



ACCESS HEALTHCARE SERVICES INC.

ASSESSIBILITY PLAN

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Access Healthcare Services Inc.
Accessibility Plan

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Message from the CEO

Access Healthcare Services Inc. accessibility plan outlines the policies and actions established to improve opportunities for people with disabilities ensuring greatly accessibility to Ontarians of all abilities.

Introduction

Access Healthcare Services Inc. (AHSI) is an organization committed to ensuring accessible services and communications to individuals with disabilities. AHSI strives to meet the needs of its employees, volunteers and customers with disabilities and consistently works hard to remove and prevent barriers to accessibility.

Our organization is committed to fulfilling the requirements under the Accessibility for Ontarians with Disabilities Act. The following multi-year accessibility plan outlines the organization's commitment and strategy for improving opportunities for people with disabilities, while removing and preventing accessibility barriers and meeting Ontario's accessibility laws.

The AHSI multi-year accessibility plan provides a mechanism for planning, reviewing and evaluating the implementation of the Integrated Accessibility Standards under the AODA.

In accordance with the requirements, the AHSI will:

- Post a copy of this plan on the corporate website (www.access-healthcare.com);
- Provide all information relating to the plan in alternative formats, upon request;
- Review and update the plan at least once every five years.

Section One: Past Achievements to Remove and Prevent Barriers

Customer Service

Access Healthcare Services Inc. has implemented the Customer Service Standard since 2014. The Accessible Customer Service Policy clearly outlines the organization's responsibilities in the following areas:

- Provisions of Goods and Services to Persons with Disabilities
- Assistive Devices
- Guide Dogs, Services Animals and Service Dogs
- Support Persons
- Notice of Disruption of Services
- Feedback Process
- Training
- Notice of Availability and Format of Documents

Access Healthcare Services Inc. remains in compliance with the Customer Service Standard. To date Access Healthcare Services Inc. has not received any feedback in regards to the Customer Service Standard however any feedback brought forward will be addressed and actioned accordingly.

In 2015 AHSI revised it's feedback process to ensure accessibility to persons with disabilities to include alternative formats such as phone, mail, email and in person.

Information and Communications

Access Healthcare Services Inc is committed to meeting the communication needs of people with disabilities. Previously ASHI has undertaken the following to ensure compliance with this standard:

- An established feedback process alternate formats such as telephone, email, mail and in-person.
- Website designed for ease of use for people with a range of needs including large format font and pictures.
- The inclusion of a dedicated Accessibility section on the AHSI website where users have the ability to view our *Accessible Customer Service Policy, Integrated Service Standards Policy and Multi-Year Accessibility Plan*.
- Promotional brochures designed to include plain text, symbols and pictures.
- Simple, clean and clear signage at both our Pembroke & Ottawa offices
- Accessibility of computers stations with large monitors for all staff working in office
- Deployment of mobile devices that can be adjusted to include large format text. These devices are also able to be used for texting, emailing and making phone calls.
- The introduction of employee name badges to include name and designation in large print format and an identifying picture

Employment

AHSI Health is an equal opportunity employer and is committed to fair and accessible employment practices. Since 2015 AHSI has included the following in all recruitment strategies and advertisements.

Access Healthcare Services Inc. welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

This was subsequently updated further to include:

Access Healthcare Services Inc. will provide accommodations on request throughout the recruitment, selection and assessment process for applicants with disabilities. Should you require accommodations please include this information on your application as to the nature of accommodations required.

Training

Access Healthcare Services Inc. has been committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities. This has been a requirement on hire and throughout the employment process.

Other

AHSI has designed the Pembroke location, at the main entrance, with an electronic wheelchair accessible entrance. In addition, a doorbell has been installed for clients if they require assistance. The client bathroom, treatment rooms and staff offices were developed to incorporate wheelchair accessibility.

The Eganville site has had an accessibility ramp inside the clinic since 2014. An accessibility ramp was also installed outside the clinic building in 2015.

A panic/emergency button has been installed in the Pembroke Clinic room and Coordination office.

