

ACCESSIBILITY STANDARDS POLICY			
Policy No.	PP-GV-70	Date Approved	October 2023
Prepared by	Manager, Human Resources	Date Implemented	January 2012
Approved by	Senior Leadership	Date Reviewed	January 2014, January 2017
		Date(s) Revised	January 2014, January 2017, October 2023
		Scheduled Review Date	October 2026
Section	Governance		Page 1 of 10

INTRODUCTION

Scarborough Centre for Healthy Communities (SCHC) is committed to preventing, identifying and removing barriers that impede the ability of people with disabilities to access care and services. This includes clients, staff, students, volunteers, independent contractors and board members.

PURPOSE

In June, 2005 the Ontario government passed the *Accessibility for Ontarians with Disabilities Act* (AODA). The purpose of this enhanced Act is to develop, implement and enforce standards of accessibility for all Ontarians. SCHC's Accessibility Standards Policy is consistent with the AODA, 2005 and the Accessibility Standards for Customer Service, Ontario Regulation 429/07. AODA, 2005 includes accessibility standards in:

- Customer Service
- Information and Communications
- Employment
- Transportation
- Design of Public Spaces

The purpose of this policy is to outline policies and procedures in place at SCHC to help identify and remove barriers that impede a person's ability to access care and services. As such, an associated AODA plan is also established and is reviewed every three years to ensure any updates for the AODA, 2005 are considered and that SCHC remains compliant with all AODA standards.

POLICY AND PROCEDURES

GENERAL REQUIREMENTS STANDARD

Multi-Year Accessibility Plan:

Under AODA, Ontario organizations, including SCHC, are required to develop multi-year accessibility plan and update it at least once every five years.

This Multi-Year Accessibility Plan ("Accessibility Plan") outlines SCHC's compliance with AODA, including the requirements set by the Integrated Accessibility Standards Regulations. SCHC is committed to fulfilling its obligations under AODA and making its premises and services accessible to all Ontarians.

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		Scheduled Review Date	October 2026
Section	Governance		Page 2 of 10

This Accessibility Plan is available to all SCHC employees and the general public via our external website and can be requested in an accessible format at no charge using the contact information provided in the document.

Accessibility Training:

SCHC is committed to providing training to all employees, volunteers, board members students, independent contractors, and others who deal with the public or other third parties on behalf of SCHC.

SCHC will maintain and update training as required.

CUSTOMER SERVICE STANDARD

Our Commitment to Service:

We, the staff of SCHC, in compliance with the spirit, intent and provisions of the Ontario Human Rights Code, are committed to providing the highest quality customer service.

This statement of commitment reflects our best efforts to provide excellent customer service, within the limits of our resources by:

- Being sensitive, aware and knowledgeable about the realities of prejudice and discrimination;
- Recognizing and accommodating the diverse needs of our many client groups;
- Providing accessible service, information and materials; and
- Acting on issues brought to SCHC's attention as quickly as possible while maintaining the high quality of our work.

This policy applies to SCHC staff members, volunteers, board members, independent contractors and students who deal with the public.

SCHC makes reasonable efforts to ensure that its policies, procedures, and practices, pertaining to the provision of goods and services to the public and other third parties, align with the following guiding principles, as set out in Ontario Regulation 429/07:

1. The provision of the goods or services is in a manner that respects the dignity and independence of persons with disabilities.
2. Integration of the provision of goods or services to persons with disabilities and others unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
3. Giving persons with disabilities an opportunity equal to that given to others to obtain, to use, and to benefit from the goods or services.

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		Date(s) Revised	January 2014, January 2017, October 2023
		Scheduled Review Date	October 2026
Section	Governance		Page 3 of 10

Communications:

SCHC supports an accessible Ontario, promoting the independence and integration of those with disabilities. When communicating with a person with a disability, individuals working on behalf of SCHC, do so in a manner that takes into account the person's disability and makes reasonable efforts to have the person with a disability understand both the content and intent of its communications. We train staff how to communicate with people with various types of disabilities.

Use of Assistive Devices:

SCHC is committed to serving persons with disabilities who use assistive devices to obtain, to use, or to benefit from our services. SCHC provides training on how to interact with persons with disabilities who use assistive devices.

Clients are encouraged to contact SCHC (or staff or manager involved) as early as possible if any special arrangements are required.

