SRCHC Multi-Year Accessibility Plan 2024-2029

Body



SRCHC Multi-Year Accessibility Plan 2024-2029

Background

SRCHC is committed to improving access and reducing barriers for and will work towards accessibility for individuals with a disability, with a particular focus on the standards under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). SRCHC multi-year accessibility plan has been planned in accordance with SRCHC's Mission, Vision and Values.

The following report highlights:

1. How SRCHC's Multi-Year Accessibility Plan is aligned to SRCHC Strategic and Operational Plan and organizational polies to support the organization to meet standards and comply with legislation;
2. Summary of projects SRCHC has focused on (2015-20249-2022) to address improving accessibility to SRCHC programs and services; and,
3. SRCHC's Multi-Year Accessibility Plan (2024-2029).

SRCHC's Planning Framework for Multi-Year Accessibility Plan (2024-2029)

SRCHC Strategic Plan

Vision:
Empowered, healthy and thriving communities where everyone belongs.

Mission:

South Riverdale CHC's mission is to improve the lives of people that face barriers to physical, mental, spiritual and social well-being. We do this by meaningfully engaging our clients and communities, ensuring equitable access to primary health care and delivering quality care through a range of evidence informed programs, services and approaches.

Three strategic directions have been identified through the strategic planning process. These directions will contribute to achieving the vision while operating consistently with the mission. They will enable South Riverdale CHC to continue to build on its strengths and be responsive to the needs and opportunities for the communities that it serves. The three strategic directions are provided below:

Lead system transformation	• Lead through key partnerships, strategic connections and co-design approaches to achieve impact with and for our community members • Enhance an inter-sectoral approach for addressing the social determinants of health • Demonstrate equitable outcomes • Tell our story with clarity, confidence and transparency
Build a strong and sustainable future	• Develop, implement and assess strategies that ensure staff wellness and organizational health • Build staff and organizational capacity to enable an innovative and agile organization • Secure funding that advances our mission, vision and focus
Maximize community impact through collective action	• Invest in grassroots groups and foster community ownership and capacity to support action • Commit to advocacy and coalition-building to address inequities, injustice and oppression

SRCHC's Program Philosophy

SRCHC is committed to engaging with clients and community members, with integrity and accountability, in a manner that reflects our organizational mission, vision, values and strategic directions.

SRCHC's values guide how we plan, design, deliver and evaluate programming. Our values are:

1. Commitment to Reconciliation & Relationship - Our first commitment must be to honour Indigenous communities, and Indigenous approaches to health, wellbeing and community. We recognize that healthcare systems have harmed Indigenous peoples and Indigenous communities. As part of the healthcare system, we are committed to Indigenous self-determination, actioning reconciliation, building relationships, and learning from Indigenous people/communities/organizations.

2. Health Equity & Social Justice - We know that differences in health outcomes are avoidable and unfair, and shaped by the social determinants of health and systems, and that our role is to advocate for health equity and justice always. This includes challenging racism (especially anti-Black racism and anti-Indigenous racism as well as Islamophobia and anti-Asian racism), xenophobia, sexism, homophobia, biphobia, transphobia, ableism, classism, and more. We believe in the dignity and self-worth of all people and their right to be safe, to a healthy environment, to have access to an affordable place to call home, to responsive and high-quality health care and more.

3. Meaningful Engagement - We know that we exist in relation to others – individuals, communities, groups, organizations and institutions – and that we have a responsibility to shift the power structures that value certain voices or experiences in decision-making. We acknowledge that power is not distributed equally in society and mainstream systems. In response, we choose to use an equity approach when engaging stakeholders to that privilege and position does not dictate who contributes when planning, implementing, and evaluating our services. We value perspectives gained through lived experience, and engage in open dialogue that allows us to broaden our own knowledge and understanding of challenges.

4. Holistic approach - We believe that health is a state of physical, mental, social, and spiritual well-being. Our approach is to consider and honour the whole person. We recognize that attending to a holistic sense of health requires understanding of the diversity of human experience, the systems and environments that shape health and wellbeing, and the importance of the individual's right to autonomy and choice.

