

## **Algoma Public Health: AODA Multi-Year Accessibility Plan 2024**

This plan outlines the health unit's AODA obligations until 2025 which meets the organizational obligations under the AODA, [Integrated Accessibility Standards Regulation](#) (O.Reg. 191/11, s.4(1) (2)). The plan is a requirement under the [Accessibility for Ontarians with Disabilities Act](#), (AODA) and is designed to identify, remove, and prevent accessibility barriers across the organization. The plan will be updated regularly to reflect progress made towards full compliance with the AODA, and it is a five-year plan that will be reviewed and updated at least once every five years, and as required.

### **Statement of Commitment**

Algoma Public Health (APH) is committed to doing all we can to respect the core principles of accessibility legislation: dignity, independence, integration, and equal opportunity. We do so by incorporating accessibility legislation into our policies, procedures, training, and best practices. Our aim is to treat everyone with courtesy, made to feel welcome, and have their need for disability-related accommodation respected whenever they access APH's services and/or facilities. To achieve this, we will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (2005).

APH has developed and made available upon request, this Multi-Year Accessibility Plan which outlines the actions in place to improve opportunities for people with disabilities. The multi-year plan provides details about the following categories:

- Part I: General AODA Requirements
- Part II: Information and Communication Standards
- Part III: Employment Standards
- Part IV.1: Design of Public Spaces Standard (Accessibility Standards for the Built Environment)
- Part IV.2: Customer Service Standards

**Part I: General AODA Requirements**

Component	Requirement	Activities	Status	2024	2025
<p><b>Establishment of Accessibility Policies</b></p>	<p><b>Sec. 3(2)</b> Shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities.</p> <p><b>Sec. 3(3)</b> Prepare one or more written documents describing its policies.</p>	<p>Complete an agency statement of commitment and policy on the Integrated Accessibility Standards Regulation.</p>	<p>Process In Place/ Ongoing</p>	<p>Revise, 1<sup>st</sup> QTR</p>	
<p><b>Accessibility Plans</b></p>	<p><b>Sec. 4(1)</b> Large organizations shall establish, implement, maintain, and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirement under this Regulation.</p>	<p>Complete a Multi-Year Accessibility Plan.</p>	<p>Process In Place/ Ongoing</p>	<p>Revise and publish updated plan. 1<sup>st</sup> QTR</p>	
<p><b>Training</b></p>	<p><b>Sec. 7</b> Every obligated organization shall ensure training is provided on the requirements of the accessibility standards referred to in the Regulation and on the Human Rights Code as it pertains to person with disabilities.</p>	<p>All employees, board of health members and volunteers, all persons who participate in developing the organizations polices; and all other persons who provide goods, services, or facilities on behalf of the organization will be trained. Training will be appropriate to the duties of the individual being trained.</p> <p><i>In some instances, the Ontario Human Rights Commissions videos, Working</i></p>	<p>Process In Place/ Ongoing</p>	<p>Refresher training in AODA for all identified groups, 1<sup>st</sup> QTR</p>	

**Part II: Information and Communication Standards**

		<i>Together: The Code and AODA will be used.</i>			
<b>Accessibility Report</b>	<b>Sec. 86.1</b> Organizations shall file the accessibility report according to the following schedule: every three years in the case of large organizations	The accessibility reports were filed in accordance with the established deadlines.	Process In Place/ Ongoing Filed, Dec, 2023		
<b>Accessible Procurement</b>	<b>Sec. 5</b> Develop procurement processes to incorporate accessibility design, criteria, and features, except where it is not practicable to do so.	A section for accessibility within the procurement policy has been included.	Process In Place/ Ongoing, Reviewed, 2023	Review, 1 <sup>st</sup> QTR	
<b>Feedback from the Public and Employees</b>	<b>Sec. 11</b> Receiving and providing feedback in an accessible format.	Members of the public can provide feedback to APH by submitting a Customer Feedback Form, calling 705-942-4646, or emailing <a href="#">Human Resources</a> . Additionally, employees are encouraged to share their feedback with APH. They are given the opportunity to request accommodations and can also send their feedback via email to <a href="#">Human Resources</a> .	Process In Place/ Ongoing	Review, 1 <sup>st</sup> QTR	