Use of Service Animals:

SCHC is committed to welcoming persons with disabilities and their service animals at our multiple locations that are open to the public and other third parties, and welcomes the person to keep the service animal with them. SCHC provides training on how to interact with persons with disabilities who are accompanied by a service animal.

Use of Support Persons:

SCHC is committed to welcoming people with disabilities accompanied by a support person. Any person with a disability accompanied by a support person is welcome to SCHC locations with his or her support person.

On occasion, and if necessary, persons with disabilities may require the assistance of a support person, in order to protect their health and safety, or the safety of others. For health and safety reasons, SCHC may require a support person to accompany a person with a disability if after consulting with the person with a disability it is determined that a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises, and there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises.

Notice of Temporary Disruptions in Services and Facilities:

If there is a temporary disruption in SCHC location facilities or services, which are utilized by persons with disabilities, completely or in part, SCHC will provide the public with notice of the disruption as soon as possible after becoming aware of the disruption. This notice will include information about the reason for the disruption, how long it may last, and what other facilities or services are available.

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		Date(s) Revised	January 2014, January 2017, October 2023
		Scheduled Review Date	October 2026
Section	Governance		Page 4 of 10

Availability of the Accessible Customer Service Documents:

SCHC will make available any additional documents describing its policies, practices, and procedures as required by Ontario Regulation 429/07 and, upon request, gives a copy of the documents to any person.

In addition, the SCHC Accessibility Standards for Customer Service policy will be posted and available on our intranet and public access website.

Further, SCHC makes reasonable efforts to inform persons to whom it provides services that the documents required under Ontario Regulation 429/07 are available upon request. SCHC gives the person the documents, or the information contained in the documents, described above, in a format that takes into account the person's disability.

Feedback Process:

SCHC strives to meet and surpass customer expectations while services customers with disabilities. Comments on our services regarding how well those expectations are being met are appreciated.

Feedback may be made in writing or by telephone to:

Scarborough Centre for Healthy Communities
Chief Executive Officer
629 Markham Road, Unit 2
Scarborough, ON M1H 2A4
Telephone: 416-847-4091

EMPLOYMENT STANDARD

Recruitment, Assessment and Selection:

SCHC will notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants will be informed that these accommodations are available, upon request, for the interview process and for other candidate selection methods. Where an accommodation is requested, SCHC will consult with the applicant and provide or arrange for suitable accommodations in a manner that takes into account the applicant's accessibility needs due to disability.

Successful applicants will be made aware of SCHC policies and supports for accommodating people with disabilities.

Accessible Formats and Communication Supports for Employees:

SCHC will ensure that employees are aware of policies for employees with disabilities and any changes to these policies as they occur. SCHC will provide the information required to new employees as soon as practicable after they begin their employment.

ACCESSIBILITY STANDARDS POLICY

Policy No.	PP-GV-70	Date Approved	October 2023
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		Date(s) Revised	January 2014, January 2017, October 2023
		Scheduled Review Date	October 2026
Section	Governance		Page 5 of 10

If an employee with a disability requests it, SCHC will provide or arrange for the provision of accessible formats and communication supports for the following:

- Information needed in order to perform their job; and
- Information that is generally available to all employees in the workplace.

SCHC will consult with the employee making the request to determine the best way to provide the accessible format or communication support.

Workplace Emergency Response Information:

Where required, SCHC will create individualized workplace emergency response plans for employees with disabilities. This information will be created in consultation with the employee and take into account the unique challenges created by the individual's disability and the physical nature of the workplace.

This information will be reviewed when:

- The employee moves to a different physical location in the organization;
- The employee's overall accommodation needs or plans are reviewed; or
- SCHC reviews general emergency response policies.

Documented Individual Accommodation Plans:

SCHC will develop and have in place written processes for documenting individual accommodation plans for employees with disabilities. The development process for these plans will include:

- The ways in which the employee can participate in the development of the plan;
- The means by which the employee is assessed individually;
- The ways that an employer can request an evaluation by an outside medical expert, or other experts (at the employer's expense) to determine whether accommodation can be achieved, or how it can be achieved;
- The ways that an employee can request the participation of a representative from their bargaining agent or other representative from the workplace (if the employee is not represented by a bargaining agent) for the creation of the accommodation plan;
- The steps taken to protect the privacy of the employee's personal information;
- The frequency with which the individual accommodation plan should be reviewed or updated and how it should be done;
- The way in which the reasons for the denial of an individual accommodation plan will be provided to the employee; and

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		Date(s) Revised	January 2014, January 2017, October 2023
		Scheduled Review Date	October 2026
Section	Governance		Page 6 of 10

- The means of providing the accommodation plan in an accessible format, based on the employee's accessibility needs.

