

ConnexOntario Health Services Information – Multi-Year Accessibility Plan 2014 to 2019

Introduction and Statement of Commitment

The government of Ontario passed the *Accessibility for Ontarians with Disabilities Act (AODA)* in 2005. The goal of the act is to make Ontario accessible by 2025. ConnexOntario Health Services Information (hereafter referred to as ConnexOntario) is committed to complying with the *AODA, 2005* and all of the standards under it in order to meet, in a timely manner, the accessibility needs of persons with disabilities.

The regulations associated with the Integrated Accessibility Standards (IASR) under the AODA require that effective January 1, 2014, ConnexOntario will have established, implemented, maintained, and documented, a multi-year accessibility plan which outlines the organization's strategy for preventing and removing barriers for persons with disabilities, and to meet its requirements under the act.

Under the AODA, the following accessibility standards set certain requirements that are applicable to ConnexOntario:

- Customer Service
- Information & Communications
- Employment

This multi-year plan outlines ConnexOntario's strategies for preventing and removing barriers both to address the requirements of the AODA and to fulfill our commitment as outlined in the accessibility policies of ConnexOntario.

In accordance with the requirements of the IASR, ConnexOntario will:

- Post the plan at www.connexontario.ca
- Upon request, provide the plan in an accessible format
- Review and update the plan at least once every five years

Multi-Year Accessibility Plan Overview

1. Accessibility Standards for Customer Service
2. Integrated Accessibility Standards Regulations
 - a) Emergency Procedures, Plans, or Public Safety Information

- b) Workplace Emergency Response Information
 - c) Accessibility Policies and Multi-Year Accessibility Plan
 - d) Self-Serve Kiosks
 - e) Training
3. Information and Communication Standards
- a) Feedback, Accessible Formats and Communication Supports
 - b) Accessible Websites and Website Content
4. Employment Standards
- a) Recruitment
 - b) Informing Employees of Supports
 - c) Documented Individual Accommodation Plans / Return to Work Processes
 - e) Performance Management, Career Development, and Re-deployment

1. Accessibility Standards for Customer Service

Commitment:

In keeping with the Accessibility Standards for Customer Service, ConnexOntario is committed to providing services which are respectful and focus on the needs of the individual.

ConnexOntario will make a reasonable effort to ensure that its policies, procedures, and practices relating to the provision of goods and services to the general public and other third parties adheres to the following principles as set out in the Accessibility Standards to Customer Service: Ontario Regulation 429/07:

- Goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities
- Provision of goods and services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to ensure that a person with a disability may obtain, use, or benefit from the goods and services
- Persons with disabilities must be given an equal opportunity to obtain, use, and benefit from the goods and services

Action Taken:

ConnexOntario has implemented the following measures:

- All persons working for or on behalf of ConnexOntario, whether dealing with the general public or other third parties, and all who are involved in the development and approval

of customer service policies, practices, and procedures, are trained to communicate with and provide the best possible customer service to all customers, including persons with disabilities

- Staff are trained and familiar with various assistive devices that may be used while customers with disabilities are accessing ConnexOntario's goods or services
- Completion of accessibility training is tracked and recorded
- Areas of ConnexOntario which are open to the public and other third parties will be open to persons accompanied with a guide dog or other service animal
- A support person accompanying a person with a disability will be accommodated
- A public notice will be issued in a timely manner in the event of a disruption of service or inaccessibility of facilities, whether planned or unexpected. The notice will include the reason for the disruption, the anticipated duration, and a description of available alternative service(s) or facilities
- Feedback from persons with disabilities, regardless of feedback method, will be welcomed and appreciated.
- Compliance with the Customer Service Standard will be reported using the Service Ontario Accessibility Compliance Reporting website.

Required compliance date: January 1, 2012

Status: Completed and compliant

Planned Action:

- Report continued compliance with the Customer Service Standard using the Service Ontario Accessibility Compliance Reporting website.

Required compliance date: December 31, 2014

Status: Completed and compliant

2. Integrated Accessibility Standards Regulation

a) Emergency Procedure, Plans, or Public Safety Information

Commitment:

ConnexOntario is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of making our company premises safer during emergency circumstances for persons with disabilities.

