

CBI Home Health / We Care Home Health AODA Multi-Year Accessibility Plan

2012 to 2021



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1. Statement of Commitment

CBI/We Care recognize the challenges faced by persons with disabilities and participation restrictions. We are committed to meeting the needs of our clients and personnel in a way that allows them to maintain their dignity and independence. At CBI/We Care will strive, at all times, to provide barrier-free services in a manner that ensures equal access and participation for all people. We believe in integration, equal opportunities and focus on enhancement of abilities. We are committed to meeting the accessibility needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility. Through our renewed focus we are dedicated to meeting or exceeding the accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

2. Introduction

As a leading health care organization CBI/We Care understands the importance of providing accessible services to clients and personnel of all ability levels and we respect and uphold the requirement outlined in AODA, passed in 2005. We believe in customer service excellence and are our obligations under the AODA and the related Integrated Accessibility Standards Regulations (IASR).

AODA requires, effective January 1, 2014, under the IASR, that organizations establish, implement, maintain and document a multi-year accessibility plan that outlines how they will meet requirements to prevent and remove barriers for persons with disabilities. The Act applies to every person or organization in the public and private sectors of the Province of Ontario.

Building on CBI/We Care's Accessibility Policy, we are dedicated to treating everyone with dignity and respect. Meeting the needs of people with disabilities is important and we will do so by identifying, preventing and removing barriers to accessibility in our organization. Our Accessibility Policy outlines our compliance with AODA, current achievements and the strategies and actions that CBI/We Care is putting in place to improve opportunities for people with disabilities. As part of our commitment to meeting our obligations under the Act, CBI/We Care has developed a multi-year plan which outlines our strategy to prevent and remove barriers and meet its requirements under the AODA.

In accordance with the requirements outlined in the IASR CBI/We Care will:

- ❖ Post the accessibility plan on our websites
- ❖ Provide the plan in an accessible format upon request
- ❖ Review and update the accessibility plan at a minimum of every five years
- ❖ Establish, review and update the accessibility plan in consultation with persons with disabilities
- ❖ Prepare status reports as required and post these on our websites

3. Measures to Identify, Remove and Prevent Barriers

a) Accessibility Standards for Customer Service

The Customer Service Standards require organizations that provide programs or services to the public or other third parties to create policies, provide training to employees, ensure that premises accessible to third parties are accessible to persons with disabilities and establish a feedback process and steps to notify the public of a temporary disruption to services. Organizations with 20 or more employees were also required to prepare certain documents and file a compliance report with the Ministry by December 2012.

CBI/We Care has met the requirements set out in the Accessible Customer Service Standard as follows:

CBI/We Care has reviewed and modified policies, practices and procedures on providing programs and services to people with disabilities. Our policies and procedures are based on the foundation of independence, dignity, integration and equality of opportunity. Our Policy on Accessibility is designed to remove potential barriers with respect to physical and program/service accessibility, to promote employment opportunities, to reduce attitudinal and communication barriers, and to promote access to social, legal or economic advocacy as required and applies to all CBI/We Care personnel, contractors, students and volunteers.

To promote the recruitment of qualified individuals with disabilities, searches for job candidates and the advertising of available positions will, where feasible, include publications, websites, organizations and community groups where individuals with disabilities may have more ready access to job postings.

Personnel of CBI/We Care are given equal opportunity to participate in the day to day operation and future direction of the company, through training, professional development and active participation in location/department and regional meetings.

The location/department will review the specific needs of any client or personnel with a disability to make reasonable accommodation so that he/she will be able to participate fully in rehabilitation, receive necessary services or to fulfill the demands of his/her employment.

If a client or personnel requires the use of assistive devices (e.g. hearing aids, wheelchairs, walkers, portable oxygen tank) to access the programs and services provided by CBI/We Care, or to fulfill his or her job demands, he or she will be encouraged to use their own equipment, or as necessary information may be provided regarding resources to obtain necessary assistive devices. Personnel are familiar with various assistive devices that may be used by persons with disabilities.

Individuals who use service animals or a guide dog may bring the animal into any part of the location as necessary to access the services provided, and personnel.

Personnel providing services to clients may need to accommodate the presence of a support person who is accompanying the client with a disability. Care will be taken to obtain the permission of the client prior to discussing confidential or sensitive information in front of the support person.

In the event that facilities or equipment normally used to access programs and services become temporarily unavailable (e.g. elevators, automatic door opener, handicapped accessible washrooms), individuals with disabilities will be provided with as much prior notice as possible, and if the disruption is not just temporary, it may be necessary to direct the client to an alternate location to receive care.

To reduce communication barriers and to provide the best possible customer services CBI/We Care will ensure that:

- Communications with a client or personnel with a disability will be in a manner that takes into account the limitations created by the disability, e.g. deafness, visual limitations, acquired brain injury affecting comprehension.
- An effort will be made to recruit staff with the specific language skills to meet the needs of the CBI location's local ethnic population(s).
- Funding sources will be approached to determine the coverage for the provisions of language or signing interpreters when a communication barrier due to language or hearing loss is identified.
- CBI/We Care's different language forms and dubbed videos will continue to be reviewed to determine changes in language requirements.

