

AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

Intent

This 2012 to 2021 accessibility plan outlines the policies and actions that the Canadian Foundation For Healthcare Improvement (CFHI) will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

Statement of Commitment

CFHI believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)* and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

Types of Potential Barriers

Attitudinal barriers: may result in people with disabilities being treated differently than people without disabilities. For example, feeling sorry for the person with a disability, which can lead to patronizing attitudes.

Informational and communication barriers: arise when a person with a disability cannot easily receive and/ or understand information that is available to others. For example, print that is too small to read.

Technological barriers: occur when technology or the way it is used does not meet the needs of people with disabilities. For example, emails or other electronic communications are not accessible to people who use screen readers.

Systemic barriers: can occur in policies, practices and procedures and result in people with disabilities being treated differently than others or sometimes excluded altogether. For example, hiring policies that do not encourage applications from people with disabilities.

Physical/ architectural barriers: actual physical barriers that prevent access for people with disabilities. For example, power-operated doors are broken and not fixed promptly.

Multi-Year Plan

This plan outlines what steps CFHI will take to prevent and remove barriers to accessibility, along with the applicable timelines.

General Requirements			
Accessibility Requirement:	Establishment of accessibility policies	Compliance Deadline: 2014	
Current Barriers:	N/A		
Plan to Meet Requirements:	Write policy and review annually. Last review date: March 2019.		
Plan to address Potential Future Barriers:	Annual review of policy.		
Responsible Authority:	HR	Results: Completed	
Accessibility Requirement:	Training on IASR and the <i>Human Rights Code</i>	Compliance Deadline: 2015	
Current Barriers:	Competing priorities, timelines and work plan activities.		
Plan to Meet Requirements:	Training for all staff completed. (Last training date: November 2018). Training for all new employees in their first two weeks of employment.		
Plan to address Potential Future Barriers:	Ensure that competing priorities, timelines and work plan activities do not interfere with training.		
Responsible Authority:	HR	Results: Completed	

Information and Communications Standard			
Accessibility Requirement:	Feedback Process	Compliance Deadline: 2015	
Current Barriers:	N/A		
Plan to Meet Requirements:	Feedback process included in policy and on website.		
Plan to address Potential Future Barriers:	Ensure review of policy and feedback process.		
Responsible Authority:	HR/Communications	Results: Completed	
Accessibility Requirement:	Accessible formats and communication supports	Compliance Deadline: 2016	
Current Barriers:	Print that is too small to read, presentation materials not accessible.		
Plan to Meet Requirements:	Make everyday documents easier to read, offer alternate formats, take into consideration communication materials.		
Plan to address Potential Future Barriers:	Ensure that marketing and communication materials remain inclusive.		
Responsible Authority:	Communications	Results: Completed; ongoing review	

Accessibility Requirement:	Emergency procedures, plans or public safety information	Compliance Deadline: 2012	
Current Barriers:	Defining who does what with property management company.		
Plan to Meet Requirements:	Emergency and evacuation procedures and plans for our offices are posted at the doorway and reviewed annually.		
Plan to address Potential Future Barriers:	Continue to clarify who does what with property management company (Canderel).		
Responsible Authority:	Corporate Services	Results: Completed	
Accessibility Requirement:	Accessible websites and web content	Compliance Deadline: 2021	
Current Barriers:	WCAG 2.0 level AA currently not met but working towards compliance. Deadline for full compliance is 2021.		
Plan to Meet Requirements:	Review and ensure compliance of website by 2021.		
Plan to address Potential Future Barriers:	Continuously refresh, review and ensure WCAG 2.0 level AA is met.		
Responsible Authority:	Communications/IT	Results: In progress	
Accessibility Requirement:	Educational and training resources or materials	Compliance Deadline: 2013	
Current Barriers:	N/A		
Plan to Meet Requirements:	CFHI does not produce educational and training resources; however, fees are paid to faculty/coaches/innovators to produce materials. Their contracts stipulate that they follow AODA.		
Plan to address Potential Future Barriers:	N/A		
Responsible Authority:	Corporate Services/Programs	Results: Completed	
Accessibility Requirement:	Training to educators	Compliance Deadline: 2013	
Current Barriers:	N/A		
Plan to Meet Requirements:	CFHI does not employ educators.		
Plan to address Potential Future Barriers:	N/A		
Responsible Authority:	Corporate Services/Programs	Results: N/A	

