, maintain and document an Accessibility Plan outlining the organization's strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.

The Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on the organization's website. Upon request, NSFHT will provide a copy of the Accessibility Plan in an accessible format.

The NSFHT's Multi Year Accessibility Plan is outlined below.

Section	Initiative	Description	Action	Status	Compliance Date
Part 1 – General Requirements					
3	Establishment of Accessibility Policies	3.(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	Draft policy and present for approval	Complete	January 2018
4	Accessibility Plans	4.(1) Large organizations shall, a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers	Participated in AODA workshop and webinars. Discuss external website posting process with Executive	Complete Complete	January 2018



		and meet its requirements under this Regulation; b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and c) review and update the accessibility plan at least once every five years.	Director. Director, Business Services & Executive Assistant will review annually.	Ongoing	
7	Training	7.(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to, (a) all employees, and volunteers; (b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization.	Director, Business Service and Executive Assistant will determine method of training (online, in person, blended, etc) for leadership and individual contributors.	Complete	January 2018

Part II – Information and Communication Standards

11	Feedback	11.(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	Conduct a review of all feedback processes across the organization (internally and externally). Discuss feedback process with leadership and clinical staff to ensure feedback processes are clear and being administered properly. Identify what accessible formats and communication supports are available upon	Ongoing	January 2018
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			request. Train staff (including leadership) on administering the feedback process and arranging accessible formats as requested.		
12	Accessible Formats & Communication Supports	<p>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,</p> <p>a) in a timely manner that takes into account the person's accessibility needs due to disability; and</p> <p>b) at a cost that is no more than the regular cost charged to other persons.</p> <p>12.(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p>	<p>Identify the types of accessible formats and communication supports available provide to persons with disabilities upon request.</p> <p>Identify what 'timely manner' means within our organization.</p> <p>Communicate during training</p> <p>Communicate to staff and management this requirement (how we will do this is to be determined. Part of training?)</p> <p>Develop protocol for situations where a suitable agreement cannot be made</p>	<p>Complete</p> <p>Complete</p> <p>Complete</p> <p>Ongoing</p>	<p>January 2018</p>
12		<p>12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	<p>Develop a poster for waiting areas and reception areas.</p> <p>Administrative Assistant to post notification on website.</p> <p>Review printed materials and</p>	<p>Ongoing</p>	<p>January 2018</p>



			include notice where applicable.		
13	Emergency Procedures, Plans or Public Safety Info	13.(1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	Review with Health & Safety Committee Annually	Complete	January 2018

Part III – Employment Standard

22	Recruitment-General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Conduct review to identify where gaps are in notification.	Complete	January 2018
23	Recruitment, Assessment or Selection Process	23.(1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used. (2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.	<p>Conduct a review of recruitment process and determine notification method to applicants – telephone, email, letter?</p> <p>Designate one contact person to handle queries regarding accessibility.</p> <p>Draft standard language to use during conversations.</p> <p>Identify aspects of process that could be considered barriers.</p> <p>Review interview guidelines and</p>	<p>In process</p> <p>In process</p> <p>In process</p> <p>In process</p>	January 2018



			modify templates		
24	Notice to Successful Applicants	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Draft statement to be included in all offer letters.	In process	January 2018
25	Informing Employees of Support	25.(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	To be communicated during Orientation process and training.	In process	January 2018
		25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	Included in Orientation program	In process	
		25.(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	Refer to 25. (1)	In process	
27	Workplace Emergency Response Information	27.(1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.	Review and develop	In process	January 2018
		(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the	Included in process. Employee must consent to sharing details of individual plan with designates.	In process	



		<p>workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p> <p>(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.</p> <p>(4) Every employer shall review the individualized workplace emergency response information, (a) when the employee moves to a different location in the organization; (b) when the employee's overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies.</p>	<p>To be outlined in process</p> <p>To be outlined in process</p>	<p>In process</p> <p>In process</p>	
28	Documented Individual Accommodation Plans	<p>28.(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>28 (2) The process for the development of documented individual accommodation plans shall include the following elements: 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis.</p>	<p>In policy</p> <p>In policy – requires review</p>	<p>Complete</p> <p>Ongoing</p>	<p>January 2010</p>



		<p>3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved.</p> <p>4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</p> <p>5. The steps taken to protect the privacy of the employee's personal.</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p>			
29	Return to Work Process	<p>29.(1) Every employer, other than an employer that is a small organization, (a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and (b) shall document the process.</p>	Review process	Ongoing	January 2010



		<p>29. (2) The return to work process shall, (a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and (b) use individual documented accommodation plans, as described in section 28, as part of the process</p> <p>29. (3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>	Review language		
30	Performance Management	30.(1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	Review current Performance Review Assessment process	Ongoing	January 2010
31	Career Development & Advancement	31.(1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	<p>Review internal recruitment and development process.</p> <p>Ensure individual accommodation plans are taken into account.</p>	Ongoing	January 2018

Integrated Accessibility Standards Policy

The following policy has been established by the North Simcoe Family Health Team (NSFHT) to govern the provision of services with Regulation 191/11, “Integrated Accessibility Standards” (“Regulation”) under the *Accessibility for Ontarians with Disabilities Act, 2005*.