The individual accommodation will also include information regarding accessible formats, communication supports (upon request), individualized workplace emergency response information, and any other accommodation provided.

Return to Work:

SCHC has developed and implemented a return-to-work processes for employees who are absent from work due to a disability and require disability-related accommodations in order to return to work.

This process will outline the steps the organization will take to enable a smooth return to work for the employee. All steps and individual accommodation plans will be documented and created in consultation with the employee.

Performance Management and Career Changes:

SCHC will consider the accessibility needs, including documented individual accommodation plans, of employees with disabilities during the organization's performance management process. These will also be considered in the event of redeployment, or when offering career development or advancement opportunities.

INFORMATION AND COMMUNICATION STANDARD

Feedback Process

SCHC will ensure that all feedback processes, both internal and external, are made accessible to clients, employees, students, volunteers, independent contractors and board members upon request.

In accordance with the customer service standards, SCHC will make known the availability of accessible feedback formats.

Accessible Formats and Communication Supports

Unless deemed unconvertible, SCHC will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities upon request. Accessible formats and communication supports will be provided in a timely manner and at no additional cost to the individual.

SCHC will account for the person's accessibility needs when customizing individual requests and will consult with the individual making the request to ensure suitability.

SCHC will make the availability of accessible formats and communication supports publicly known.

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		Scheduled Review Date	October 2026
Section	Governance		Page 7 of 10

Accessible Website and Web Content

All SCHC websites and web content conform with WCAG 2.0 Level A. (S. 14 IASR)

TRANSPORTATION STANDARD

All transportation services provided by Scarborough Centre for Healthy Community shall follow the principles of dignity, independence, integration and equal opportunity.

BUILT ENVIRONMENT STANDARD

SCHC will ensure accessibility requirements are incorporated into new construction and remodeling at SCHC.

DEFINITIONS

The AODA and Ontario Regulation 429/07 contain and refer to various definitions that are relevant to this policy, some of which are set out below.

Assistive Device:

A technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Barrier: anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice (“obstacle”).

Disability: the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005* and the *Ontario Human Rights Code*, refers to:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- b) a condition of mental impairment or a developmental disability;
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) a mental disorder; or

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		Scheduled Review Date	October 2026
Section	Governance		Page 8 of 10

- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997 (“handicap”).

Guide Dog: a highly trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons’ Rights Act*, to provide mobility, safety and increased independence for people who are blind.

Service Animal: as reflected in *Ontario Regulation 429/07*, an animal is a service animal for a person with a disability if:

- it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service Dog: as reflected in *Health Protection and Promotion Act, Ontario Regulation 562*, a dog other than a guide dog for the blind is a service dog if:

- it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability;
- or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person: as reflected in *Ontario Regulation 429/07*, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

Accessible format: Includes large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.

Communication supports: Includes captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communication.

Information: Includes data, facts, and knowledge that exists in any format, including text, audio, digital, or images, and conveys meaning.

Conversion-ready: An electronic or digital format that facilitates conversion into an acceptable format.

Career development and advancement: Additional responsibilities within an employee’s current position and the movement of an employee from one job to another in an organization or any combination of them. Both additional responsibilities and employee movement are usually based on merit, seniority, or a combination of both.

Performance management: Activities related to assessing and improving employee performance, productivity, and effectiveness with the goal of facilitating employee success.

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		Date(s) Revised	January 2014, January 2017, October 2023
		Scheduled Review Date	October 2026
Section	Governance		Page 9 of 10

Redeployment: The reassignment of employees to other departments or jobs within the organization.

RESPONSIBILITY

SCHC is responsible for preventing, identifying and removing barriers that impede the ability of people with disabilities to access care and services in compliance with *Accessibility for Ontarians with Disabilities Act, 2005*. Clients, staff, students, volunteers, independent contractors and board members are responsible to participate in this process.

