

**Guelph Community Health Centre
MULTI-YEAR ACCESSIBILITY PLAN**

Developed: 12/01/2013

Revised: December 2019

INTEGRATED STANDARD - GENERAL REQUIREMENTS

Standard Requirements	Date Due	Completion Status	Requirements	Actions Completed
Statement of Commitment Create and/or review policies and procedures for each standard.	January-01-14	Completed	Requirements include: Statement of Commitment made public such as posted on an organizations website. Assess current policies and identify gaps related to accessibility.	Statement of Commitment was posted to the CMHA-WECEB main website in October 2013.
Develop and post Multi-Year Accessibility Plan	January-01-14	Completed		CMHA-WECEB's Multi-Year Accessibility plan was posted to the main website in December 2013.
Kiosks: After the deadline kiosks need to consider accessibility requirements of customers with disability.	January-01-14	Not Applicable	Requirements include: Consider accessibility features required by customers/clients when designing, procuring, developing or acquiring a public electronic kiosk or computer terminal.	CMHA-WECEB currently does not utilize public kiosks. The agency will consider accessibility features required by its clients when considering the design or procurement of future public kiosks.
Complete government accessibility report	December-31-14	Completed		Report submitted
Train staff , volunteers (including Board Members) and all paid positions on the IASR and on aspects of the Human Rights Code that relate to accessibility.	January-01-15	Completed	Requirements include: Training format is flexible and can be delivered in a variety of means (i.e.. In-person, on-line). Training process for new employees and volunteers needs to be developed. Training records should be maintained. Training needs to be appropriate to job duties and kept current.	
Complete government accessibility report	December-31-17	Completed		Report submitted
Update Multi-Year Accessibility Plan	January-01-19	Completed	Requirements include: Multi-Year Accessibility Plans need to be reviewed and updated every 5 years.	Reviewed and updated Dec 2018
Complete government accessibility report	December-31-20	Completed	Details on reporting requirements have yet to be released.	Report submitted
Complete government accessibility report	December-31-23		Details on reporting requirements have yet to be released.	

INFORMATION & COMMUNICATION STANDARD

Standard Requirements	Date Due	Completion Status	Requirements	Actions Completed
Make your emergency and public safety information accessible to the public and accessible when requested.	January-01-12	Completed	Requirements include: Review emergency and public safety information you provide. Develop a process for responding to requests for alternative formats and supports.	Agency reviewed the Emergency and public safety information in 2011 as required by Accreditation. Emergency information is currently provided in a variety of formats.
Make your feedback processes (including surveys or comment cards) accessible when requested.	January-01-15	Completed	Requirements include: Develop a process for responding to requests for alternative formats and supports.	
Make information about your organization's goods, services and facilities accessible upon request.	January-01-16	Completed	Requirements include: Develop a process for responding to requests for alternative formats and supports.	
New - Internet websites developed after deadline must conform with WCAG 2.0 level A	January-01-14	Not Applicable	Applies only to site created after the January 1, 2014 deadline	The agency currently has several websites. CMHA-WECEB will conform with WCAG 2.0 level A in the development and roll out of new web material for public websites.
All internet website and website content conforms with WCAG 2.0 level AA (excluding live captioning and audio description)	January-01-21			

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Revised: Version 1, Not Applicable

EMPLOYMENT STANDARD

Standard Requirements	Date Due	Completion Status	Current Status/Notes	Current Status/Notes
Provide individual emergency safety plans for employees with disabilities during an emergency and/or emergency information that's formatted so an employee with a disability can understand it.	January-01-12	Completed	Requirements include: Determine which employees need individual plans (both permanent or temporary). Plans should include employee consent. Prepare and provide information to these employees (in an accessible format if required).	Process for emergency plans for employees with both permanent and temporary disabilities has been incorporated in both the recruitment and return to works processes.
Recruitment: Notify the public and applicants about the availability of accommodation in the recruitment process.	January-01-16	Completed	Requirements include: Informing public/applicants of the organization's accommodation policy. If requested, consult with applicant to arrange suitable alternatives to materials or process.	
Assessment: Inform selected candidates that accommodation are available during the assessment and selection process for people with disabilities.	January-01-16	Completed	Requirements include: Inform candidates that accommodations are available. Provide or arrange accommodations for candidates based on their disability.	
Selection: Inform a successful candidate that the organization has policies to support people with disabilities and job accommodations.	January-01-16	Completed	Requirements include: During the job offer inform that candidate that the organization provides both job accommodation and policies to support employees with disabilities. Include policies/procedures in the job offer package.	
Retention: Educate staff on the organization's policies that support disabilities.	January-01-16	Completed		
Retention: Provide accommodation plans for employees with disabilities.	January-01-16	Completed	Requirements include: Develop a policy/procedure for providing document accommodation plans for employees with a disability.	
Retention: Document a return to work process for employees	January-01-16	Completed	Provide policy to new employees in the job offer package.	Policy available on PLACE and given in orientation package
Retention: Performance management, career development and job change (including recall or redeployment) processes need to take the needs of employees with disabilities into consideration.	January-01-16	Completed		

TRANSPORTATION

Standard Requirements	Date Due	Completion Status	Current Status/Notes	Current Status/Notes
Standard applies to those who provide conventional or specialized transit services such as transit buses, motor coaches, subways, etc...).	n/a	n/a		

DESIGN OF PUBLIC SPACES/BUILT ENVIRONMENT STANDARD (BES)

Standard Requirements	Date Due	Completion Status	Current Status/Notes	Current Status/Notes
New or redeveloped public spaces will need to be made accessible.	January-01-17	n/a	Requirements apply to new construction and major changes to public spaces such as public eating areas, public playgrounds, outdoor paths, accessible parking and service-related elements like services counters.	
New or redeveloped buildings and/or spaces will need to be made accessible.	January-01-17	n/a	Requirements will be enforced by enhancements to the Ontario's Building Code.	