If a client is deemed unsuitable for treatment following the initial assessment, or the CBI/We Care location is unable to accommodate a client, the location is responsible for arranging referral to an alternative local service provider where access is available and for informing the referral source of the action taken.

Information on the client's right to advocacy services is included in the client orientation process, and information on various social service and community agencies are available.

Location's self-evaluation of accessibility to the rehabilitation process and/or delivery of services will be completed annually. This will involve a continuous review of the reasons for delay in treatment/service entry and the specific staffing requirements based on the needs of the clients services provided by CBI/We Care. Each location will develop and implement a written Accessibility Plan, accessible on our intranets and available on request, using input from clients, personnel, and other stakeholders to address the following areas, as applicable

- Architectural barriers
- Environmental barriers
- Attitudinal barriers
- Transportation barriers
- Financial barriers
- Employment barriers
- Communication barriers
- Barriers to community integration

Some examples of changes and accommodation to date include: temporary use of Bell Relay service for an employee awaiting new hearing aids, upgrading of a cell phone for a worker due to deterioration in eyesight.

b) Accessibility Feedback

We welcome feedback, and provide a mechanism through use of Accessibility Surveys and through our website, so that individuals with a disability can provide feedback on how CBI/We Care provided services to people with disabilities. Alternative formats are available upon request.

All feedback can be provided to the Director of Human Resources and timely follow up will occur. CBI/We Care takes its obligation to continuous improvement very seriously and welcomes the opportunity to improve their policies, processes and practices.

c) Personnel Training

Key components of the AODA Customer Service Standard are incorporated throughout our Accessibility Policy. To fully comply with the AODA accessible customer service standard all personnel in Ontario must complete the AODA training module soon as practicable. A module is available on cbiU (Learning Management System) and through other training resources. A record of training completed by each personnel is monitored and maintained by each location to ensure that training obligations continue to be met with regard to the Customer Services regulation requirements.

To reduce attitudinal barriers, an open forum or other educational opportunities is provided to CBI/We Care personnel. These could include discussion on attitudes towards certain client groups, conflict resolution, a psychological/behavioural approach to client treatment etc.

4. Accessibility Plan 2012-2021

2012

a) General Information and Emergency Plans

Activity	Timeline	Status
Continue to provide new staff and volunteers with accessible customer service training as part of on boarding	Ongoing	Completed 2012 Reviewed
Refresh training is available for all existing employees and volunteers	Annually	Completed 2012 Reviewed
Staff will continue to communicate with people who have disabilities in a way that take their disability into account	Ongoing	Completed 2012 Reviewed
Review and update policies and standards regularly to ensure high quality, accessible customer service	Ongoing (e.g. annually)	Completed 2012 Reviewed
Consult with key stakeholders and advisory groups on emerging or changing requirements	Ongoing (e.g. annually)	Completed 2012 Reviewed
Ensure emergency information such as evacuation plans and sign are accessible	Ongoing	Completed 2012 Reviewed
Emergency and public safety information is accessible to people with disabilities upon request	Ongoing	Completed 2012 Reviewed
Work with the person requesting the information, as soon as possible, to ensure their needs are meet	Ongoing	Completed 2012 Reviewed

b) Workplace Emergency Response Information

Activity	Timeline	Status
For all personnel with a disability individual emergency response information will be provided.	Ongoing	Completed 2012 Reviewed
With consent, this information will be shared with designated emergency response teams	Ongoing	Completed 2012 Reviewed
Information will be reviewed when the personnel changes work locations to ensure accommodation needs are met	Ongoing	Completed 2012 Reviewed
Individual accommodation needs will be reviewed with the personnel annually or sooner if required	Ongoing	Completed 2012 Reviewed
Review our emergency response policies will occur annually	Ongoing	Completed 2012 Reviewed

2014

a) Multi-Year Accessibility Plan

Activity	Timeline	Status
File Accessibility report with the Ministry	December 31, 2014	Completed by December 31, 2014
Develop, implement and maintain a corporate policy or policies governing how the organization will achieve accessibility	January, 2014	Completed and reviewed To be reviewed annually and update when necessary.
Establish, implement and maintain a Multi-Year Accessibility Plan	January 1, 2014	Completed and reviewed To be reviewed annually and update when necessary.

Include within its Multi-Year Accessibility Plan a statement of commitment to meet the accessibility needs of persons with disabilities in a timely manner	January 1, 2014	Completed and reviewed. Update when necessary.
Make the corporate policy(ies) and Multi-Year Accessibility Plan available to the public on CBI/We Care's websites and available in accessible formats upon request	January 1, 2014	Completed Update when necessary

b) Accessible Websites and Web Content

Activity	Timeline	Status
Ensure our internet websites and content on such websites conform to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A	January 1, 2014	Working towards compliance by 2021. Will conform to WCAG 2.0 in the event there are significant updates to the CBI website or a new website is developed.
Post the accessibility plan on our website, and provide the plan in an accessible format upon request	January 2014	Completed
Review and update the accessibility plan at least once every five years	January 2014	Completed for 2014. Will be reviewed and updated every 5 years or upon any changes.