Action Taken:

The following measures were implemented by ConnexOntario effective January 1, 2012:

- Emergency procedures, plans, and public safety information that are prepared by ConnexOntario and made available to the public, will be made available in an accessible

format or with appropriate communication supports, as soon as practicable, upon request.

Required compliance date: January 1, 2012 Status: Completed

b) Workplace Emergency Response Information

Commitment:

Where ConnexOntario is aware that an employee has a disability and that there is a need for accommodation, individualized workplace emergency response information will be provided to the employee as soon as practicable if such information is necessary given the nature of the employee's disability.

Action Taken:

The following measures were implemented by ConnexOntario effective January 1, 2012:

- Where the organization becomes aware of the need to accommodate an employee's disability, and if the employee's disability is such that individualized emergency response information is necessary, ConnexOntario will provide this information to the employee with the disability as soon as practicable after it becomes aware of the need.
- If an employee who receives individualized workplace emergency response information requires assistance, with the employee's consent, ConnexOntario will provide this information to the person designated by the organization to provide assistance to the employee.
- ConnexOntario will review the individualized workplace emergency response information when:
 - The employee moves to a different location in the organization
 - The employee's overall accommodation needs or plans are reviewed, and/or
 - ConnexOntario reviews its general emergency response policies.

Required compliance date: January 1, 2012 Status: Completed and acknowledged

c) Accessibility Policies and Multi-Year Accessibility Plan

Commitment:

The organization commits to making its policy documents publicly available, and will provide them in an accessible format upon request.

ConnexOntario will:

- Establish, implement, maintain, and document a multi-year accessibility plan which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this regulation.
- Post the accessibility plan on our website and provide the plan in an accessible format upon request
- Review and update the accessibility plan at least once every five years

Required compliance date: January 1, 2014

Status: Completed and acknowledged

d) Self-Service Kiosks (effective January 1, 2014)

Commitment:

ConnexOntario will have regard to accessibility for persons with disabilities when designing, procuring, or acquiring self-serve kiosks.

Required compliance date: January 1, 2014

Status: Acknowledged

e) Training

Commitment:

ConnexOntario is committed to implementing a process to ensure that all employees, volunteers, and all other persons who provide goods, services and facilities on ConnexOntario's behalf, and persons participating in the development and approval of ConnexOntario's policies are provided with appropriate training on the requirements of the IASR and on the Ontario Human Rights Code as it pertains to persons with disabilities, and are provided with such training as soon as practicable.

Actions Taken:

In accordance with the IASR, ConnexOntario:

- Developed and provided the appropriate training on the requirements of the IASR and on the Ontario Human Rights Code as it pertains to persons with disabilities, to employees, volunteers, third-party contractors who provide goods, services, and facilities on ConnexOntario's behalf, and persons participating in the development and approval of ConnexOntario's policies
- Provided the training referenced above as soon as was practicable
- Kept and maintains a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided

- Will ensure that training is provided on any changes to the prescribed policies on an ongoing basis.

Required compliance date: January 1, 2015

Status: Completed and acknowledged

3. Information and Communication Standards

Commitment:

ConnexOntario is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of making applicable company information and communications accessible to persons with disabilities.

a) Feedback, Accessible Formats, and Communication Supports

Action/Planned Action:

In accordance with the IASR, ConnexOntario will:

- Ensure that feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request. The organization will notify the public about the availability of accessible formats and communication supports.
- Except as otherwise provided for under the IASR, provide or arrange for the provision of accessible formats and communication supports upon request for persons with disabilities in a timely manner that takes into account the person's accountability needs.
- Consult with the person making the request in determining the suitability of an accessible format or communication support.
- Notify the public about the availability of accessible formats and communication supports.

Required compliance dates:

January 1, 2015 – Feedback-related provisions Status: Completed

January 1, 2016 – Accessible Formats & Communication Supports-related Status: Completed

b) Accessible Websites and Web Content

Planned Action:

In accordance with the IASR, ConnexOntario will ensure that ConnexOntario's public websites and online content conform with the World Wide Web Consortium Web Content Accessibility

Guidelines (WCAG) 2.0, Level A (new websites and online content) by January 1, 2014, to Level AA for all content by January 1, 2021.