RELATED DOCUMENTS

- Accessibility for Ontarians with Disabilities Act, 2005
- Accessibility Standards for Customer Service, Ontario Regulation 429/07
- Ontario Human Rights Code, 1990
- A Practical Guide to the Accessibility Standards for Customer Services, Ontario Regulation 429/07, HRdownloads.com
- Ontario Human Rights Commission, Customer Services Policy: Providing goods and services to people with disabilities: <http://www.ohrc.on.ca/en/commission/about/customerservice>
- Ontario Ministry of Community and Social Services: Accessibility for Ontarians with Disabilities: <http://www.mcscs.gov.on.ca/en/mcss/programs/accessibility/index.aspx>
- Accessibility for Ontarians with Disabilities Act 2005 (AODA) Customer Service Standard – Serving Persons with Disabilities, Policy 1.1.27 South West Community Care Access Centre
- Return to Work Policy
- Recruitment Policy
- Duty to Accommodate Policy
- AODA Plan

AUTHORIZATION

Jeanie Argiropoulos, CEO

October, 2023

Scarborough Centre for Healthy Communities



Accessibility Plan Multi-Year Plan

Updated as December 4th, 2023

Additional formats are available upon request.

Note: This document has been prepared in Arial 14 pt.

The Accessibility Plan is also available on our website.



Scarborough Centre for Healthy Communities (SCHC)

Originally founded in 1977, Scarborough Centre for Healthy Communities (SCHC) is one of the most established and comprehensive community health organizations in the province. The organization owes its beginnings to 13 community agencies, a core group of community leaders and countless volunteers who identified emerging health and social needs within Scarborough.

After incorporating and acquiring not-for-profit and charitable status, SCHC built on the initial services of our Meals-on-Wheels, home support, transportation and family support programs. We employ over 250 staff, engage over 250 volunteers and operate 40 distinct and integrated services across 10 sites that work together to improve the health of our community. We provide medical assistance through our clinics; are involved in a growing youth program and have a multitude of social support programs including a food bank.

To maintain our status as a client-centered, integrated, engaged, and proactive organization, SCHC has maintained its close ties with our community members. We continuously foster partnerships with initiatives aimed at addressing pressing needs while consistently raising the bar in terms of service excellence. Our unwavering dedication is evident in our tireless efforts to offer programs and opportunities that profoundly impact the health and well-being of the communities we serve.

Statement of Commitment

SCHC' Vision is to be recognized by our clients, communities and partners as leaders in championing holistic health and wellness for the diverse populations of Scarborough. This 'community' includes people with disabilities.

With the introduction of the Accessibility for Ontarians with Disabilities Act, 2005, SCHC has been examining ways in which we can better serve our population. We are committed to creating a welcoming, barrier-free environment for clients, staff,

volunteers and our community. We are also committed to increasing awareness on accessibility issues and providing accessibility supports to those with disabilities.

SCHC will support its community by supporting persons with disabilities: 1) to enter and exit our facilities without encountering barriers, 2) to receive SCHC's services they require without encountering barriers and 3) to work in an inclusive environment without barriers.

The AODA sets-out to improve opportunities for persons with disabilities by providing for their involvement in the identification, removal and prevention of perceived barriers to accessibility. The AODA has the long-term goal of a barrier-free Ontario for people with disabilities by 2025 through the implementation of accessibility standards for the private and public sectors.

The AODA has identified five accessibility standards which SCHC must comply with related to: 1) Customer Service, 2) Transportation, 3) Information and Communication, 4) Built Environment and 5) Employment.

The AODA also mandates that all health service providers prepare a multi-year accessibility plan. The goal of the plan is to remove existing barriers and prevent new ones. The Plan is to be made public and in accessible format(s) upon request, and SCHC must review and update the accessibility plan every five years..

Scarborough Centre for Health Communities Accessibility Plan summarizes the measures that SCHC has taken in the past, along with the measures the organization plans to take to identify, remove and prevent barriers for persons with disabilities.

