

**ACCESSIBILITY for ONTARIANS WITH DISABILITIES
MULTI-YEAR ACCESSIBILITY PLAN**

Approved by Board of Directors: October 5 2015

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INTRODUCTION

ASBHNHH is committed to strive at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

This 2014-21 accessibility plan outlines the policies and actions that Société Alzheimer Society of Brant Haldimand Norfolk Hamilton Halton (ASBHNHH) will put in place to improve opportunities for people with disabilities.

STATEMENT OF COMMITMENT

ASBHNHH 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.

I. CUSTOMER SERVICE ACCESSIBILITY STANDARD

The Customer Service Standard, the first standard under The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was passed by the Ontario legislature with the goal of addressing service in all manner of public and private business relationships.

ASBHNHH and its subsidiaries use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- Goods and services are provided in a manner that respects the dignity and independence of persons with disabilities

- The provision of goods or services to persons with disabilities, and others, is integrated 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
- Persons with disabilities may use assistive devices and/or support persons in the access of goods and services
- Persons with disabilities and their service animals are accommodated in all aspects of service provision unless the animal is otherwise excluded by law
- ASBHNHH employees, when communicating with a person with a disability, will do so in a manner that takes into account the person's disability

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

- Ensure that all employees received dementia training
- Include a standing item on the Advisory Committees' Agenda to talk about how to improve accessibility
- Apply for grants to increase accessibility of our physical offices e.g. Sound system in Hagersville, accessible door in Hamilton, etc.

II. INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)

a. ACCESSIBLE EMERGENCY INFORMATION

ASBHNHH 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.

b. TRAINING

The ASBHNHH will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. This training will be provided as part of the orientation of all new employees/volunteers.

Applicable staff will be trained on policies, practices and procedures that affect the way services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to the policies, practices and procedures. ASBHNHH takes the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws:

- Develop a process that determines and ensures the correct training is delivered on the requirements of the accessibility for Ontarians with disabilities Act, 2005 and the requirements of the Customer Service Standards
- All employees completed training on Customer Service for People with Disabilities in December 2011
- All new employees are required to complete the training on Customer Service for People with Disabilities as part of their orientation
- Ensure new employees and volunteers complete training within two weeks of employment
- Maintains a database of the training participant's names and dates of completion

III. INFORMATION AND COMMUNICATION STANDARDS

The ABHNHH is committed to meeting the communication needs of people with disabilities. We will carry out our functions and responsibilities in the following areas:

- **COMMUNICATION**

- We will communicate with people with disabilities in ways that take into account their disability

- **TELEPHONE SERVICES**

- We are committed to provide fully accessible telephone services to our customers
- We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly
- We will offer to communication with customer in person, by email or by mail if telephone communication is not suitable to their communication needs or is not available

- **ASSISTIVE DEVICES**

- We are committed to serving people with disabilities, who use assistive devices to obtain, use or benefit from our services. We will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

- **WEBSITE**

- ASBHNHH takes the following steps to make all new website and content on those sites conform with WCAG 2.0, Level A:
- We ensure that our website currently meets the WCAG 2.0 requirements

ASBHNHH takes the following steps to make sure existing feedback processes are accessible to people with disabilities upon request:

- Use of local Advisory Committees for its programs and services (including a separate Advisory Committee for the Haldimand Abilities Centre)
- Use of a Complaint Process that is posted at all of our sites including on our website

ASBHNHH takes the following steps to make sure all publicly available information is made accessible upon request:

- All publicly available information is available upon request at our locations
- Some publicly available information is posted on our website

IV. EMPLOYMENT STANDARDS

ASBHNHH is committed to inclusive and accessible employment practices that attract and retain individuals with disabilities. We have taken the following steps to notify the public and employees that, when requested, (HR Policy 1.7.3) ASBHNHH will accommodate people with disabilities through the recruitment and onboarding process.

a. RECRUITMENT

ASBHNHH is committed to ensuring that our recruitment and assessment processes are fair and accessible. All supervisors and other employees involved in staffing of any types are required to complete the AODA Employment Standard training module available online. We have also modified our job postings to include a statement encouraging applications from people with disabilities and advising them that accommodations are available on request for candidates taking part in all aspects of the selection process.

ASBHNHH is committed to fair and accessible employment practices. We will take the following steps to notify the public and staff that, when requested, ASBHNHH accommodates people with disabilities during the recruitment and assessment processes and when people are hired:

- This statement is incorporated in our Human Resources Policies
- Employees with disabilities' needs are accommodated as needed

b. DOCUMENTED INDIVIDUAL ACCOMODATION PLANS

ASBHNHH is committed to producing and providing documented individual accommodations, as required, that include the following:

- Participation of the employee requiring the individual accommodation plan
- Requesting outside medical evaluation to determine if accommodation can be achieved and how
- Ensuring a high level of privacy
- Providing regular review and updates
- Providing reason for denial if applicable
- Providing Individual Accommodation Plans in a format that takes into account the needs of the employee
- And if required, including individualized workplace emergency response information

c. RETURN TO WORK

ASBHNHH takes the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- We have a Human Resources Policy that covers early and safe return to work. This includes working with the employee in consultation with his/her healthcare services provider to create a plan which satisfies both the available medical restrictions and the operating needs of the program

d. PERFORMANCE MANAGEMENT, CAREER DEVELOPMENT & REDEPLOYMENT

We will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account if **ASBHNHH** is using performance management, career development and redeployment processes:

- Revise the Human Resource policies to include the accessibility needs of employees with disabilities
- Offer training to Managers and Supervisors on how to support employees with disabilities with regards to performance management and career development

V. DESIGN OF PUBLIC SPACES

ASHNHH will establish plans to meet the Accessibility Standards for the Design of Public Spaces when applicable in the building or modifying public spaces under ASBHNHH control.

ASBHNHH will take appropriate measures to prevent services disruptions to accessible parts of its public spaces such as the access to owned office and facilities. In the event of a service disruption, we will notify the public of the service disruptions and alternatives available.

CONTACT DETAILS

For more information on this accessibility plan, please contact:

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Accessible formats of this document are available upon request.