

Integrated Accessibility Standards – B-P-012

Board of Health Policy

1.0 Policy Statement

Ontario has laws that set standards for accessibility, under the *Accessibility for Ontarians with Disabilities Act, 2005*. The *Integrated Accessibility Standards* Regulation, Ont. Reg. 191/11 became law on June 3, 2011 and introduced requirements for information and communications, employment, transportation, and built environment. Effective July 2016, the *Accessibility Standards for Customer Service (Regulation 429/07)*, was revoked as a “stand alone” regulation and the requirements of that regulation were incorporated into the *Integrated Accessibility Standards* (Part IV.2). All of these standards were developed to break down barriers and increase accessibility for people with disabilities. The three standards this policy addresses are the provision of information and communication services, employment, and customer service. The transportation standards apply to organizations providing transportation services and as such **does not** apply to the North Bay Parry Sound District Health Unit (Health Unit). The built environment standard is not addressed in this policy.

There is a phased-in approach to compliance, with deadline dates for each standard. These standards are designed to create a barrier-free and accessible Ontario by 2025.

The Health Unit is committed to creating an accessible organization. The organization fosters an accessible and inclusive environment for persons with disabilities. All programs and services provided by the Health Unit apply the principles of dignity, independence, integration and equal opportunity into practice:

- Programs and services are provided in a manner that respects the *dignity* and *independence* of people with disabilities. All disabled persons are valued and as deserving of effective and full service as any other client or participant. When accessing services, persons with disabilities make their own choices, communicate for themselves, do things in their own ways, and at their own pace as long as it does not present a safety risk.
- People with disabilities are given *equal opportunity* to access and benefit from Health Unit programs and services and to participate in activities and events in the same place and in the same or similar way as other clients. This may mean that we will work with the individual to find suitable alternatives so that they can fully benefit from the programs, services, events and activities.
- Programs and services provided to people with disabilities and others will be *integrated* unless an alternate method is necessary to enable a person with a disability to obtain, use, or benefit from the programs and services. Alternative measures, rather than integration, will be used only when a person with a disability requires it or because the Health Unit is not able to provide another option at the time.

2.0 Purpose

This policy describes the strategies taken to meet the *Integrated Accessibility Standards*. The *Integrated Accessibility Standards* Regulation does not replace or affect existing legal obligations under the *Human Rights Code* and other laws in respect to accommodation of people with disabilities. This means that the *Human Rights Code* or other applicable legislation may require additional

accommodation measures that go beyond or are different from the standards established by the *Accessibility for Ontarians with Disabilities Act, 2005*.

3.0 Scope / Responsibility

The policy applies to all members of the Health Unit including every person who is an employee of, or a volunteer with the Health Unit, every person who participates in developing Health Unit policies, and any member who provides services on behalf of the Health Unit.

The Board of Health endeavours to demonstrate leadership for accessibility in the organization. The Board of Health through the Medical Officer of Health/Executive Officer ensures that this policy is followed. The Board of Health is responsible to ensure the Medical Officer/Executive Officer implements the accessibility policies in order to meet the legislated requirements of the Ontario Regulation 191/11 *Integrated Accessibility Standards*.

4.0 Procedure

The Health Unit strives to ensure an accessible environment for all persons with disabilities and will build upon and improve practices. In addition, the Health Unit ensures that it meets the accessibility needs of persons with disabilities in a timely manner, consistent with the specific requirements of the Act and its regulations. The Health Unit's Accessibility for Ontarians with Disabilities Act Committee, made up of multidisciplinary members, ensures compliance with the *Integrated Accessibility Standards* by ensuring time frames established by the Regulation are met.

4.1 Accessibility Plan

To meet its requirements under the Regulation, the Health Unit has an accessibility plan outlining the Health Unit's strategy to prevent and remove barriers from its workplace. The Health Unit's responsibility is to:

- Maintain, implement and review the multi-year Accessibility Plan meeting the obligations set under the *Integrated Standards Regulation*.
- Ensure the plan is posted on the Health Unit's website.
- Review the plan quarterly and update the plan once every five (5) years.
- Prepare an annual status report on the progress of measures taken to implement the Health Unit strategy outlined in its Accessibility Plan, and post the updated accessibility plan on the Health Unit website. Provide a copy of the Accessibility Plan in an accessible format upon request.
- Provide status reports in an accessible format upon request.

4.2 Training

The Health Unit provides training on the requirements of the *Integrated Accessibility Standards* and also provides training on the *Human Rights Code* as it pertains to persons with disabilities to those referred to in 3.0.

Training is appropriate to the duties of the employees, volunteers, and other persons. Training occurs in a timely fashion, and training is provided in respect of any changes to the accessibility policies/standards on an ongoing basis. Records of the training provided are kept, which include the dates on which the training is provided and the individuals to whom it is provided. Training policies are available to any person upon request in accessible formats or with communication supports as requested.

Information and Communication Standards:

4.3 Feedback

- It is the Health Unit's responsibility to ensure that the process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provisions of, accessible formats and communication supports, upon request.
- The Health Unit ensures the public is aware of the availability of accessible formats and communication supports with respect to the feedback process.

4.4 Accessible Formats and Communication Supports

- Upon request, the Health Unit staff provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.
- The Health Unit consults with the person making the request in determining the suitability of an accessible format or communication support.
- If there is a cost, the cost will be no more than a regular cost charged to other persons.
- The availability of accessible formats and communication supports is posted on its website and through signage in Health Unit Offices.

