



Accessibility for Ontarians with Disabilities

Multi-year plan

2017–2022

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Introduction and Statement of Commitment

The **Integrated Accessibility Standards Regulation (IASR)** under the **Accessibility for Ontarians with Disabilities Act (AODA)** requires CorHealth Ontario to develop a multi-year plan every five years to prevent and remove barriers for persons with disabilities.

This includes complying with the following accessibility standards in:

- Customer Service
- Information and Communications
- Employment
- Transportation
- The Built Environment

The 2017–2022 accessibility plan will help to inform planning requirements under the Integrated Accessibility Standards Regulation (Integrated Regulation) enacted July 1, 2011 under the **Accessibility for Ontarians with Disabilities Act (AODA)**. The AODA requires CorHealth to develop, implement, and enforce accessibility standards so that goods, services, facilities, accommodation, employment, buildings, structures, and premises are accessible to persons with disabilities.

As of April 1, 2016, the Ontario Stroke Network and Cardiac Care Network of Ontario have come together as a single entity (CorHealth Ontario) to ensure a comprehensive and integrated approach to cardiac, vascular and stroke care in Ontario. Following the merger, employee numbers increased and it became necessary to become compliant with the AODA for organizations with 50+ employees.

The multi-year accessibility plan outlines the specific steps CorHealth is taking to improve opportunities for persons with disabilities and comply with the phased-in requirements of the Regulation.

CorHealth remains committed to improving accessibility through the identification, removal and prevention of barriers in our organization. Working with our employees and with our stakeholders ensures that accessibility is given significant consideration.

This plan has been developed by CorHealth in accordance with the Integrated Regulation. It outlines a strategy to prevent and remove barriers and address the current and future requirements of the AODA. It can be provided in an alternative format upon request.

In accordance with the requirements, CorHealth will:

- Report annually on its website, its progress on implementing this plan.
- Provide all information relating to the plan in alternative formats upon request.
- Review and update the plan at least once every five years.

Report on Measures Implemented/Being Implemented to Identify, Remove and Prevent Barriers

CorHealth will comply with the Accessibility Standards for Customer Service Regulation and continue to implement initiatives to enhance accessibility in other areas under the Integrated Accessibility Standards Regulation—Standards for Employment, Information and Communications. When the Accessibility Standards for the Built Environment becomes law, the same will apply.

This section includes a summary of the initiatives CorHealth has implemented and will continue to implement from 2017-2022.

1.0 Standards for Customer Service

CorHealth met compliance with the requirements set out in the Accessible Customer Service Standard Regulation by:

- Providing accessibility awareness, AODA and customer service standard training to all staff who interact, or may interact, with persons with disabilities on behalf of the company or are involved in the creation and implementation of policies, practices and procedures for the company.
- Adding an “Accessibility” button to the footer of the website to communicate the accessibility policies.
- Creating a customer service policy that highlights information about accessibility requirements under the AODA, including policies, guidelines and mandatory/recommended training requirements for staff and management.
- Reporting compliance to the customer service standard on the Accessibility Compliance Reporting tool.
- Tracking attendance for accessibility training courses.

Identification of barriers

People with disabilities face a range of physical and attitudinal barriers including stereotyping and prejudice. Inadequate resources and the lack of common objectives with regards to accessibility and equity seriously curb efforts to remove barriers.

CorHealth will look at finding and implementing assistive devices or technological enhancements to our information and communication and website for the purpose of improving interaction and communication with persons who are deaf or hard of hearing.

Planned action(s)

To meet ongoing compliance with the Accessibility Standards for Customer Service (CS) Regulation requirements and removal of barriers to persons with disabilities, CorHealth will:

- Continue to highlight the CS Policy in education, training and activities.
- Review the company's existing feedback process and incorporate more efficient tracking and response mechanisms for accessibility-related feedback.
- Assess premises and other areas where barriers may exist that prevent customer access to our goods and services.
- Review effectiveness of policy, procedures and practices and make necessary adjustments.
- Review training requirements for staff who have high interaction with the public; retrain on the customer service policy and procedures, the law and any general or existing accessibility matters.
- Encourage staff to consider accessibility when planning meetings and events with stakeholders, including members of the public, vendors and suppliers.
- Update customer service policy on providing services to people with disabilities in regards to accessible formats.