2015

a) Training Personnel

Activity	Timeline	Status
Continue to provide training to all personnel, students and volunteers, on the requirements of the IASR and on disability-related obligations under Ontario Human Rights legislation. Training will be tailored to their job requirement needs	July 1, 2015	In progress and will be recorded. Ongoing
Training will also be provided to all personnel who are involved in the development of CBI/We Care's policies	July 1, 2015	In progress and will be recorded Ongoing
Maintain records of the dates when training is completed and the individuals who completed the training	July 1, 2015	In progress and will be recorded
All personnel will receive specific instructions on how to handle feedback during training	July 1, 2015	In progress and will be recorded

b) Information and Communication: Making Feedback Accessible

Activity	Timeline	Status
Ensure existing feedback processes are accessible to people with disabilities	January 1, 2015	Completed
Update websites about the availability of accessible formats to receive feedback or with communication supports	January 1, 2015	Completed
Ensure that the processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request	January 1, 2015	Completed

2016

a) Employment Standards

i. Recruitment

Activity	Timeline	Status
Review and, as necessary, modification of existing recruitment policies, procedures, processes and templates	January 1, 2016	In progress
On our websites and on all job postings, specify that accommodations are available for applicants with disabilities	January 1, 2016	In progress
Inform job applicants selected to participate in a selection process that accommodations are available during the process	January 1, 2016	In progress
Upon request, consult with the applicant and arrange for suitable accommodation	January 1, 2016	In progress
Notify the successful applicant, when making offers of employment, of our policies for accommodating associates with disabilities	January 1, 2016	In progress

ii. Informing Personnel of Support

Activity	Timeline	Status
Inform personnel and new hires (as soon as practicable) of CBI/We Care's policies to support personnel with disabilities and keep personnel up-to-date on changes to these policies	January 1, 2016	Completed - 2014
Upon request from personnel, provide or arrange for provision of suitable accessible formats and communication supports for: information needed by the personnel to perform their job, and information that is generally available to personnel in the workplace	January 1, 2016	In progress
CBI/We Care will consult with the personnel making the request in determining the suitability of accessible format or communication support	January 1, 2016	In progress

iii. Accommodation and Return to Work Plan for Personnel

Activity	Timeline	Status
Develop a written process for the development of individual accommodation plans	January 1, 2016	In progress
Develop and document in writing a individual return to work plan for personnel who have been absent due to a disability; the plan shall outline the steps CBI/We Care will take to facilitate the individual's return to work and use the individual's accommodation plan as part of that process	January 1, 2016	In progress

b) Performance Management, Career Development and Redeployment

Activity	Timeline	Status
Take into account the accessibility needs of personnel with disabilities and as applicable, individual accommodation plans when utilizing CBI's performance management processes, considering career development and advancement opportunities and redeployment of personnel	January 1, 2016:	In progress

c) Information and Communication: Accessible formats and Communication support

Activity	Timeline	Status
The public will be informed that information will be available in various formats upon request. This will include our website, email, brochures, etc.	January 1 2016	Completed 2014
We will work with individuals with disabilities, to try and meet their needs, as soon as possible	January 1 2016	Completed 2014

2017 Design for Public Spaces

Activity	Timeline	Status
Our accessible plan will include; preventative and emergency maintenance procedures for the accessible parts of our public spaces, such as posting when regular maintenance occurs and letting people know about alternatives	January 1, 2017	
We will have procedures for handling temporary disruptions in service when an accessible part of our public spaces stops working, such as putting up a sign explaining the disruption and outlining an alternative	January 1, 2017	
When we build new or make changes to our existing service counters or waiting areas they will be made accessible to people with disabilities.	January 1, 2017	

2021 Information and Communication Standard: Accessible Websites and Web Content

Activity	Timeline	Status
Our public websites and web content will conform to the WCAG 2.0 Level AA, except for exclusions set out in the IASR	January 1, 2021	Working towards compliance by 2021. Will conform to WCAG 2.0 Level A in the event there are significant updates to the CBI website, or a new website is developed prior to 2021.
Review and update the accessibility plan at least once every five years	Ongoing	Completed for 2014. Will review every 5 years and update when necessary

Measuring Results

CBI/We Care will prepare an annual accessibility report. This report will include how we have met our goals, commitments and the legislative requirements for that period. This report will be available on our website, and will be provided in alternate formats upon request.

Feedback

We welcome your feedback and any questions you may have about accessibility and our endeavours to meeting the AODA and IASR regulations. Please contact us by:

Email: jboquila@cbihomehealth.ca

Phone: 416.231.0078

Website: <http://www.cbi.ca/web/homehealth> or <http://www.wecare.ca/>

Alternate formats of this document are available upon request.