4.5 Emergency Procedure, Plans or Public Safety Information

- The Health Unit provides information in an accessible format or with appropriate communication supports, as soon as practical upon request.

4.6 Accessible Websites and Web Content

- The Health Unit internet and intranet websites, including web content, conforms to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA.

Employment Standards:

4.7 Recruitment

- The Health Unit notifies its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.
- The availability of accommodations for applicants is stated on all job postings.
- The Health Unit notifies job applicants (when they are individually selected to participate further in an assessment or selection process), that accommodations are available upon request in relation to the materials or processes to be used.
- If a selected applicant requests an accommodation, the Health Unit consults with the applicant and provides, or arranges for the provision of, suitable accommodation in a manner that takes into account the applicants accessibility needs due to disability.
- When making offers of employment, the Health Unit notifies the successful applicant of policies for accommodating employees with disabilities.

4.8 Informing Employees of Supports

- The Health Unit informs its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information is provided to new employees as soon as practical after commencing employment.

4.9 Accessible Formats and Communication Supports for Employees

- Upon the request of an employee with a disability, the Health Unit consults with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other employees.
- In determining the suitability of an accessible format or communication support, the Health Unit consults with the employee making the request.

4.10 Workplace Emergency Response Information

- The Health Unit provides individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and **if the Health Unit is aware** of the need for accommodation due to the employee's disability. The Health Unit provides this information as soon as practical after becoming aware of the need.
- The Health Unit, with the consent of the employee, provides the workplace emergency response information to the person designated by the Health Unit to provide assistance to the employee.
- The workplace emergency response information is reviewed by the Health Unit 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 Health Unit reviews its general emergency response policies.

4.11 Documented Individual Accommodation Plans

- The Health Unit maintains a written process for the development of documented individual accommodation plans for employees with disabilities.
- Information regarding accessible formats and communications supports provided is included in individual accommodation plans.
- The plans include individualized emergency response information where required and identify any other accommodation that is to be provided.

4.12 Return to Work Process

- The Health Unit maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.
- The process outlines the steps the Health Unit takes to facilitate the return to work and includes documented individual accommodation plans as part of the process.
- The return to work process does not replace or override any other return to work process created by or under any other statute (i.e. *Workplace Safety Insurance Act, 1997*).

4.13 Performance Management, Career Development, and Advancement & Redeployment

The Health Unit considers the accessibility needs of employees with disabilities, as well as takes into account the individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

Customer Service Standards

4.14 Establishment of Policies

- Accessibility measures are built into decision-making processes, short- and long-term program planning, purchasing, event planning, emergency planning, and the development of new services
- Policies, procedures, and practices are developed taking persons with disabilities into consideration and are available upon request

4.15 Use of service animals and support persons

- If a person with a disability is accompanied by a service animal, the person is permitted to keep the animal with him or her during the provision of service
- If a person with a disability is accompanied by a support person, the Health Unit ensures that the person with the disability is not prevented from having access to the support person while on the premises
- The Health Unit may require a person with a disability to be accompanied by a support person when on the premises, for health and safety reasons

4.16 Notice of temporary disruption

- If there is a temporary disruption of service or facilities, the Health Unit gives notice of the disruption to the public

4.17 Training for staff

- In addition to 4.2, the Health Unit ensures that all staff, volunteers, persons who develop policies, and all others who provide service on behalf of the Health Unit, receive training about how to provide accessible customer service to persons with disabilities

4.18 Feedback process

- The Health Unit has a process for receiving and responding to feedback about the manner in which it provides service or facilities to persons with disabilities
- Information about the feedback process is readily available to the public and as well, the policy is available to the public upon request. Accessible formats and communication supports for the feedback process, are available upon request

Compliance

- The Health Unit ensures the completion of compliance reporting and meeting the compliance deadlines as outlined in the Ontario Regulation 191/11 *Integrated Accessibility Standards*

5.0 Records Retention

All records relating to this Policy are retained in accordance with the Records Retention and Management work instruction ([WI-HU-108](#)).

6.0 References

Internal References

- a) North Bay Parry Sound District Health Unit, [Board of Health Bylaws](#).
- b) [Quality Assurance Manual](#) (1999).
- c) Records Retention and Management – [WI-HU-108](#)

External References

- a) *Health Protection and Promotion Act*, R.S.O., 1990, c H.7. [Ontario E-Laws Website](#)
- b) *Municipal Act*, 2001, S.O. 2001, c. 25. [Ontario E-Laws Website](#)
- c) *Accessibility for Ontarians with Disabilities Act, 2005*. [Ontario E-Laws Website](#)
- d) *Integrated Accessibility Standards*. Ontario Regulation 191/11. [Ontario E-Laws Website](#)
- e) *Workplace Safety and Insurance Act*, 1997, S.O. 1997, c.16 Sched. A. [Ontario E-Laws Website](#)
- f) *Human Rights Code*, R.S.O. 1990, c. H.19. [Ontario E-Laws Website](#)
- g) World Wide Web Consortium [Web Content Accessibility Guidelines](#) (WCAG) 2.0.

7.0 Summary of Revisions

2018-08-17 – Scheduled review and renewal with no required revisions.

8.0 Board Policy Development Details

Author: **Linda Brown RN**

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