2.0 Emergency Response and Evacuation Plans

CorHealth has incorporated accessibility considerations into its emergency response and evacuation plan and procedures. The following measures were taken:

- Plans and instructions provided to existing and new staff regarding evacuation in times of emergency to gather at locations that are accessible.
- The emergency response plan and instructions were reviewed and modified to take the needs of persons with various disabilities into consideration.
- The emergency response plan is available to the public in an accessible format or with appropriate communication supports upon request.
- In cooperation with our building manager, the emergency procedures have been updated to ensure they can be followed by persons with disabilities.
- Individualized workplace emergency response information will be made available to employees who have disclosed a disability, and such employees will be accommodated according to their disability when and if an emergency or disaster occurs. These individualized plans will be communicated to their managers and recorded in their personnel files.
- Employees have reviewed the emergency response plan and instructions to ensure that they know how to interact with persons with disabilities (employees and stakeholders) during an emergency, incident or dangerous situation.
- Individualized emergency response information is reviewed when:
 - a. An employee moves to a different location in the organization
 - b. An employee's overall needs or plans are reviewed; and
 - c. When reviewing general emergency response policies

3.0 Standards for Integrated Accessibility - General Requirements

3.1 Accessibility policy and statement of commitment to IASR Commitment

To implement a statement of commitment and policy on how CorHealth will achieve accessibility through meeting the IASR's requirements.

Action(s)

- Draft a policy that addresses how CorHealth will achieve or has achieved accessibility through meeting the IASR's requirements.
- CorHealth's statement of commitment will be made available to the public on the corporate website.
- CorHealth's Integrated Accessibility Standards Regulation policy and statement of commitment will be available in an accessible format upon request.

3.2. Accessibility plan maintenance

Commitment

Establish, implement and maintain a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements.

Post the accessibility plan on the organization's website and provide the plan in accessible format upon request.

Review and update the accessibility plan at least once every five years.

3.3. Training

Commitment

To implement a process for ensuring that all employees, volunteers, persons who deal with customers and the public on the company's behalf, and persons participating in the development and approval of the company's policies, practices and procedures receive the appropriate training that meets the requirements under the Integrated Regulation.

Identification of barriers

Ensure meetings and training sessions are accessible for employees with learning and other disabilities.

Planned action(s)

CorHealth will:

- Provide training on the requirements of the Integrated Regulation and on the **Human Rights Code** as it pertains to persons with disabilities to all employees, volunteers, contractors, other third parties who interact with persons with disabilities on behalf of the company and persons involved in the creation of policies

- Keep and maintain a record of the dates when training is provided and the number of individuals to whom it was provided
- Ensure training is provided on the requirements of the accessibility standards
- Provide training in respect to any changes to policies on an ongoing basis

4.0 Standards for Information and Communications

CorHealth is committed to making company information and communications accessible to people with disabilities. The information we provide and the ways we communicate are key to delivering our goods, programs and services to the public.

Focus

Access to information involves matters relating to the format and availability of content, including the means of access and technologies associated with it. While access to publications and information is the responsibility of the Communications department, all departments share the responsibility of creating content to address specific needs.

Commitment

CorHealth will incorporate new accessibility requirements under the information and communications standard to ensure that its information and communications systems and platforms are accessible and provided in accessible formats that meet the needs of persons with disabilities. CorHealth will endeavour to provide necessary communication supports in a timely manner.

Planned action(s)

To meet compliance with the Accessibility Standards for Information and Communications under the IASR requirements and remove barriers to persons with disabilities, CorHealth will:

- Upon request, provide or arrange for the provision of accessible formats and communication supports to persons with disabilities in a timely manner, taking into account the person's accessibility needs
-
- Identify problems and provide recommendations for PDF documents and forms
-
- Post a statement on the website about accessibility and the availability of accessible formats and communication supports
-
- Provide, upon request, accessible formats and communication supports for receiving and responding to feedback from persons with disabilities
-
- CorHealth is creating a new accessible website and Web content that conforms to WCAG 2.0 level A and eventually WCAG 2.0 level AA.

Feedback

- Ensure that processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request

- Consult the person making the request to determine suitability of format
- Notify the public about the availability of accessible formats and communication supports

5.0 Standards for Employment

CorHealth is committed to fair and accessible employment practices that attract and retain talented employees with disabilities.