**Part II: Information and Communication Standards**

<b>Accessible Formats and Communication Supports</b>	<b>Sec. 12</b> Information about goods and services or facilities	APH shall upon request provide or arrange for the provision of accessible formats for persons with disabilities.	Process In Place/ Ongoing	Review, 1 <sup>st</sup> QTR	
	<b>Sec. 12</b> Communication Supports	We will consult the client to determine the suitability of a communication support.	Process In Place/ Ongoing	Review, 1 <sup>st</sup> QTR	
<b>Unconvertible Information</b>	<b>Sec. 12</b> Examples: Ministry brochures	Various Ontario Ministries, such as the Ontario Ministry of Health and Long-Term Care and Ontario Ministry of Community and Social Services, produce documents used by APH. Since these documents are not under the control of APH, they cannot be provided in an accessible format.	N/A		
<b>Meeting requests in a timely manner</b>	<b>Sec. 12</b> HTML, MS Word, accessible electronic formats.	In some cases, APH will be able to provide information or communication support quickly. In other cases, more time will be required due to the complexity of the document/report and resources or internal capacity of the organization. At most, the public will receive accessible documents or communication supports within 10 business days.	Process In Place/ Ongoing	Review, 1 <sup>st</sup> QTR	
<b>Posting Requirements</b>	<b>Sec. 12</b> Public must be notified about accessible formats and communication supports.	APH's public website includes an accessibility page to communicate all AODA requirements.	Process In Place/ Ongoing	Review, 1 <sup>st</sup> QTR	

**Part II: Information and Communication Standards**

<p><b>Emergency Procedures/Plan or Public Safety Information</b></p>	<p><b>Sec. 13</b> If publicly available must also provide in an accessible format. i.e., evacuation procedures, floor plans, health and safety information.</p>	<p>APH will provide any emergency procedures/plan or public safety information in an accessible format upon request.</p>	<p>Process In Place/ Ongoing</p>	<p>Review Include Fire Evacuation Plan, 1<sup>st</sup> QTR</p>	
<p><b>Accessible Websites &amp; Web Content</b></p>	<p><b>Sec. 14</b> All internet websites and web content to comply with WCAG 2.0 (World Wide Web Consortium web content accessibility guidelines at Level AA).</p>	<p>APH’s public website and web content conform to WCAG 2.0 Level AA standards. Accessible documents on the website are being updated continuously.</p>	<p>Process In Place/ Ongoing</p>	<p>Review, 1<sup>st</sup> QTR</p>	<p>Run Checks for Compliance</p>

**Part III: Employment Standards**

Component	Requirement	Activities	Status	2024	2025
<p><b>Recruitment, Assessment and Selection</b></p>	<p><b>Sec. 22</b></p> <p>Notify employees and the public about availability of accommodation(s) for applicants in the recruitment process.</p>	<p>APH conducts its own recruitment, assessment, and selection process guided by collective agreements with the Ontario Nurses Association (ONA) and the Canadian Union of Public Employees (CUPE). When posting positions internally or externally, we provide information about the availability of accommodations.</p> <p>All internal and external postings include the following wording: <i>“Algoma Public Health believes in and is committed to promoting diversity in our workforce and ensuring accessible employment practices, in compliance with the Accessibility for Ontarians with Disabilities Act. Accommodations are available upon request for candidates taking part in all aspects of the recruitment and selection process. We will work with you to meet your needs”.</i></p>	<p>Process In Place/ Ongoing</p>	<p>Review, 1<sup>st</sup> QTR</p>	
	<p><b>Sec. 23</b></p> <p>Notify applicants who have been invited to participate in a recruitment, assessment, or selection process that accommodations are available</p>	<p>APH notifies applicants when they are called for an interview about the availability of accommodations during the selection process.</p>	<p>Process In Place/ Ongoing</p>	<p>Review, 1<sup>st</sup> QTR</p>	
	<p><b>Sec. 24</b></p> <p>Offers of Employment – notify successful applicant of policies for</p>	<p>APH notifies successful applicant(s) of their policies for accommodating employees with disabilities. This is done for all new hires who receive written offers of employment.</p>	<p>Process In Place/ Ongoing</p>	<p>Review, 1<sup>st</sup> QTR</p>	