Review Process

The Quality and Client Safety Advisory Committee (QCSEC) will review and update the SCHC AODA plan every three years in accordance with the policy review cycle, with the goal to identify, remove and prevent barriers to people with both visible and invisible disabilities, including clients, staff, volunteers and community. The Committee will:

- Monitor the implementation and ongoing compliance with the five standards outlined in the Accessibility for Ontarians with Disabilities Act, 2005.
- Identify, review, prioritize and remove barriers to accessibility.
- Review feedback received internally and externally regarding barriers and respond accordingly.
- Disseminate information to appropriate groups in order to prevent the inclusion of accessibility barriers in remodeled/new construction.
- Raise organizational awareness and education on accessibility issues, barriers and government legislation.
- Develop communications designed to promote staff understanding and sensitivity to the accessibility issues of people with disabilities.
- Review and Update the Accessibility Plan and ensure it is made available to internal and external stakeholders.

Accessibility of Ontarians with Disabilities Act (AODA)

In 2005, the Ontario Government passed a law called the *Accessibility for Ontarians with Disabilities Act* (AODA) to ensure a more accessible province for people with disabilities. The goal of the AODA is for all of Ontario to be fully accessible by 2025 and all public sector organizations, including non-profit organizations, must be in compliance by 2021.

The purpose of the AODA is to develop, implement and enforce standards of accessibility for all Ontarians. The standards will ensure that there are established measures, policies, practices or other requirements for the identification and removal of barriers to accessibility.

Several accessibility standards are contained in one regulation under the AODA, called the Integrated Accessibility Standards Regulation (IASR) which was released and became law in July 2011.

Five key areas in the IASR have been developed:

Customer Service: Service delivery to the public, business practices and employee training.

Information and Communication: Information and communications provided to the client or end-user through print, telephone, electronic devices, and in-person. This includes publications and software applications.

Employment: Hiring and retaining employees, including employment practices, policies and processes such as job advertisements and interviewing.

Transportation: Reflects a variety of environments, financial capabilities of users/providers and the differing modes of travel including conventional and specialized modes, and on-demand taxi services.

The Built Environment: Access to, from and within buildings and outdoor spaces. This also includes counter heights, aisles, door widths, parking, signage, pedestrian access routes and signal systems.

Definitions

Accessible - Accessible means that customer service is provided in a way that is capable of being easily understood or appreciated, that is easy to get at, be reached, or entered. It is equally obtainable to all.

Disability - As defined in Section 2 of the *Act*, Disability means:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impairment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog , or other animal or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or a developmental disability;
- A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; and/or

- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

This definition includes disabilities of different severity, visible as well as non-visible disabilities, and disabilities the effects of which may come and go.

Barrier - A barrier is anything that stops a person with a disability from fully participating in society. Barriers are classified by the following types:

physical,
architectural,
information or communications,

attitudinal,
technological and
policy or practice

Standard	Evidence	Status (Met(compliant)/ In Progress)
General Requirements IASR Sec. 3 IASR Sec. 4 IASR Sec. 6 IASR Sec. 7	<ul style="list-style-type: none"> • Policies documented inclusive of IASR and statement of organization commitment • AODA plan in place reviewed and updated every 5 years • All employees, volunteers and students are trained on the IASR and the Ontario Human Rights Code via e-Learning modules, training completion is tracked, refresher training is offered annually 	Met Met Met
Customer Service IASR Sec. 80.46 IASR Sec 80.47 IASR Sec. 80.48 IASR Sec. 80.49 IASR Sec. 80.50 IASR 80.51	<ul style="list-style-type: none"> • SCHC Accessibility Standards Policy outlines the processes for providing goods, services and/or facilities to persons with disabilities. • Process in place for clients to call in advance for SCHC services. • SCHC is committed to serving persons with disabilities who use assistive devices to obtain, to use, or to benefit from our services. Assisted devices are available when required. SCHC provides training on how to interact with persons with disabilities who use assistive devices. • SCHC is committed to welcoming persons with disabilities and their service animals at our multiple locations that are open to the public and other third parties, and welcomes the person to keep the service animal with them. 	Met Met Met Met

