



SRCHC Multi-Year Accessibility Plan

January 2023

This 2018-2023 accessibility plan outlines the policies and actions that South Riverdale Community Health Centre (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 them 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 (AODA) and the Integrated Accessibility Standards Regulation (IASR).

Accessibility Policies

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

2018-2023 Key Actions

- Ensure equitable access to information about SRCHC programs and services
- Ensure programming is delivered in accessible spaces
- Collect data, track and monitor improvements made to programs, policies and procedures
- Secure funding to enhance the accessibility of program space
- Make SRCHC's spaces more accessible

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

As of January 2015, SRCHC provides training to staff, students and volunteers on the Accessibility for Ontarians with Disabilities Act and the requirements of the Accessibility Standards for Customer Service via iLearn, SRCHC's online management 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.

As of January 2016, SRCHC took the following steps to ensure all publicly available information is made accessible upon request.

- 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

As of January 2021, all content and functionality on the SRCHC website is working towards conforming to WCAG 2.0, Level AA.

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 parking
- Service related elements like service counters, waiting areas and 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@srhc.com

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