5.1. Recruitment

Commitment

CorHealth will incorporate new accessibility requirements under the employment standard to ensure that barriers in recruitment are eliminated and corporate policies are followed where applicable.

Planned Action(s)

To meet compliance with the Accessibility Standards for Employment under the Integrated Regulation requirements and to remove barriers to persons with disabilities in recruitment, CorHealth will:

- On the CorHealth's job advertisements, specify that accommodation is available for applicants with disabilities
-
- Inform candidates about the availability of accommodations:
 - when called for an interview,
 - during the selection process,
 - at the time of job offer, and
 - at orientation.
- If the selected applicant requests an accommodation, consult with the applicant and arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs.

5.2. Support information for employees

Commitment

CorHealth will incorporate new accessibility requirements under the Employment Standard to ensure that barriers in information that supports employees are eliminated and corporate policies are followed where applicable.

Planned action(s)

To meet compliance with the Accessibility Standards for Employment under the Integrated Regulation requirements and to remove barriers to persons with disabilities, CorHealth will:

- Inform current employees and new hires soon after they begin employment of CorHealth's policies supporting 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

- Keep employees up to date on changes to policies
- Provide accessible formats and communication supports to any employees who request them. If requested, the employer will consult with the employee to provide or arrange for provision of accessible formats and communication supports for:
 - information that is needed in order to perform the employee’s job, and
 - information that is generally available to employees in the workplace.

5.3. Documented individualized plans (i.e. return to work/accommodation plan)

Commitment

CorHealth will incorporate new accessibility requirements under the employment standard to ensure that barriers in accommodation are eliminated and other plans that support employees and corporate policies are followed where applicable.

Planned action(s)

To meet compliance with the Accessibility Standards for Employment under the Integrated Regulation requirements and remove barriers to persons with disabilities, CorHealth will:

- Include in the process the manner in which the employee requesting accommodation can participate in the development of the plan
-
- Provide an individualized accommodation plan in writing to any employee with a disability
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- Include in the process the manner in which the employer can request an evaluation by an outside medical or other expert, at the employer’s expense, to assist the employer in determining if and how accommodation can be achieved
-
- Provide an individualized return-to-work plan in writing for any employee who has been absent from work due to a disability and requires disability-related accommodations to return to work
-
- Take steps to protect the privacy of the employee’s personal information
-
- Outline the frequency in which individual accommodation plans will be reviewed and updated and the manner in which it will be done
-
- Provide the employee with the reasons for the denial if the individual accommodation plan is denied
-
- Include any individualized workplace emergency response information

5.4. Performance assessment, career development and advancement, and redeployment

Commitment

CorHealth will incorporate new accessibility requirements under the employment standard to ensure that barriers in performance assessment, career development and advancement, and redeployment are eliminated and corporate policies are followed where applicable.

Planned action(s)

To meet compliance with the Accessibility Standards for Employment under the Integrated Regulation requirements and to remove barriers to persons with disabilities, CorHealth will:

- take the accessibility needs of employees with disabilities and their individualized accommodation plans into account when assessing their performance, in managing their career development and advancement, and when redeploying them,
- review and revise performance review policy, and
- take into account the accessibility needs of employees with disabilities when providing career development and advancement to its employees with disabilities.

6.0 Standards for Transportation

This standard does not apply to CorHealth.

7.0 Standards for the Built Environment

This standard is not yet law; however CorHealth is committed to greater accessibility in, out of, and around the buildings we use. When the standard comes into force or when possible before that happens, CorHealth will ensure that facilities incorporate the standards for barrier-free design as existing spaces are renovated and/or new spaces are obtained.

8.0 Multi-year Plan in Chart Form

Multi-year accessibility plan under the Integrated Accessibility Standards				
Requirements/ steps	What must be done? Planned action	Responsibility	IASR compliance date	Status
General requirements of the Regulation				
Accessibility policies, practices and procedures	CorHealth will draft a policy that addresses how it achieves accessibility through meeting the requirements in the IASR. CorHealth will provide the policy in alternative formats upon request	Specialist, Corporate Services	For large organizations January 1, 2014	Completed
Multi-year accessibility plan	CorHealth will develop a multi-year plan outlining a strategy to prevent and remove barriers and address the current and future requirements of the AODA. The company will: <ul style="list-style-type: none"> • Assess current policies, practices and procedures, premises, access to goods and services, and information and communication systems to identify barriers for persons with disabilities • Post the plan in a visible place on the premises and on the corporate website • Report annually on its website on its progress on implementing this plan (this 	AODA committee with input from the Executive Team	For large organizations January 1, 2014	Completed