	<ul style="list-style-type: none"> • Any person with a disability accompanied by a support person is welcome to SCHC locations with his or her support person. • SCHC will provide the public with notice of service disruption as soon as possible after becoming aware of the disruption. This notice will include information about the reason for the disruption, how long it may last, and what other facilities or services are available. • All organization members including employees, volunteers and students are trained on accessible customer service and how to interact with people with various disabilities, via e-Learning modules, training completion is tracked, refresher training is offered annually or when changes are made to the training material. • Organization members are trained on equipment and devices available on SCHC premises or otherwise provided by SCHC that may help with the provision of goods, services or facilities to a person with a disability. • Process in place and made available to the public for receiving and responding to client feedback via several accessible vehicles including online, telephone, in-person, writing and comment cards. • Employee feedback process in place via several accessible vehicles, including employee engagement survey, staff meetings, incident reporting system, and directly to manager or HR. 	<p>Met</p> <p>Met</p> <p>Met</p> <p>Met</p> <p>Met</p> <p>Met</p> <p>Met</p>
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	<ul style="list-style-type: none"> Documents describing SCHC policies, practices, and procedures are provided in accessible format upon request. The SCHC Accessibility Standards for Customer Service policy is posted on the intranet and public access website. 	
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<p>Employment IASR Sec. 22 - 32</p>	<ul style="list-style-type: none"> Applicants are advised via job postings and when selected for an interview that SCHC is compliant with AODA standards and that accommodations are available upon request at each stage of the recruitment and selection process. Employment offer letters advise employees to advise Human Resources should they require accommodation. The Recruitment Policy, the Duty to Accommodate Policy, The Return to Work Policy and the Accessibility Standards Policy are posted on the intranet site and advise employees that SCHC is compliant with AODA standards and accommodations are available upon request. These policies are provided to new employees during the new hire e-learning modules. Communication supports including providing documents, policies and other information in accessible format are available upon request and documented in accommodation plans where applicable. The Duty to Accommodate Policy posted on the intranet site outlines the disability 	<p>Met</p> <p>Met</p> <p>Met</p> <p>Met</p>
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	<p>management program that supports the accommodation needs of employees with temporary and permanent disabilities, including the process to develop written accommodation plans, as well as individualized emergency response plans where required.</p> <ul style="list-style-type: none"> • Accommodation and modified work plans include a section for employees to self-identify when they have accessibility needs during an emergency situation. • The Return to Work policy outlines the process for employees returning to work after an injury, accident or illness to help transition them back to work into their previous or new position. • Human Resources informs managers of any accommodation needs identified by their employees. These needs are taken into account with respect to employee evaluation, performance management, career advancement opportunities and redeployment if applicable. • Employees applying to internal job opportunities are advised via the internal job posting that accommodations are available required. • The new employee enrollment form contains a pre-placement questionnaire for new employees to identify to Human Resources if they have accessibility needs. • The Duty to Accommodate Policy outlines the disability management program that supports employees with temporary or permanent accommodation needs. 	<p>Met</p> <p>Met</p> <p>Met</p> <p>Met</p> <p>Met</p> <p>Met</p> <p>Met</p>
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	<ul style="list-style-type: none"> • Exit plans are put in place for all employees who have permanent disabilities and who have self-identified as having a potential need for assistance in the event of an emergency. • Permanent and temporary accommodation and modified work plans include a section which identifies when an employee has accessibility needs during an emergency situation. 	<p>Met</p> <p>Met</p>
<p>Information and Communication</p> <p>IASR Sec. 9, 11-14</p>	<ul style="list-style-type: none"> • SCHC internet website meets both WCAG 2.0 A and AA Standards. • SCHC will make its emergency and public safety information available in an accessible format upon request. • SCHC provides documents, materials or information in accessible formats and communication supports for persons with disabilities upon request. If deemed unconvertible, SCHC will provide the person requesting the information or communication with an explanation as to why the information is unconvertible. • Process in place and made available to the public for receiving and responding to client feedback via several accessible vehicles including online, telephone, in-person, writing and comment cards. • SCHC provides information and communications in accessible format upon request. The SCHC Accessibility Standards for Customer Service policy is posted on the intranet and public access website. 	<p>Met</p> <p>Met</p> <p>Met</p> <p>Met</p> <p>Met</p>

Transportation IASR Part IV	<ul style="list-style-type: none"> • Clients with a disability can use various modes of transportation, i.e. Wheel Trans and SCHC owned vehicles, which support accommodation needs of clients. 	Met
Built Environment IASR Part IV	<ul style="list-style-type: none"> • SCHC ensures legislated accessibility requirements are incorporated into new construction and remodeling at SCHC, including when entering into a contract for new construction or making changes to existing infrastructure features. • SCHC adheres to the Building Code. 	Met