The Ottawa site is on the ground level. There are clearly marked designated, wheelchair accessible parking spots at the Ottawa and Pembroke locations.

Section Two: Strategies and Actions

Customer Service

Access Healthcare Services Inc. is committed to providing accessible customer service to people with disabilities.

AHSI will continue to improve on, maintain compliance and report on the Customer Service Standard Regulation under the AODA. Additional measures for barrier-free access include:

- Establishing and ongoing evaluation of policies, procedures and practices for providing goods and services to people with disabilities,
- Providing accessibility awareness, AODA and customer service standard training to all AHSI employees and
- Communicating the customer service policy to staff and training staff so that employees understand how to:
 - Interact and communicate individuals with varying types of disabilities;
 - Interact with individual with disabilities who use assistive devices; or require the assistance of a guide dog, service animal, or service dog; or require the use of a support person;
 - Use equipment or devices that may be available on the premises or that may assist customers with disabilities

Comments relating to our programs and services with regard to customer service are welcomed and appreciated. A process has been established to encourage feedback regarding the way AHSI provides goods and services to people with disabilities. This feedback can be made in person, by phone, email or in writing. All feedback is directed to the Director, Client Services and the Chief Executive Officer.

Information and Communications

AHSI is committed to making information and communications accessible to all people with disabilities and will ensure public websites and web content are compliant with the Accessibility for Ontarians with Disabilities Act (AODA).

AHSI has incorporate enhanced accessibility under the Information and Communications Standard to ensure that its information and communications systems and platforms are accessible and are provided in accessible formats that meet the needs of people with disabilities.

AHSI will continue to take into account a person's disability when communicating or providing information to the person with a disability and will provide the necessary information in a timely manner at no cost to the individual. AHSI will continue to notify the public through statements made on the company website regarding the availability of accessible formats and communications supports.

Employment

AHSI Health is an equal opportunity employer and is committed to fair and accessible employment practices. AHSI has incorporated accessibility requirements under the Employment Standard to ensure that barriers in recruitment are eliminated and corporate policies are followed. If an applicant or successful candidate requests an accommodation, the applicant will be consulted to determine what best suits their needs during the recruitment, assessment, hiring and onboarding process.

AHSI also considers accommodation in its emergency response plan including:

- Upon request, provision of the AHSI Emergency Response plan in an accessible format or with appropriate communications supports
- Individualizing a workplace emergency response plan for employees who disclose a disability. This will include provision of a copy of the individualized plan and the accommodations required.

AHSI Health has developed and implemented a return-to-work process for employees that have been absent due to a disability and need accommodations to return to work. The process outlines the steps we will take to facilitate the employee's return to work.

When undertaking any performance management, career development and redeployment processes, AHSI will ensure that the accessibility needs of it's employees with disabilities are taken

into account. This will include a review of any individual accommodation plans that are in place for individual employees.

Where any employee, client or other person identifies any accessibility barriers, AHSI will take steps to remove the barriers identified and prevent subsequent barriers from occurring. AHSI will also undertake periodic audits to determine whether other accessibility barriers may be present and will take steps to remove any barriers identified through the audit process.

Training

Access Healthcare Services Inc. is committed to providing training as it applies to people with disabilities. In addition to the training AHSI provides employees on the *Accessibility Standards for Customer Service*, (Ontario Regulation 429/0), AHSI will also provide training to employees, volunteers and other staff members on the requirements of the *Integrated Accessibility Standards* (Ontario Regulation 191/11) and on the *Human Rights Code* as it relates to people with disabilities. This training will occur for newly hired staff during orientation as well ongoing training and deployment of policy updates for existing staff. Training records are diligently maintained and monitored to ensure AHSI's continued compliance with Ontario's accessibility laws and the Ontario Human Rights Code

Other

Planned changes:

The Pembroke Office has plans to include a washroom emergency button.

The Eganville Office will be including washroom with grab bars and also a washroom emergency button.

The Ottawa Office will be including a washroom emergency button, accessible washroom and an accessible office entrance.

For more information on this accessibility plan, please contact:

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Standard and accessible formats of this document are free on request from Access Healthcare Services.