Required compliance date: January 2, 2014 – WCAG 2.0 Level A – New Internet websites and web content, January 2, 2021 – WCAG 2.0 Level AA – all Internet websites and web content, except for exclusions set out in the IASR.

Status: Level A – Completed and acknowledged. Level AA – In progress.

4. Employment Standards (also see “2. Workplace Emergency Response Information” above)

a) Recruitment

Commitment:

ConnexOntario is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of making the recruitment process accessible to persons with disabilities.

Planned Action:

In accordance with the IASR, ConnexOntario will do the following:

Recruitment General

ConnexOntario will notify employees and the public of the availability of accommodation for applicants with disabilities in the recruitment process. This will include:

- A review, and as necessary, modification of existing recruitment policies, procedures, processes, and templates.
- Specifying that accommodation is available for applicants with disabilities, on ConnexOntario’s websites and job postings.

Recruitment, Assessment, and Selection

ConnexOntario will 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 in the assessment/selection process. This will include:

- A review and, as necessary, modification of existing recruitment policies, procedures, processes, and templates
- Inclusion of availability of accommodation notice as part of the script in the scheduling or an interview and/or assessment

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

Notice to Successful Applicants

When making offers of employment, ConnexOntario will notify the successful applicant of its policies for accommodating employees with disabilities. This will include:

- A review and, as necessary, modification of existing recruitment policies, procedures, processes, and templates
- Inclusion of notification of ConnexOntario's policies on accommodating employees with disabilities in offer of employment letters.

Required compliance date: January 1, 2016

Status: Completed

b) Employee Supports

Commitment:

ConnexOntario is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of informing employees of available accessibility supports.

Planned Action:

In accordance with the IASR, ConnexOntario will:

- 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.
- Provide the information required to new employees as soon as practicable after they begin their employment.
- 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.
- Where an employee with a disability requests it, consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:
 - Information that is needed in order to perform the employee's job
 - Information that is generally available to employees in the workplace
 - ConnexOntario will consult with the employee making the request in determining the suitability of an accessible format or communication support.

Required compliance date: January 1, 2016

Status: Completed

c) Documented Individual Accommodation Plans/Return to Work Process

Commitment:

ConnexOntario is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of improving accommodation and return to work processes in the workplace.

Planned Action:

ConnexOntario's existing policies will be reviewed to include processes that ConnexOntario will follow to accommodate an employee with a disability and to facilitate an employee's return to work after absenteeism due to disability.

ConnexOntario will review and assess the existing policies to ensure that they include a process for the development of documented individual accommodation plans for employees with a disability, if such plans are required.

ConnexOntario will ensure that the process for the development of documented individual accommodation plans includes the following elements:

- The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan
- The means by which the employee is assessed on an individual basis
- The manner in which ConnexOntario can request an evaluation by an outside medical or other expert, at ConnexOntario's expense, to assist ConnexOntario in determining if accommodation can be achieved and, if so, how accommodation can be achieved
- 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
- The steps taken to protect the privacy of the employee's personal information
- The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done
- If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee
- The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

Individual accommodation plans will:

- If requested, include any information regarding accessible formats and communications supports provided, as required in the Standard
- If required, include individualized workplace emergency response information, as required in the Standard, and
- Identify any other accommodation that is to be provided

ConnexOntario will ensure that the return to work process as set out in its existing policies outlines the steps ConnexOntario will take to facilitate the employee's return to work after a disability-related absence, outlines the development of a written individualized return to work plan for such employees, and requires the use of individual accommodation plans, as discussed above, in the return to work process.

Required compliance date: January 1, 2016 Status: Completed

d) Performance Management, Career Development and Redeployment

Commitment:

ConnexOntario will 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, as well as individual accommodation plans
- When providing career development and advancement to its employees with disabilities
- When redeploying employees with disabilities

Planned Action:

In accordance with the IASR, ConnexOntario will:

- Review, assess, and as necessary, modify existing policies, procedures, practices, and templates to ensure compliance with the IASR
- Take the accessibility needs to employees with disabilities and, as applicable, their individualized accommodation plans, into account when
 - Assessing performance
 - Managing career development and advancement
 - Redeployment is required

Required compliance date: January 1, 2016 Status: Completed