



Accessibility Policies and Multi-Year Accessibility Plan

Accessibility Plan and Policies for Arnprior Regional Health

This 2014-21 accessibility plan outlines the policies and actions that **Arnprior Regional Health** will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Arnprior Regional Health (“ARH”) is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Accessible Emergency Information

ARH is committed to providing the patients, residents and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

ARH will provide training to employees, volunteers and other staff members on Ontario’s accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

ARH will take the following steps to ensure employees are provided with the training needed to meet Ontario’s accessible laws by **January 1, 2015**:

- Training on the requirements of the accessibility standards and on the Human Rights Code to be provided as part of new employee orientation

Kiosks

ARH will take the following steps to ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks after **January 1, 2014**:

- Accessibility features shall be incorporated when designing, procuring or acquiring self-service kiosks

Information and communications

ARH is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

ARH will take the following steps to make any new websites that are installed and content on those sites conform with World Wide Web Content Accessibility Guidelines (WCAG) 2.0, in accordance with the schedule set out in the AODA Integrated Accessibility Standards

- any new websites for **ARH** with a go live date beyond **January 1, 2014** will conform with the above noted guidelines

ARH will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**:

- clarify existing channels of communication for accessibility feedback, confirm contact information and streamline where possible
- actively solicit feedback on accessibility through multiple channels
- identify where accessibility feedback is already solicited, and where it could be increased
- ensure invitations to provide feedback are available in alternate format or using communication support if requested
- collaborate to ensure accessibility feedback is actively solicited via multiple options. Review existing educational materials and develop accordingly
- insert statement regarding availability of alternate formats in all communications regarding feedback processes

ARH will take the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2016**:

- insert statement regarding availability of alternate formats in all communications regarding feedback processes

ARH will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by **January 1, 2021**:

- Consult with external website providers re WCAG compliance
- Conduct gap analysis of current external website by evaluating current status relative to WCAG 2.0 Level A
- Develop plan to make any necessary changes or upgrades to ensure level A compliance
- Determine necessary upgrades/changes to meet Level AA and create plan to implement them for both internal and external websites by 2021
- Determine implications of WCAG for all website content providers
- Collaborate to ensure content to be posted is appropriately formatted relative to WCAG standards

Employment

ARH is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, **ARH** will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- include as part of orientation for new employees and as part of annual skills day refresher training

ARH will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- individual accommodation requirements will be assessed as part of the return to work plan for employees that have been absent due to a disability

We will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account if **ARH** is using performance management, career development and redeployment processes:

- develop questions to be included in the Annual Performance Appraisal Form to ensure the performance management process takes into account the accessibility needs of employees with disabilities, including existing accommodation plans

ARH will take the following steps to prevent and remove other accessibility barriers identified:

- consult with key stakeholders in identifying and removing accessibility barriers

Design of Public Spaces

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

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

ARH 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 service disruption and alternatives available.

For more information

For more information on this accessibility plan, please contact the **CFO, Vice-President Finance & Support Services** at:

- Phone: 613-623-3166 ext 223
- Fax: 613-623-4844

Accessible formats of this document are available free upon request from the **CFO, Vice-President Finance & Support Services** at the following address:

Arnprior Regional Health
350 John Street, North
Arnprior, Ontario
K7S 2P6
Attention: CFO, Vice-President Finance & Support Services