Multi-year accessibility plan under the Integrated Accessibility Standards				
Requirements/ steps	What must be done? Planned action	Responsibility	IASR compliance date	Status
	<p>is only mandatory for the public sector and government)</p> <ul style="list-style-type: none"> • Provide all information relating to the plan in alternative formats upon request • Review and update the plan at least once every five years 			
Self-service kiosks	When CorHealth does make use of self-service kiosks available to its customers and/or employees, it will have regard for accessibility features when designing, procuring or acquiring self-service kiosks.	N/A	N/A	N/A
Training	<p>CorHealth will provide training to all employees, volunteers, persons who deal with customers and the public on its behalf, and persons participating in the development and approval of its policies, practices and procedures on the requirements of the Regulation and on the Human Rights Code as it pertains to persons with disabilities.</p> <p>The type and intensity of training on the requirements of accessibility standards and the Human Rights Code will vary according</p>	Specialist, Corporate Services	For large organizations January 1, 2015	<p>Completed for existing staff</p> <p>Ongoing for new staff</p>

Multi-year accessibility plan under the Integrated Accessibility Standards				
Requirements/ steps	What must be done? Planned action	Responsibility	IASR compliance date	Status
	<p>to the duties of the employee, volunteers or others.</p> <p>CorHealth will maintain a record of the dates when training is provided and the number of individuals to whom it was provided.</p> <p>Training will re-occur when there are changes to the accessibility policies.</p>			
Requirements under the information and communications standard				
Emergency procedures, plans, or public safety information	<p>CorHealth will:</p> <ul style="list-style-type: none"> Assess the existing emergency response plan and procedures and any public safety information for barriers to persons with disabilities during an emergency Update our emergency procedures to ensure that they can be followed by persons with disabilities to ensure they meet the needs of persons with disabilities Upon request, provide the information in an accessible format or with communication supports as soon as practicable 	AODA Committee in consultation with the Joint Health and Safety Committee or health and safety representative	All organizations by January 1, 2012	Completed/Ongoing

Multi-year accessibility plan under the Integrated Accessibility Standards				
Requirements/ steps	What must be done? Planned action	Responsibility	IASR compliance date	Status
	<ul style="list-style-type: none"> Consult with the person with the disability in the case of a request for an alternative accessible format and communication supports 			
Accessibility policies, practices and procedures	<p>Commit to making information and communication systems and platforms accessible to persons with disabilities and address how it will be achieved.</p> <p>This policy will be provided in an alternative format upon request.</p> <p>The cost of providing this policy in an accessible format must not be more than the regular cost charged to other people.</p>	Specialist, Corporate Services with the IT department and all departments involved in providing information and documents to customers	For large organizations January 1, 2014	Completed
Multi-year plan	<p>Assess barriers to information and communications systems/platforms. Determine the accessibility of CorHealth's information components and systems.</p> <p>Establish a practice that company documents be created in a structured electronic format to allow for easier conversion to accessible formats.</p>	Specialist, Corporate Services, AODA Committee, Executive Team along with IT department and all departments involved in providing information and documents to customers	For large organizations January 1, 2014	Completed

Multi-year accessibility plan under the Integrated Accessibility Standards				
Requirements/ steps	What must be done? Planned action	Responsibility	IASR compliance date	Status
	<p>Establish a company standard for documents that will be as accessible as possible without need for accessible formats (i.e., font style, font size, colour contrast, plain language). This plan will be posted in a visible place on the corporate website.</p> <p>Provide the plan in alternative formats upon request.</p>			
<p>Taking a person's disability into account when communicating or providing information in accessible formats and communication supports</p>	<p>Assess and review the communication needs of people with visual, hearing, learning, and cognitive disabilities and the barriers to communication that exist in your organization.</p> <p>Post a notice on your website and on the premises that information is available in a variety of accessible formats.</p> <p>Have a process in place for customers to request and be provided with information and communication in an accessible format.</p> <p>Explain when an accessible format is not feasible.</p>	<p>Corporate Services, Communications, IT department and all departments involved in providing information and documents to customers</p>	<p>For large organizations January 1, 2016</p>	<p>Completed</p>