5. Evidence- and Values-Informed Practice - We believe that everyone deserves access to high-quality care, disease prevention and health promotion, and that care can be informed by what we learn and what we believe. We acknowledge the limitations and historic harms of evidence-based practice that have not been responsive to community experience, knowledge and emergent evidence. Given that, as an organization, we will champion approaches that inform practice, leadership and transformative change that align with our values and the lived experiences of communities, as well as what is known from research evidence. We will also help shape the production of evidence by participating in, leading and supporting community-based and led research.

SRCHC Strategic Plan & Multi-Year Accessibility Plan

Strategy	Build a strong and sustainable future	Build staff and organizational capacity to enable an innovative and agile organization

Objective	Demonstrate equitable health outcomes	Build staff and organizational capacity to enable an innovative and agile organization
Outcome	Increase access to a range of clinical, health promotion, harm reduction and self-management services/ supports for priority communities.	Support and build strong teams that work to address equitable health outcomes for priority communities
Goals for Accessibility Plan	To ensure equitable access to information about SRCHC programs and services. To ensure programming is delivered in accessible spaces.	To collect data, track and monitor improvements made to programs, policies and procedures. To secure funding to enhance the accessibility of program space. To make SRCHC's spaces more accessible

Accessibility 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. We will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act and the Integrated Accessibility Standards Regulation (IASR).

We train every staff member as soon as possible after being hired and provide training of any changes or updates to the policies.

We maintain records of the training provided including the dates on which training was completed and the number of individuals to whom the training as provided.

Accessibility Goals

SRCHC strives at all times to ensure that the organization's policies, practices and procedures are consistent with the following accessibility goals:

- Ensure people with disabilities continue to have equitable access to information, employment, programs and services at SRCHC in a manner that respects dignity and independence;
- Be responsive to feedback related to accessibility at SRCHC and broader support for clients with disabilities; and,
- Collect data, track and publicly report on SRCHC support of individuals with disabilities, setting goals and planning initiatives accordingly.

Through achieving these goals, SRCHC meets AODA compliance.

SRCHC'S Accessibility Framework: Organizational Policies and Procedures

SRCHC's accessibility policies relating to the general requirements and standards under the IASR that apply to our work at this time at this time:

- 1.1 Vision, Mission and Values
- 2.2 Discrimination, Oppression and Harassment
- 2.4 Equity
- 2.15 Accessibility
- 3.2.3 Employment Equity
- 3.3 Stepping Into A New Job
- 12.1 SRCHC Program Philosophy
- 12.2 SRCHC Client Rights and Responsibilities
- 3.2.3 Employment Equity
- 12.9 Home Visit and Community Outreach Services

SRCHC's Compliance to AODA and Successes to Date (FY 2015/16–FY 2023/24)

SRCHC has met all of its current requirements under the AODA and filed compliance reports as required.

The following table provides a highlight of the work that the organization has undertaken in three areas: space planning, training and program practice/ monitoring to reduce barriers and increase access.

Access Point	Outcome					
	FY 15-16	FY 16-17	FY 17-18	FY 18-19	FY 19-22	FY 23-24

Access Point	Outcome					
Client and Community: Space	Renovated clinical area and installed automatic doors, purchased four bariatric beds for the clinic and signage to support client navigation	Renovated public washrooms at 955 (first and third floor) to support access (accessibility buttons and panic buttons.) Expanded program space at 1245 Danforth – build fully accessible community program space (access, washrooms and design layout).	Gower Site Functional review of Harmony Hall (Gower Site) to determine upgrades that would support Secured capital funding to renovate space (renovations will begin January 2019) 955 Queen Redesigned SRCHC first floor for the Safe Consumption Site and address mobility/accessibility of service users. Installed accessible foot bath and injection booth. Renovated the roof top article to make space accessible, including raised planters to support gardening programs at SRCHC especially for seniors All new construction complies with accessibility codes (e.g. widened door openings etc.)	Completed renovations at 2 Gower location – installing accessible washrooms, all other washrooms install panic buttons to ensure safety and security of seniors who access services at this location Installing pathfinding signage in accessible format at 955 Queen Continue to accept client feedback directly or anonymously via email or suggestion box.	Maintained spaces taking into consideration Covid within a health care setting	Renovated main floor reception to enhance access to receptionists Accessible doors included for staff within the newly renovated spaces. Continue to accept client feedback directly or anonymously via email or suggestion box.