**Part III: Employment Standards**

	accommodating employees with disabilities.				
	<p><b>Sec. 25</b></p> <p>Informing Employees of Supports – all employees must be informed of policies used to support employees with disabilities (existing employees, new hires and when there is a change to the policy.)</p>	<p>APH informs all employees of their policies for supporting employees with disabilities. Notification may take several forms such as meetings, training, policy, manager, or email.</p>	<p>Process In Place/ Ongoing</p>	<p>Review, 1<sup>st</sup> QTR</p>	

**Part III: Employment Standards**

Component	Requirement	Activities	Status	2024	2025
<p><b>Accessible formats and communication supports for employees</b></p>	<p><b>Sec. 26</b></p> <p>Must provide in an accessible format information needed to perform the job and information which is generally available to employees in the workplace.</p>	<p>APH will, upon request, consult with an employee with a disability to determine which accessible formats or communications supports they require to perform the duties of their job.</p> <p>An individual accommodation plan will be completed, and the accessible formats and/or communication supports that will be provided to the employee will be noted in the plan.</p>	<p>Process In Place/ Ongoing</p>	<p>Review, 1<sup>st</sup> QTR</p>	
<p><b>Workplace emergency response information</b></p>	<p><b>Sec. 27</b></p> <p>Provide individualized workplace emergency response information; prepare for the specific needs employees with disabilities may have in emergency situations.</p>	<p>APH creates individualized workplace emergency response plans for employees who have a disability and require accommodation(s)/supports to evacuate their workplace in an emergency. With the employee's consent, the person designated to help the employee will be provided with the necessary information to assist the employee with the disability.</p> <p>Emails, training, and meetings have been held as appropriate to communicate this requirement to staff.</p>	<p>Process In Place/ Ongoing</p>	<p>Review Includes Fire Evacuation Plan, 1<sup>st</sup> QTR</p>	
<p><b>Documented individual accommodation plans</b></p>	<p><b>Sec. 28</b></p> <p>Develop and document individual accommodation plans for employees with disabilities; employee involvement, outside medical or expert evaluation; review frequency.</p>	<p>APH creates individual accommodation plans for any employee with a disability. There may be times when APH will initiate a dialogue to offer assistance and accommodation to employees.</p> <p>The return-to-work process focuses on the employee and includes the employee in developing the plan. APH may seek</p>	<p>Process In Place/ Ongoing</p>	<p>Review, 1<sup>st</sup> QTR</p>	



**Part III: Employment Standards**

		outside medical or other expert evaluations to provide appropriate support. When the employee's disability or job changes, APH will review the plan. The process will be a collaborative effort.			
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**Part III: Employment Standards**

Component	Requirement	Activities	Status	2024	2025
<p><b>Return-to-Work Process</b></p>	<p><b>Sec. 29</b></p> <p>Develop and have in place a return-to-work process for employees who have been absent from work due to a disability and require disability related accommodations to return to work.</p>	<p>APH has in place a documented return-to-work process for its employees who have been absent due to a disability and require disability-related accommodation to return to work.</p> <p>Current WSIB return-to-work processes will be modified for this process. If an individual's injury is covered by the return-to-work provisions of the Workplace Safety and Insurance Act, then that Act's return-to-work process would apply.</p>	<p>Process In Place/ Ongoing</p>	<p>Review includes updated employee letters and forms. 1<sup>st</sup> QTR</p>	
<p><b>Performance Management</b></p>	<p><b>Sec. 30</b></p> <p>Consider the accessibility needs of employees with disabilities, as well as individual accommodation plans, during the performance management process in respect to employees with disabilities.</p>	<p>Under the AODA, the term performance management means activities related to assessing and improving employee performance, and effectiveness with the goal of facilitating employee success. APH considers the accessibility needs of employees with disabilities in performance management.</p>	<p>Process In Place/ Ongoing</p>	<p>Review, 1<sup>st</sup> QTR</p>	
<p><b>Career Development and Advancement</b></p>	<p><b>Sec. 31</b></p> <p>Includes providing additional responsibilities within an employee's current position and the movement of an employee from one job to another in an organization that may be higher in pay, provide greater responsibility or be at a higher level in the organization or any combination of them and, for both additional</p>	<p>APH considers what accommodations employees with disabilities may need to succeed elsewhere in the organization or to take on new responsibilities in their current position.</p>	<p>Process In Place/ Ongoing</p>	<p>Review, 1<sup>st</sup> QTR</p>	