Employment Standard			
Accessibility Requirement:	Recruitment, assessment and selection processes	Compliance Deadline: 2016	
Current Barriers:	Ensuring that candidates are aware of accommodation (through website or other means).		
Plan to Meet Requirements:	Accommodation information on employment section of public website and language included in AODA Policy (and Accommodation Policy).		
Plan to address Potential Future Barriers:	Ensuring that policy continues to be reviewed and any candidate feedback is taken into consideration in improving our processes.		
Responsible Authority:	HR	Results: Completed	
Accessibility Requirement:	Informing employees of supports	Compliance Deadline: 2016	
Current Barriers:	Ensuring that employees are aware of supports through training and policy awareness.		
Plan to Meet Requirements:	Section included in AODA Policy, as well as our Accommodation policy, on ensuring employees are aware of supports upon request and that individual accommodation is available to them (included in employee training as well within first two weeks of onboarding).		
Plan to address Potential Future Barriers:	Continuous review of policy, training and taking into consideration any feedback from new employees.		
Responsible Authority:	HR	Results: Completed	
Accessibility Requirement:	Accessible formats and communication supports for employees	Compliance Deadline: 2016	
Current Barriers:	Ensuring that employees are aware of supports through training and policy awareness.		
Plan to Meet Requirements:	Section included in AODA Policy, as well as our Accommodation policy, on ensuring employees are aware of supports, upon request and that individual accommodation is available to them (included in employee training as well within first two weeks of onboarding).		
Plan to address Potential Future Barriers:	Continuous review of policy, training and taking into consideration any feedback from new employees.		
Responsible Authority:	HR	Results: Completed	

Accessibility Requirement:	Workplace emergency response information	Compliance Deadline: 2012	
Current Barriers:	Working with property management to ensure that they are aware of any individual employee emergency response.		
Plan to Meet Requirements:	Section included in AODA policy and continuously working with Canderel to keep information updated.		
Plan to address Potential Future Barriers:	Continue working with property management to ensure that information is communicated in a timely manner and that Fire Wardens are aware of procedures.		
Responsible Authority:	HR/Facilities	Results: Completed	
Accessibility Requirement:	Documented individual accommodation plans	Compliance Deadline: 2016	
Current Barriers:	Ensuring that employees are aware that CFHI has an accommodation process for employees, when required.		
Plan to Meet Requirements:	Documented process in both the AODA Policy and Accommodation Policy, along with templates for the employee to complete. This process is reviewed annually and sent to staff.		
Plan to address Potential Future Barriers:	Continuous review of policy, training and taking into consideration any feedback from new employees.		
Responsible Authority:	HR	Results: Completed	
Accessibility Requirement:	Return to work process	Compliance Deadline: 2016	
Current Barriers:	Ensuring that employees are aware that CFHI has a return to work process for employees, when required.		
Plan to Meet Requirements:	Documented process in both the AODA Policy and Accommodation Policy, along with templates for the employee to complete. This process is reviewed annually and sent to staff.		
Plan to address Potential Future Barriers:	Continuous review of policy, training and taking into consideration any feedback from new employees.		
Responsible Authority:	HR	Results: Completed	

