

Services & Operations Policy Manual		Policy # 1.20
Section: Relationship with Clients and Community Accessibility Policy & AODA Compliance Plan		
Effective Date: January 2009	Revised: October 2017	Reviewed: October 2017

Statement of Commitment/Policy

RPCHC believes that access to primary health care includes eliminating the barriers to access for people with different physical and developmental abilities/disabilities.

RPCHC is committed to providing excellent accessible care and services for all of our clients and staff, including those people with different abilities/disabilities, in ways that respect and promote the principles of dignity, independence, integration and equal opportunity for people with different abilities/disabilities. In the event RPCHC is unable to accommodate someone we will undertake to find alternative services to meet their needs.

RPCHC is committed to meeting the needs of people with disabilities in a timely manner and complies with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Human Rights Code of Ontario.

Accessible Emergency Procedures

RPCHC will provide customers and clients with publicly available emergency information in an accessible format upon request.

Timeline: ongoing

Customer Service

The RPCHC [Serving Clients with Disabilities Policy \(1:17\)](#) outlines our commitment and compliance with the Customer Service Standard.

Timeline: ongoing

See RPCHC Service & Operations Policy [1x17 Serving Clients With Disabilities.doc](#)

Integrated Accessibility Regulation and Training

This multi-year plan 2014-2019 outlines the steps that will be used to prevent and remove barriers for persons with disabilities in providing services and in employment. The plan will be reviewed at least every five years. Annual status reports will be made available to the public.

RPCHC will ensure employees are provided with the training on the Integrated Accessibility Standards Regulation, (IASA) by:

- Determining training required for various positions
- Providing training to all staff and volunteers about the requirements in the IASA as well as the Ontario Human Rights Code as it relates to people with disabilities.
- Keeping a record of the training provided under this section, including the dates

on which the training is provided and the number of individuals to whom it is provided

RPCHC will consider potential barriers to access, and take steps to prevent and remove those barriers identified through

- Ongoing assessment and review of the Accessibility Plan
- feedback from employees, volunteers, clients and people with disabilities about existing barriers to accessibility.
- Ensuring compliance on any new design, development or major renovation to our properties with the built environment standard.
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Timeline: ongoing.

Information and Communications

RPCHC is committed to meeting the communication needs of people with disabilities and will consult with people with disabilities to understand their information and communication needs. As part of our outreach and orientation process efforts are made to assess the needs of clients and staff.

RPCHC provides its members with emergency information in an accessible way upon request.

The RPCHC website and content conforms with WCAG 2.0, Level A. All websites and content will conform with WCAG 2.0, Level AA by January 1, 2021.

Existing feedback processes are accessible to people with disabilities upon request.

RPCHC ensures all publicly available information is made accessible upon request.

Timeline: ongoing

Employment

RPCHC is committed to fair and accessible employment practices including:

- A Scent Free Policy to accommodate staff who report sensitivities to chemicals or scents.
- Return to Work policy
- Staff with disabilities are consulted on the development of accommodation and/or return to work plans,
- Procedures to develop and document individual accommodation plans,
- Workplace emergency response information for employees with disabilities when required and individual plans
- Training on policies and procedures related to disability.
- Providing accommodation during the recruitment and selection process, upon request, to applicants with disabilities and notifying the public and applicants of this on our website.

RPCHC will take steps to ensure the IASR requirements are met including commitments to:

- offer appropriate accommodation throughout employees careers in a way that best respects their dignity and supports their full inclusion and advancement.
- accessible employment practices and policies to attract and retain employees with disabilities.
- providing accommodation to employees with disabilities in a way that allows them to take part fully and meaningfully in the work of the organization, in a way that best respects their dignity.

Timeline: ongoing

Feedback Process

RPCHC will welcome feedback, including complaints, from our clients, community and staff. Feedback can be submitted in person, by telephone, in writing by email or mail.

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