

Guelph Community Health Centre MULTI-YEAR ACCESSIBILITY PLAN

Developed: 12/01/2013

Revised: December 2023

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 1, 2014	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 Guelph CHC main website in October 2013.
Develop and post Multi-Year Accessibility Plan	January 1, 2014	Completed		Guelph CHC Multi-Year Accessibility plan was posted to the main website in December 2013 and is reposted when reviewed and updated.
Kiosks: After the deadline kiosks need to consider accessibility requirements of customers with disability.	January 1, 2014	Not Applicable	Requirements include: Consider accessibility features required by customers/clients when designing, procuring, developing or acquiring a public electronic kiosk or computer terminal.	Guelph CHC 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.
Maintenance of accessible elements	January 1, 2014	Completed	Requirements include: procedures for preventative and emergency maintenance of accessible elements in public spaces and dealing with temporary disruptions	Procedure for notice of disruption can be found in our AODA policy. Maintenance also has a preventative maintenance schedule, to ensure out elevator is being regularly maintained. For temporary unplanned disruptions, appointments to be done on our second floor will be rearranged to the first floor
Complete government accessibility report	December 31, 2014	Completed	Details on reporting requirements have yet to be released.	Following and completing reporting when required
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 1, 2015	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.	Training is part of onboarding process using online training module for all new staff; Training can be supported through in-person training if needed. Staff and volunteer training records are maintained in their personal file.
Complete government accessibility report	December 31, 2017	Completed	Details on reporting requirements have yet to be released.	Report submitted
Update Multi-Year Accessibility Plan	January 1, 2019	Completed	Requirements include: Multi-Year Accessibility Plans need to be reviewed and updated every 5 years.	Review and updated Dec 2018; Dec 2020; Dec 2023
Complete government accessibility report	December 31, 2020	Completed	Details on reporting requirements have yet to be released.	Report submitted
Complete government accessibility report	December 31, 2023	Completed	Details on reporting requirements have yet to be released.	Report submitted

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 1, 2012	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 and this standard. Emergency information is currently provided in a variety of formats.
Make your feedback processes (including surveys or comment cards) accessible when requested.	January 1, 2015	Completed	Requirements include: Develop a process for responding to requests for alternative formats and supports.	Is outlined in our AODA policy, which can be accessed our Guelph CHC website
Make information about your organization's goods, services and facilities accessible upon request.	January 1, 2016	Completed	Requirements include: Develop a process for responding to requests for alternative formats and supports.	

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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 1, 2012	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 1, 2016	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.	Accessibility policy is posted online. All job posting make it clear that if any point in the recruitment process accommodation is required, to let us know.
Assessment: Inform selected candidates that accommodation are available during the assessment and selection process for people with disabilities.	January 1, 2016	Completed	Requirements include: Inform candidates that accommodations are available. Provide or arrange accommodations for candidates based on their disability.	Our job board, all job posting and interview invites, notify applicants that we are able to provide accommodation. When accommodation is request, work with applicant to determine suitable accommodation.
Selection: Inform a successful candidate that the organization has policies to support people with disabilities and job accommodations.	January 1, 2016	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 polices/procedures in the job offer package.	We have the Accessibility for Ontarians with Disabilities, Anti-Oppression and Diversity and Work accommodations policies; these are signed off on by employee to confirm they have read and are aware of the policies
Retention: Educate staff on the organization's policies that support disabilities.	January 1, 2016	Completed		Information and training is provided during onboard, employees are also notified is any changes are made.
Retention: Provide accommodation plans for employees with disabilities.	January 1, 2016	Completed	Requirements include: Develop a policy/procedure for providing documented accommodation plans for employees with a disability.	This can be found in our Work Accommodations policy
Retention: Document a return to work process for employees	January 1, 2016	Completed	Provide policy to new employees in the job offer package.	Policy available on Bamboo HR 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 1, 2016	Completed		Needs of employees with disabilities are taken into consideration, with performance management, career development and job changes. Employee is consulted through the process

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 1, 2017	Completed	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.	We ensure to review accessibility requirements before conducting any changes in our public spaces; to ensure we remain in compliance
New or redeveloped buildings and/or spaces will need to be made accessible.	January 1, 2017	Completed	Requirements will be enforced by enhancements to the Ontario's Building Code.	Ensure all construction of new spaces is in compliance with the Ontario's building Code

New - Internet websites developed after deadline must conform with WCAG 2.0 level A	January 1, 2014	Not Applicable	Applies only to site created after the January 1, 2014 deadline	Guelph CHC 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 1, 2021	Completed	Requirements include: All employer websites are required to conform with WCAG Guidelines 2.0 Level AA (except for live captions and prerecorded audio descriptions)	Consultant helped to ensure website updated and compliant for December 31, 2021