Accessibility Requirement:	Performance management process	Compliance Deadline: 2016	
Current Barriers:	Ensuring that managers are aware of performance management processes for individuals with disabilities.		
Plan to Meet Requirements:	CFHI will consider the accessibility needs of employees with disabilities when implementing performance management processes, or when offering career development or advancement opportunities. Individual accommodation plans will be consulted, as required. Included in AODA Policy.		
Plan to address Potential Future Barriers:	Continuous review of policy, training and taking into consideration any feedback from new employees.		
Responsible Authority:	HR	Results: Completed	
Accessibility Requirement:	Career development and advancement	Compliance Deadline: 2016	
Current Barriers:	Ensuring that managers are aware of career development processes and advancement for individuals with disabilities.		
Plan to Meet Requirements:	CFHI will consider the accessibility needs of employees with disabilities when implementing performance management processes, or when offering career development or advancement opportunities. Individual accommodation plans will be consulted, as required. Included in AODA Policy.		
Plan to address Potential Future Barriers:	Continuous review of policy, training and taking into consideration any feedback from new employees.		
Responsible Authority:	HR	Results: Completed	
Accessibility Requirement:	Redeployment	Compliance Deadline: 2016	
Current Barriers:	Ensuring that managers are aware of redeployment processes for individuals with disabilities.		
Plan to Meet Requirements:	The accessibility needs of employees with disabilities will be considered in the event of redeployment. Individual accommodation plans will be consulted, as required.		
Plan to address Potential Future Barriers:	Continuous review of policy, training and taking into consideration any feedback from new employees.		
Responsible Authority:	HR	Results: Completed	

Customer Service Standards			
Accessibility Requirement:	Develop, implement, and maintain policies regarding the provisions of goods, services, or facilities to persons with disabilities.	Compliance Deadline: 2012	
Current Barriers:	Ensuring that employees (and reception) are aware of policies and customer service standards to ensure that attitudinal, systemic, informational and communication, and physical barriers are eliminated.		
Plan to Meet Requirements:	AODA Policy developed, implemented and reviewed annually.		
Plan to address Potential Future Barriers:	Continue to ensure that employees (and reception) are aware of policies and customer service standards to ensure that attitudinal, systemic, informational and communication, and physical barriers are eliminated.		
Responsible Authority:	HR/Corporate Services	Results: Completed	
Accessibility Requirement:	Prepare one or more documents describing the accessible customer service policies, provide on request, and notify that the documents are available on request.	Compliance Deadline: 2012	
Current Barriers:	Ensuring that employees (and reception) are aware of policies and customer service standards around accessible formats. Continue to provide training.		
Plan to Meet Requirements:	AODA Policy developed and all staff trained within first two weeks of employment.		
Plan to address Potential Future Barriers:	Continue to ensure that employees (and reception) are aware of policies and customer service standards around accessible formats. Continue to provide training.		
Responsible Authority:	HR/Corporate Services	Results: Completed	
Accessibility Requirement:	Ensure that a person with a disability is permitted to enter the premises with their service animal and to keep the animal with them, unless the animal is otherwise excluded by law from the premises.	Compliance Deadline: 2012	
Current Barriers:	Ensuring that employees (and reception) are aware of policies and customer service standards around service animals. Continue to provide training.		
Plan to Meet Requirements:	AODA Policy developed and all staff trained within first two weeks of employment. Continue to review with employees who work/cover reception.		
Plan to address Potential Future Barriers:	Continue to ensure that employees (and reception) are aware of policies and customer service standards around service animals. Continue to provide training.		
Responsible Authority:	HR/Corporate Services	Results: Completed	