Access Point	Outcome					
Organizational Culture: Training	Introduced training program for all staff, volunteers and board members re: requirements of AODA legislations	Training conducted with all administrative staff re: accessible customer relations/standards AODA training integrated into onboarding/ orientation for all new staff, volunteers and Bboard members. Post integration with Harmony Hall, all staff provided AODA training	Continue to provide training when onboarding new staff, volunteers and staff with lived experience. Continue to provide training to new Board members annually. Developed clear processes and practices to increase accessibility to employment for people with lived experience e.g. drug using communities, new immigrants, etc.	Continue to provide training to new employees and volunteers (including Board members), and provide an option for staff who need refresher training Continue to hire people with lived experience e.g. drug using communities, new immigrants, etc.	Continue to provide training to new employees and volunteers (including Board members), and provide an option for staff who need refresher training Continue to hire people with lived experience e.g. drug using communities, new immigrants, etc. Provided flexible work options to best accommodate clients and staff	Continue to provide training to new employees and volunteers (including Board members), and provide refresher training for staff who need it Continue to hire people with lived experience e.g. drug using communities

SRCHC Multi-Year Accessibility Plan 2024-2029

Under the Accessibility for Ontarians with Disabilities Act, SRCHC must maintain a current Multi-Year Accessibility Plan that outlines what steps the organization will take to prevent and remove barriers to accessibility and meet Ontario's accessibility laws, and the timeframe in which it will do so.

SRCHC has complied with all the standards that have come into effect and has achieved the requirement to have a public website that meets WCAG 2.0 Level AA in advance of the January 1, 2021, compliance deadline. As a result, SRCHC has met all of its current requirements under the AODA.

SRCHC updated Multi-Year Accessibility Plan outlines how SRCHC will continue to address and remove barriers to access in its programs, processes and services over the next five years.

If any new standards come into effect that impact SRCHC's work, or if new requirements are introduced under any existing standards of the AODA, SRCHC will update its accessibility policies and Multi-Year Accessibility Plan accordingly.

Finally, if at any time from 2024-2029, major organizational changes that my impact compliance with AODA, the organization will review and revise the plan accordingly.

SRCHC's Multi-Year Service was reviewed and approved by the Leadership Team May 2024.

Access Point	Outcome				
	FY 24-25	FY 25-26	FY 26-27	FY 27-28	FY 28-29

Client and Community – Space	Process of completing chair lifts to all floors at 2 Gower location Awaiting results of funding application for additional ramp at east side exit of 955 Queen St East.	Based on available resources will explore implementation as per Facilities Plan	Based on available resources will explore implementation as per Facilities Plan	Based on available resources will explore implementation as per Facilities Plan	Based on available resources will explore implementation as per Facilities Plan
Organizational Culture – training	Continue to provide training to new employees and volunteers (including Board members), and provide an option for staff who need refresher training Continue to hire people with lived experience e.g. drug using communities. Complete first staff equity diversity and inclusion census	Continue to provide training to new employees and volunteers. HR conducts a survey of staff to asses training needs. This plan will then be implemented over next three years. Continue to hire people with lived experience e.g. drug using communities, new immigrants, etc	Continue to provide training to new employees and volunteers. Accessibility training plan implemented Continue to hire people with lived experience e.g. drug using communities etc.	Continue to provide training to new staff and volunteers. Accessibility training plan evaluated and revised based on feedback from employees & volunteers Continue to hire people with lived experience e.g. drug using communities etc.	Continue to provide training to new staff and volunteers. Continue to hire people with lived experience e.g. drug using communities etc.
Organizational Systems – Practice and Monitoring	Report to community on the work that SRCHC has done to comply with AODA legislation and build a more accessible service culture. Collect self-identification demographic data that asks clients to identify if they have disabilities. Annual compliance review	Explore funding for other facility improvements that will improve access for individuals with disabilities. Annual compliance review	Ensure that the environmental review for SRCHC's new strategic plan assesses and reports on community/client/ partner needs re: accessibility and compliance with AODA Annual compliance review	Review multi-year plan and update to align with new strategic and operational plan Annual compliance review	Annual compliance review

Feedback and Information

You can provide feedback on this accessibility plan and you can ask for more information.

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Accessible formats of this document are available free upon request from the front desk at SRCHC, 955 Queen Street East, Toronto ON M4M 3P3

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