These standards are developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment.

NSFHT is governed by this policy as well as the Accessibility Standards for Customer Service Policy and the *Accessibility for Ontarians with Disabilities Act, 2005* in meeting the accessibility needs of persons with disabilities.

Our Commitment

NSFHT 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 persons 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.

This policy will be implemented in accordance with the time frames established by the Regulation.

Accessibility Plan

NSFHT will develop, maintain and document an Accessibility Plan outlining the organization’s strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.

The Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on the organization’s website. Upon request, NSFHT will provide a copy of the Accessibility Plan in an accessible format.

Training Employees and Volunteers

NSFHT will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and continue to provide training on the *Human Rights Code* as it pertains to persons with disabilities, to:

- all its employees and volunteers;
- all persons who participate in developing NSFHT’s policies; and,

- all other persons who provide goods, services or facilities on behalf of the organization

The training will be appropriate to the duties of the employees, volunteers and other persons.

Employees will be trained when changes are made to the accessibility policy. New employees will be trained during their orientation program. NSFHT will keep a record of the training it provides.

INFORMATION AND COMMUNICATIONS STANDARDS

Feedback

NSFHT will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of accessible formats and communication supports, upon request.

Accessible Formats and Communication Supports

Upon request, NSFHT will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

NSFHT will consult with the person making the request in determining the suitability of an accessible format or communication support.

NSFHT will also notify the public about the availability of accessible formats and communication supports.

Accessible Websites and Web Content

NSFHT will ensure that our Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where this is impracticable.

EMPLOYMENT STANDARDS

Recruitment

NSFHT will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.



Recruitment, Assessment or Selection Process

NSFHT will notify job applicants when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, NSFHT will consult with the applicant and provide, or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

Notice to Successful Applicants

When making offers of employment, NSFHT will notify the successful applicant of its policies for accommodating employees with disabilities.

Informing Employees

NSFHT will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

Accessible Formats and Communication Supports for Employees

Upon the request of an employee with a disability, NSFHT will consult with the employee to provide, or arrange for the provision of accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other employees.

In determining the suitability of an accessible format or communication support, NSFHT will consult with the employee making the request.

Workplace Emergency Response Information

NSFHT will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if NSFHT is aware of the need for accommodation due to the employee's disability. NSFHT will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, NSFHT will, with the consent of the employee, provide the workplace emergency response information to the person designated by NSFHT to provide assistance to the employee.



NSFHT will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodations needs or plans are reviewed.

Documented Individual Accommodation Plans

NSFHT will maintain a written process for the development of documented individual accommodation plans for employees with disabilities.

If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans.

In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

Return to Work Process

NSFHT will maintain a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return to work process outlines the steps NSFHT will take to facilitate the return to work and will include documented individual accommodation plans as part of the process. This return to work process will not replace or override any other return to work process created by or under any other statute (ie. the *Workplace Safety Insurance Act, 1997*).

Performance Management, Career Development and Advancement & Redeployment

NSFHT will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

Questions about this policy

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by:

Tabatha Berriault
Director, Business Services
705.526.7804
info@nsfht.ca

Accessibility – Customer Service Policy

Policy

This policy is aligned with the requirements set out in the *Accessibility for Ontarians with Disabilities Act, 2005*, (the Act) and all related standards and regulations introduced under this legislation, ensuring that persons with disabilities are provided equal opportunities and standards of service. The North Simcoe Family Health Team (NSFHT) is committed to eliminating barriers and improving accessibility for persons with disabilities in a manner that respects dignity, independence, integration and equality of opportunity.

The NSFHT will align its procedures with the Act which will include, but may not be limited to:

Communication

The NSFHT communicates with people with disabilities in ways that take into account any known disabilities.

Use of Assistive Devices and Support Animals

The NSFHT supports persons with disabilities to use their assistive devices and support animals when accessing services that are offered by the NSFHT.

Support Persons

The NSFHT welcomes support persons who accompany people with disabilities. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on NSFHT premises.

Accessibility Training

All persons employed by the NSFHT, contracted by the NSFHT and performing volunteer work for the NSFHT are trained on the Act and the implementation of its standards.

Feedback

The NSFHT supports feedback on how well or not well the organization does in providing customer service to people with disabilities, and comments will be accepted through a variety of mechanisms including emailing info@nsfht.ca or contacting our Director, Business Services via phone, 705.526.7804.

Notice of Temporary Disruption

The NSFHT provides clients with notice in the event that a planned or unexpected disruption occurs in regards to services provided to people with disabilities.

Reference

http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm