

Multi-Year Accessibility Plan

2021-2026

**THIS DOCUMENT IS AVAILABLE IN ALTERNATE FORMATS
UPON REQUEST**

Statement of Commitment

Statement of Organizational Accessibility Commitment

Vaughan Community Health Centre (VCHC) is committed to the principles outlined in the *Accessibility for Ontarians with Disabilities Act, 2005* and to meeting the needs of people with disabilities, in a timely manner, through the implementation of the requirements of the Act.

Accessibility Standards for Customer Service Regulation

VCHC remains compliant with the Accessible Customer Service Standards Regulation. We continue to ensure that in our day-to-day activities, we fulfill all the requirements of this Regulation in keeping with the principles of dignity, independence, equality and integration. For example:

- VCHC ensures that all employees, volunteers and Board of Directors receive training on Ontario's accessibility law and on the Human Rights Code as it relates to the Regulation, with particular emphasis on how to serve and communicate with all people.
- We welcome feedback in person, by mail or email, by telephone or fax and by client feedback forms or surveys.

Accessible Employment Standards Regulation

VCHC meets the requirements of the Accessible Employment Standards within the Integrated Accessibility Standards Regulation.

Recruitment of Employees:

VCHC will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Our job advertisements will include a statement about the availability of accessibility accommodations upon request
- When arranging an interview, accommodations will be offered and made available upon request
- When presenting a job offer, we will again include a statement about the availability of accessibility accommodations upon request

Accessible Formats and Communication Supports for Employees:

VCHC will continue to ensure that employees are aware of the policies for employees with disabilities and any changes to these policies as they occur.

If an employee with a disability requests it, VCHC will provide or arrange for the provision of accessible formats and communication supports for the following:

- Information needed in order to perform his/her job; and
- Information that is generally available to all employees in the workplace.

VCHC will consult with the employee making the request to determine the best way to provide the accessible format or communication support.

Individual Accommodation Plan:

VCHC will provide a written process for the development of an individual accommodation plan for employees with disabilities.

- If requested, the plan may include information regarding accessible formats and communication supports provided.
- The plan will include individualized workplace emergency response information (where required).
- VCHC will protect the privacy of the employee's accommodation plan and with the consent of the employee, their supervisor and person designated by the VCHC to provide assistance to the employee, may be informed of the plan.

Return To Work Process:

VCHC will put in place a process for developing individual accommodation plans and return-to-work process for employees that have been absent due to a disability:

- Consult employees that have been absent due to a disability on the accommodation required
- Together with the employee, develop individualized accommodation plans and/or return-to-work plans.
- Monitor and evaluate the implementation of the plans and make any adjustments as necessary.

Performance Management, Career Development and Advancement, Redeployment:

VCHC will continue to take into account the accessibility needs of employees with disabilities when implementing performance management processes, offering career development or advancement opportunities and in the event of redeployment. Supervisors are educated on their obligations in accommodating the needs of employees with disabilities.

Accessible Information and Communications Standard

The VCHC will continue to notify the public about the availability of accessible formats and communication supports via our website, signage within the centre and communication materials. When asked, the VCHC will provide information and communications materials in accessible formats or with communication supports. This includes publicly available information about our services and facilities, as well as publicly available emergency and safety information.

The Vaughan Community Health Centre will consult with people with disabilities to determine their information and communication needs. In addition, the VCHC will ensure existing feedback processes are accessible to people with disabilities upon request.

The Vaughan Community Health Centre has updated and redesigned its website and content to conform with WCAG 2.0, Level AA 2021 compliance requirements.

Design of Public Spaces Standard

The VCHC will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Service-related elements like service counters and waiting areas
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off-street parking

VCHC 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 disruptions and alternatives available

For more information:

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