

## **Multi-year Accessibility Plan (2012 - 2023)**

Community Healthcaring Kitchener-Waterloo (the Health Centre) is 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 requirements under the Accessibility for Ontarians with Disabilities Act (AODA). This commitment is more fully outlined in Health Centre Policy K1402 – Commitment to Accessibility.

This Accessibility Plan provides information regarding the Health Centre's policies and the specific activities that the organization has and will undertake to enhance accessibility for persons with disabilities.

In addition to the specifics outlined in this Plan, the Health Centre will ensure that all new policies and revisions to existing policies include an assessment of the potential impact on persons with disabilities and incorporate any required mitigation to address potential accessibility barriers.

The Health Centre will review this plan on an annual basis and update it to reflect the actions that have been taken to improve accessibility and to maintain compliance with requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

This plan is available on the HealthCentre's website at [www.healthcaringkw.org](http://www.healthcaringkw.org). It is available in an accessible format upon request.

### **Additional information about this Accessibility Plan can be obtained by contacting:**

Tara Groves-Taylor  
Chief Executive Officer  
Community Healthcaring Kitchener-Waterloo  
44 Francis Street South, Kitchener, ON N2G 2A2  
Phone: (519) 745-4404, ext. 206  
Email: [tgroves-taylor@healthcaringkw.org](mailto:tgroves-taylor@healthcaringkw.org)

## **General**

### ***Training***

KDCHC will provide general training related to Ontario's accessibility laws and the Human Rights Code as it relates to people with disabilities to all staff, students and volunteers. Additional training will be provided to all supervisors as well as all employees who are responsible for developing policies and procedures for the organization. Other requirements for training will be determined based on the specific roles and responsibilities of staff members.

**STATUS:** Complete and ongoing

### ***Accessibility Policies***

KDCHC has developed policy K1401 – Commitment to Accessibility (revision date, July 2014).

KDCHC has developed, implemented and will maintain other policies that reflect how KDCHC enhances accessibility and meets its obligations under the AODA. These policies are publicly available on the KDCHC website and are available in accessible formats upon request as per Policy CG1101 – Client Access to Policies (revision date October, 2016). Accessibility policies related to employment and other operational matters will be made available to employees in an accessible format upon request.

KDCHC regularly reviews its policies in keeping with its Policy B0902 - Policy Development and Approval (revision date September, 2014).

**STATUS:** Complete

### ***Procurement of Goods, Services and Facilities***

KDCHC has developed policy A1402 – Accessibility in Procurement of Goods, Services and Facilities (revision date August 2014). This policy requires accessibility design, criteria and features to be applied when procuring or acquiring goods, services and facilities, except where it is not practicable to do so; for example, when accessible goods, services or facilities are not available. The policy also requires that KDCHC provide an explanation, on request, as to why accessibility design, criteria and features were not practicable.

STATUS: Complete

### ***Self Service Kiosks***

KDCHC currently does not operate any self-service kiosks. Should a self-service kiosk be planned for the future, KDCHC will ensure that the needs of people with disabilities are taken account in its design and procurement.

STATUS: Complete

## **Customer Service**

### ***Policies and Procedures***

As part of its effort to improve customer service and accessibility for persons with disabilities, and to meet the standards under the AODA, KDCHC has implemented the following policies:

CG1104 – Accessibility Standards for Customer Service (revision date July, 2016)

CG1105 – Assistive Devices (revision date December 2011; reviewed July, 2016)

CG1106 – Accessible Communications (revision date November, 2014)

CG1107 – Notice of Disruption in Service Procedures for People with Disabilities (revision date November, 2011)

CG1108 – Service Animals (revision date July, 2016)

CG1109 – Support Persons (revision date December 2011; reviewed July, 2016)

These policies are available on KDCHC's website at [www.kdchc.org](http://www.kdchc.org). Each of these is available in an accessible format upon request.

**STATUS:** Complete

### ***Training***

All KDCHC staff, students and volunteers that provide service to the public have reviewed all of the above listed policies and have completed training in customer service as it relates to persons with disabilities, and the customer service requirements of the AODA.

All new staff, students and volunteers are required to read these policies and receive this training as part of their orientation program.

Additional detail regarding this training is documented in Policy CG CG1104 – Accessibility Standards for Customer Service

**STATUS:** Complete and ongoing

### ***Feedback***

KDCHC has established policies and procedures to ensure that all clients and members of the public, including those with disabilities, are able to provide feedback regarding our services. The method for providing feedback will be tailored to meet the needs of the person making the request. These mechanisms are outlined in Policy CG1102 – Feedback from Clients and the General Public (revision date October, 2016) and Policy CG1103 – Complaints (revision date December, 2016).

All KDCHC staff and volunteers are required to read these policies as part of their orientation and to implement the policy as part of their work.

**STATUS:** Complete

## **Information & Communication**

### ***Accessible Communications***

#### ***Publicly Available Information, including Emergency Information***

KDCHC has developed Policy CG1106 – Accessible Communications (revision date November, 2014). This policy outlines KDCHC’s commitment and contains specific procedures designed to ensure that all publicly available information, including emergency information, is made accessible upon request.

All KDCHC staff members have reviewed this policy. All new staff, students and volunteers are required to read this policy and as part of their orientation program.

Staff, students and volunteers are provided with information and resources to enable them to respond to requests for accessible formats and communications supports.

A variety of methods are in place to contact KDCHC to request that information be provided in an accessible manner:

Email: [mail@kdchc.org](mailto:mail@kdchc.org)

Subject line should read: “Accessibility Request”

Telephone: (519) 745-4404  
Director of Primary Care – ext. 242  
Executive Director – ext. 206  
Director of Human Resources & Strategic Projects – ext. 204

In person: Second Floor Reception Desk  
44 Francis Street South  
Kitchener, Ontario N2G 2A2

**STATUS:** Complete

### ***Website***

KDCHC’s website conforms to the accessibility standards of WCAG 2.0 Level A.

**STATUS:** Complete

KDCHC will ensure that its website conforms to the accessibility standards of WCAG 2.0 Level AA by January 1, 2021. KDCHC will work with other community health centres in the Waterloo-Wellington Local Health Integration Network to seek funding to upgrade its websites by the January 1, 2021 deadline. A detailed work plan will be developed at a future date.

**STATUS:** In Progress      **RESPONSIBILITY:** Executive Director

## **Employment**

KDCHC is committed to ensuring that all persons, including those with disabilities, are treated respectfully and equitably in its employment practices. KDCHC will ensure that the needs of employees with disabilities are addressed in the development and/or revision of its human resources policies, procedures and practices. KDCHC informs all staff of its policies related to accessibility and available accommodations within the workplace. KDCHC will provide communications supports and/or information required to perform their job in an accessible format to employees who request it in order to address a documented disability.

KDCHC has developed Policy H1402 – Accessibility in Employment (revision date November, 2014). This policy outlines specific procedures to be followed in the following areas:

- a. Recruitment and Hiring
- b. Individual Job Accommodations
- c. Disability Leave and Return to Work
- d. Performance Management
- e. Individual Emergency Response Plans

**STATUS:** Complete

## **Design of Public Spaces**

KDCHC's facilities currently meet accessibility standards for public spaces. KDCHC commits to meeting these design standards if modifications are planned for the future. KDCHC public spaces include waiting rooms, reception counters, examination rooms, washrooms and meeting rooms.

**STATUS:** Complete and ongoing

**RESPONSIBILITY:** Executive Director