

# Rapids Family Health Team

## Multi – Year Accessibility Plan

### Accessibility for Ontarians with Disabilities Act, 2005 Integrated Accessibility Standards (ISA) – Multi Year Plan

#### Our Commitment

Rapids Family Health Team (RFHT) is committed to promoting an accessible and inclusive environment for all persons accessing our services and facilities in ways that respects the dignity, independence, integration and equal opportunity of people with disabilities.

Rapids Family Health Team (RFHT) is committed to meeting the accessibility needs of persons with disabilities and doing so in a timely manner, in a way that takes into consideration the accessibility needs of the individual based on the type of disability. Recognizing the dignity and independence of all employees, customers and visitors, RFHT seeks to ensure that persons with disabilities have genuine, open and unhindered access to services, facilities, employment, buildings, and premises.

#### Accessibility Plans

RFHT will develop, maintain and document an accessibility plan outlining the organization’s strategy to prevent and remove barriers from our workplace and to improve opportunities for people with disabilities. An accessibility plan outlines what steps an organization will take to prevent and remove barriers to accessibility and when it will do so.

The Rapids Family Health Team Accessibility Plan will be reviewed and updated at least once every four years, and will be made public via the RFHT website. Upon request, RFHT will provide a copy of the accessibility plan in an accessible format.

The Rapids Family Health Team Multi Year Accessibility Plan is outlined below.

#### General Requirements

What is required / planned	Action / status
Develop, implement and maintain policies on how RFHT will achieve accessibility and a statement of the commitment	Completed
Develop Multi-Year Accessibility Plan and post on website	Completed
Review and update the accessibility plan at least once every five years	Ongoing

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Self-Serve Kiosks	Currently N/A, but will review annually Ongoing
Train staff on the IASR and the Ontario Human Rights Code as it pertains to people with disabilities	All current employees have completed the training and all new employees are required to take the training as part of their orientation. Ongoing
Report compliance to the Accessibility Directorate of Ontario	As required

**Information and Communications Standards**

Provide feedback process in an accessible format and accommodate individuals needs upon request	Ongoing
Provide information that is produced and controlled by RFHT in alternate formats and take into account the disability of the person requesting information	Ongoing and upon request
Achieve compliance with the World Wide Web Consortium Accessibility Guidelines (WCAG) 2.0 to ensure the website is accessible to people with disabilities	External vendor updated website and is in compliance with WCAG 2.0 Level A requirements, content on website ongoing. Plan to update website standard to WCAG 2.0 Level AA
Emergency plans and related procedures are available in alternative formats and take in account visitors with disabilities	Review with Health and Safety Committee annually

**Employment Standards**

Ensure that recruitment, assessment, selection, and notification processes are as inclusive and accommodating as possible to build a diverse workforce	Ensure that job advertisement information informs the public that accommodations are available upon request; all applicants invited to interviews are asked if they require accommodation. Ongoing
Continue to accommodate employees who have or acquire a disability, inform employees of supports available	Work with individual employees that come forward with a disability to develop an individualized employment accommodation plan, develop a workplace emergency plan for each employee who develops an individualized employment accommodation plan. Ongoing
Retain employees with disabilities	All individualized employment accommodation plans will be considered in performance management process, when the employee advances, is redeployed or changes positions



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