Multi-year accessibility plan under the Integrated Accessibility Standards				
Requirements/ steps	What must be done? Planned action	Responsibility	IASR compliance date	Status
Feedback	Provide, upon request, accessible formats and communication supports for receiving and responding to feedback from persons with disabilities regarding the company's information and communication systems and/or documents.	AODA Committee, Communications Team, IT department and Help Desk	For large organizations January 1, 2015	Completed
Accessible websites and web content	CorHealth is creating a new accessible website and Web content that conforms with WCAG 2.0 level A and eventually that conforms to the WCAG 2.0 level AA. Monitor website accessibility and compliance with the guidelines and the law.	AODA Committee, Communications Team, IT department and Help Desk	By January 1, 2021, all internet websites and web content must conform with WCAG 2.0 Level AA, other than success criteria 1.2.4 Captions (Live), and success criteria 1.2.5 Audio Descriptions (Pre-recorded)]	Ongoing
Training	Provide staff training to all employees, volunteers, and persons participating in the development and approval of company's policies, practices and procedures on	Specialist, Corporate Services		Completed

Multi-year accessibility plan under the Integrated Accessibility Standards				
Requirements/ steps	What must be done? Planned action	Responsibility	IASR compliance date	Status
	website accessibility.			
Requirements under the employment standard				
Workplace emergency response information	<p>The company will provide individualized workplace emergency response information to employees who have disclosed a disability.</p> <p>With the employee's consent, provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p> <p>The individualized workplace emergency response information will be reviewed:</p> <ul style="list-style-type: none"> • When the employee moves to a different location in the organization • When the employee's overall accommodations needs or plans are reviewed, and • When the employer reviews its general emergency response policies 	Specialist, Corporate Services, AODA Committee, Joint Health and Safety Committee or health and safety representative, managers/ supervisors	For all organizations January 1, 2012	Ongoing

Multi-year accessibility plan under the Integrated Accessibility Standards				
Requirements/ steps	What must be done? Planned action	Responsibility	IASR compliance date	Status
Assessment of barriers in employment	Identify, remove and prevent barriers in employment by evaluating existing policies and procedures as well as the overall workplace.	Joint Health and Safety Committee, managers/ supervisors and Human Resources	None	Completed
Recruitment	<p>Promote employment opportunities for the designated groups, including persons with disabilities.</p> <p>On the company's website and on job advertisements, specify that accommodation is available for job applicants with disabilities.</p> <p>Inform candidates about the availability of accommodations:</p> <ul style="list-style-type: none"> • when called for an interview • during the selection process • at the time of job offer • at orientation 	Human Resources, managers/ supervisors	For large organizations January 1, 2016	Completed
Support information for employees	Inform employees of policies and supports for employees with disabilities as soon as	AODA Committee, managers/ supervisors	For large organizations January 1, 2016	Completed

Multi-year accessibility plan under the Integrated Accessibility Standards				
Requirements/ steps	What must be done? Planned action	Responsibility	IASR compliance date	Status
	<p>practicable after new employees begin employment.</p> <p>Update information provided to employees as policies change.</p>			
Accessible formats and communication	Upon request by an employee with a disability, provide accessible formats and communication supports for information in the workplace in consultation with the employee making the request.	AODA Committee, HR, managers/ supervisors and the Communications Team	For large organizations January 1, 2016	Completed
Documented individualized plans	<p>Develop a written process for developing individual accommodation plans for employees with disabilities.</p> <p>Develop and implement a return-to-work process for employees absent due to disabilities who require accommodation to return to work.</p>	Human Resources, managers/ supervisors	For large organizations January 1, 2016	Completed
Training	Provide training in respect of any changes to the policies described in the employment standard section of the Regulation.	Human Resources	On an ongoing basis	Ongoing

Multi-year accessibility plan under the Integrated Accessibility Standards				
Requirements/ steps	What must be done? Planned action	Responsibility	IASR compliance date	Status
Requirements under the transportation standard				
This standard does not currently apply to CorHealth.				
Requirements under the built environment standard for public spaces				
This standard is not yet law; however CorHealth is committed to greater accessibility in, out of, and around the buildings we use. When the standard comes into force or when possible before that happens, CorHealth will ensure that facilities incorporate the standards for barrier-free design as existing spaces are renovated and/or new spaces are obtained.				