



SRCHC Multi Year Accessibility Plan December, 2014

This 2014-2021 accessibility plan outlines the policies and actions that SRCHC will put in place to improve opportunities for people with disabilities.

Statement of Commitment

SRCHC is committed to treating all people in a way that allows that to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Accessibility Policies

In 2013-2014 SRCHC developed policies and organizational commitment to meeting all AODA requirements and making them publically available.

2014-2017 Key Actions

- Train all staff, volunteers and students on Accessibility Requirements; Accessible Customer Service; Accessible Information & Communication; Accessible Employment
- Update policies and procedures in order to comply with AODA requirements
- Ensure ongoing compliance through management meetings
- Ensure information and documentation is available in accessible formats
- Address attitudinal barriers via training and awareness
- Make accessibility policies publically available.

Accessible Emergency Information

SRCHC is committed to providing the customers and clients with publicly available emergency information in an accessible way, upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

SRCHC will provide training to staff, students and volunteers about AODA via iLearn, SRCHC's on line management education tool by January, 2015. By 2014 we implemented training on the Customer Service Standard for all staff, volunteers and students. By January, 2015, all staff,

volunteers and students are required to complete the IASR standards via the iLearn on line education tool.

Information and Communications

SRCHC is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

SRCHC will take the following steps to ensure all publically available information is made accessible upon request by January, 2016.

- Upon request, documents in accessible formats will be made available. This may include large font, or electronic formats such as documents on DVD
- Communication supports such as plain language, sign language, reading aloud, or using written notes to communication will be made available to our clients

SRCHC will work with a website developer to ensure all content and functionality conforms to WCAG 2.0, Level AA by January, 1 2021.

Employment

SRCHC is committed to fair and accessible employment practices. We will take the following steps to notify the public and staff that, when requested, SRCHC will accommodate people with disabilities during the recruitment and assessment process.

SRCHC will take the following steps to develop and put into place a process for developing individual accommodation plans and return to work policies for employees that have been absent due to a disability.

Please see Return to Work Policy and Procedure 3.5.13.

As outlined in the policy, we will take steps to ensure the accessibility needs of employees with disabilities are taken into account if SRCHC is using performance management, career development and redeployment processes.

SRCHC will take the following steps to prevent and remove other accessibility barriers identified

- Maintain ongoing dialogue to staff to address any evolving accessibility issues as they pertain to our main site at 955 Queen Street East, or any of the other satellite sites.

Design of Public Spaces

SRCHC will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications of public spaces. Public Spaces include:

- Accessible off street parking

- Service related elements like service counters, waiting areas, doors

SRCHC will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

Accountability

SRCHC is accountable to the Board of Directors. This plan will be reviewed annually in order to ensure compliance. During this review, any changes required with regard to policy or practice will be addressed.

For more information

For more information on this accessibility plan, please contact Shannon Wiens

Phone: 416.461.3577 ext. 202

Email: wiens@srchc.com

Accessible formats of this document are available free upon request from the front desk at SRCHC, 955 Queen Street East.