Accessibility Requirement:	Ensure that other measures are available to enable a person with a disability to obtain, use, or benefit from CFHI's goods, services, or facilities if the person's service animal is excluded from the premises.	Compliance Deadline: 2012
Current Barriers:	Staff allergies/phobias could be an issue. Ensure other means (such as meeting in the main lobby of the office tower or another Canderel meeting space).	
Plan to Meet Requirements:	If a health and safety concern presents itself, for example, in the form of a severe allergy to the animal, CFHI will make all reasonable efforts to meet the needs of all individuals. Pursuant to the company's obligations under the <i>Ontario Human Rights Code</i> and the <i>Ontario Occupational Health and Safety Act</i> , each customer's accommodation needs will be considered on a case-by-case basis, up to the point of undue hardship.	
Plan to address Potential Future Barriers:	Staff allergies/phobias could be an issue. Review on a case-by-case basis and accommodate to the point of undue hardship.	
Responsible Authority:	HR/Corporate Services	Results: Completed
Accessibility Requirement:	Ensure that a person with a disability and their support person are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.	Compliance Deadline: 2012
Current Barriers:	Ensuring that employees (and reception) are aware of policies and customer service standards around support persons. Continue to provide training.	
Plan to Meet Requirements:	AODA Policy developed and all staff trained within first two weeks of employment. Continue to review with employees who work/cover reception.	
Plan to address Potential Future Barriers:	Continue to ensure that employees (and reception) are aware of policies and customer service standards around support persons. Continue to provide training.	
Responsible Authority:	HR/Corporate Services	Results: Completed
Accessibility Requirement:	Provide advance notice if there is an admission charge for a support person and waive the admission charge.	Compliance Deadline: 2012
Current Barriers:	No charge at CFHI but there could be for events. See below.	
Plan to Meet Requirements:	Where admission fees are charged for an event, such as a seminar, CFHI will provide notice ahead of time on what admission fee, if any, will be charged for a support person who accompanies a person with a disability. Included in AODA Policy. Continue to provide training.	
Plan to address Potential Future Barriers:	Continue to ensure that all Program employees are aware of policies and customer service standards around support persons. Continue to provide training.	
Responsible Authority:	HR/Programs	Results: Completed

Accessibility Requirement:	Provide notice of any temporary disruption to services that may affect persons with disabilities. Prepare a document on temporary disruption of services, provide document on request, notify that the document is available on request.	Compliance Deadline: 2012
Current Barriers:	Working with property management company to ensure that notices are in place and timely.	
Plan to Meet Requirements:	Work with Facilities/ Comms/ IT and property management company to ensure timely communication.	
Plan to address Potential Future Barriers:	Continue working with property management company to ensure that notices are in place and timely.	
Responsible Authority:	Corporate Services	Results: Completed
Accessibility Requirement:	Provide accessible customer service training to all staff and keep records of training.	Compliance Deadline: 2012
Current Barriers:	Competing priorities, timelines and work plan activities.	
Plan to Meet Requirements:	Training for all staff completed. (Last training date: November 2018). Training for all new staff included in their first two weeks of employment.	
Plan to address Potential Future Barriers:	Ensure that competing priorities, timelines and work plan activities do not interfere with training.	
Responsible Authority:	HR	Results: Completed
Accessibility Requirement:	Establish a feedback process for providing goods, services, or facilities to persons with disabilities. Prepare a document on the feedback process, provide a copy of the document on request, notify that the document is available on request.	Compliance Deadline: 2012
Current Barriers:	N/A	
Plan to Meet Requirements:	Feedback process included in policy and on website.	
Plan to address Potential Future Barriers:	Ensure review of policy and feedback process.	
Responsible Authority:	HR	Results: Completed

Accessibility Requirement:	Ensure that documents or information given to a person with a disability are offered in an accessible format or with communication support.	Compliance Deadline: 2012	
Current Barriers:	Ensuring that employees (and reception) are aware of policies and customer service standards around accessible formats (and the request for accessible formats) to ensure that attitudinal, systemic, informational and communication, and physical barriers are eliminated.		
Plan to Meet Requirements:	AODA Policy developed, implemented and reviewed annually.		
Plan to address Potential Future Barriers:	Continue to ensure that employees (and reception) are aware of policies and customer service standards around accessible formats (and the request for accessible formats) to ensure that attitudinal, systemic, informational and communication, and physical barriers are eliminated.		
Responsible Authority:	HR/Corporate Services	Results: Completed	

Review and Update

Next review date: March 31, 2021.