

# Rapids Family Health Team

## Multi – Year Accessibility Plan

### Accessibility for Ontarians with Disabilities Act, 2005 Integrated Accessibility Standards (ISA) – Multi Year Plan

#### Our Commitment

Rapids Family Health Team (RFHT) is committed to promoting an accessible and inclusive environment for all persons accessing our services and facilities in ways that respect the dignity, independence, integration and equal opportunity of people with disabilities.

Rapids Family Health Team (RFHT) is committed to meeting the accessibility needs of persons with disabilities in a timely manner and in accordance with the principles of dignity, independence, integration, and equal opportunity. Recognizing the dignity and independence of all employees, patients and visitors, RFHT seeks to ensure that people with disabilities have genuine, open and unhindered access to services, facilities, employment, buildings, and premises. RFHT is committed to complying with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR).

#### Accessibility Plans

RFHT will establish, implement, maintain and document an accessibility plan outlining the organization’s strategy to prevent and remove barriers to accessibility and to improve opportunities for people with disabilities. The accessibility plan outlines the actions RFHT will take to identify, remove, and prevent barriers to accessibility.

The Rapids Family Health Team Accessibility Plan will be reviewed and updated at least once every five years, and will be made public via the RFHT website. Upon request, RFHT will provide a copy of the accessibility plan in an accessible format.

The Rapids Family Health Team Multi Year Accessibility Plan is outlined below.

#### General Requirements

What is required / planned	Action / status
Develop, implement and maintain policies on how RFHT will achieve accessibility and a statement of the commitment	Completed
Develop Multi-Year Accessibility Plan and post on website	Completed
Review and update the accessibility plan at least once every five years	Ongoing

Self-Serve Kiosks	Currently N/A, but will review annually. Ongoing
Train staff on the IASR and the Ontario Human Rights Code as it pertains to people with disabilities	All current employees have completed the training and all new employees are required to take the training as part of their orientation. Ongoing
Report compliance to the Accessibility Directorate of Ontario	As required

### Information and Communications Standards

Provide feedback process in an accessible format and accommodate individuals needs upon request	Ongoing
Provide information that is produced and controlled by RFHT in alternate formats and take into account the disability of the person requesting information	Ongoing and upon request, installed accessibility software UserWay on website
Achieve compliance with the World Wide Web Consortium Accessibility Guidelines (WCAG) 2.0 to ensure the website is accessible to people with disabilities	External vendor updated website and is in compliance with WCAG 2.0 Level A requirements, content on website ongoing. Currently reviewing new website carrier options and working towards standard WCAG 2.0 Level AA
Emergency plans and related procedures are available in alternative formats and take in account visitors with disabilities	Review with Health and Safety Committee annually

### Employment Standards

Ensure that recruitment, assessment, selection, and notification processes are as inclusive and accommodating as possible to build a diverse workforce	Ensure that job advertisement information informs the public that accommodations are available upon request; all applicants invited to interviews are asked if they require accommodation, Ongoing
Continue to accommodate employees who have or acquire a disability, inform employees of supports available	Work with individual employees that come forward with a disability to develop an individualized employment accommodation plan, develop a workplace emergency plan for each employee who develops an individualized employment accommodation plan, Ongoing
Retain employees with disabilities	All individualized employment accommodation plans will be considered in performance management process, when the employee advances, is redeployed or changes positions



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Family Health Team