**Part III: Employment Standards**

	responsibilities and employee movement, is usually based on merit or seniority, or a combination of them.				
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**Part III: Employment Standards**

Component	Requirement	Activities	Status	2024	2025
<p><b>Redeployment</b></p>	<p><b>Sec. 32</b></p> <p>Reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or program area has been eliminated by the organization.</p>	<p>If APH initiates a redeployment process, it will consider the accessibility needs of employees with disabilities when moving them to other positions within the organization. If the employee has an individual accommodation plan, the organization will review and update the plan to reflect the changes in their new responsibilities.</p> <p>APH strives to accommodate an individual in their job first. If this is not possible due to the restrictions and limitations of the individual and the program's needs, APH will search for a comparable position within the organization.</p>	<p>Process In Place/ Ongoing</p>	<p>Review, 1<sup>st</sup> QTR</p>	

**Part IV.I: Design of Public Spaces Standard (Accessibility Standards for the Built Environment)**

Component	Requirement	Activities	Status	2024	2025
<p><b>Obtaining Services</b></p>	<p><b>Sec. 80.40</b></p> <p>1. All newly constructed service counters and fixed queuing guides.</p> <p>All newly constructed or redeveloped waiting areas. O. Reg. 413/12, s. 6.</p>	<p>Should APH construct or redevelop accessible service counters and/or fixed queuing guides in the future, it will ensure it meets the accessibility requirements as outlined in Ontario Regulation 191/11.</p>	<p>Process In Place/ Ongoing</p>	<p>Review, 1<sup>st</sup> QTR</p>	
<p><b>Maintenance of Accessible Elements</b></p>	<p><b>Sec. 80.44</b></p> <p>1. Procedures for preventative and emergency maintenance of accessible elements in public spaces.</p> <p>Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order. O. Reg. 413/12, s. 6.</p>	<p>APH ensures all accessible elements in common areas are maintained. Any accessible elements APH is responsible for have maintenance schedules as required under other legislation.</p> <p>Procedures for dealing with temporary disruptions have been established and communicated to employees.</p>	<p>Process In Place/ Ongoing</p>	<p>Review, 1<sup>st</sup> QTR</p>	

**Part IV.II: Customer Standards**

Component	Requirement	Activities	Status	2024	2025
<p><b>Notice of Temporary Disruptions for the Public</b></p>	<p><b>Sec. 80.48</b></p> <p>Notice of disruption must include the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any that are available.</p>	<p>Procedures for dealing with temporary disruptions have been established and communicated to the public.</p>	<p>Process In Place/ Ongoing</p>	<p>Review, 1<sup>st</sup> QTR</p>	
<p><b>Training for Staff etc. on Customer Service Standards</b></p>	<p><b>Sec. 80.49</b></p> <p>In addition to training in section 1, training about the provision of goods, services, or facilities to persons with disabilities is to be delivered to all staff, volunteers and persons who provide goods, services, or facilities, as required.</p> <p>Policies, practices, and procedures are reviewed and updated as necessary to reflect any changes that have been made in legislation.</p> <p>Records of training are kept including the dates on which the training is provided and the number of individuals to whom it is provided.</p>	<p>Customer services training on the provision of the provider’s goods, services, or facilities to persons with disabilities is delivered to all staff, volunteers and persons who provide goods, services, or facilities, as required.</p> <p>Policies, practices, and procedures for customer services have been established.</p> <p>Records of training are maintained.</p>	<p>Process In Place/ Ongoing</p>	<p>Refresher training in AODA for all identified groups, 1<sup>st</sup> QTR</p> <p>Review Policies, Practices and Procedures, 1<sup>st</sup> QTR</p>	