



The Centre for Family Medicine

Family Health Team

Multi-Year Accessibility Plan

2014-2021

The Centre for Family Medicine
10B Victoria Street South
Kitchener, ON N2G 1C5
www.family-medicine.ca



Family Health Team

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA). It is the goal of the Ontario government to make Ontario accessible by 2025. The Integrated Accessibility Standards Regulations (IASR) under AODA requires that effective January 1, 2014, The Centre for Family Medicine will establish, implement, maintain and document a multi-year accessibility plan.

This 2014-2021 accessibility plan outlines the policies and actions that the Centre for Family Medicine has in place or will put in place to accommodate people with disabilities.

Policy Statement

The Centre for Family Medicine 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 (2005)

Multi-Year Accessibility Plan

In accordance with the requirements set out in the IASR, The Centre for Family Medicine will:

- ▶ Establish, review and update this plan as necessary;
- ▶ Post this plan on the Centre for Family Medicine website;
- ▶ Report, as required on the Centre for Family Medicine website, the progress of the implementation of this plan;
- ▶ Review and update the accessibility plan at least once every five years.

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2. Employment Standards
3. Design of Public Spaces

Accessibility Standards for Customer Service

Mission

The Centre for Family Medicine is committed to providing a safe, healthy and supportive work environment by treating our employees and patients with respect, fairness and sensitivity.

Purpose of the Policy

To establish guidelines to ensure all Centre for Family Medicine services are accessible to our patients in accordance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07, established by the Accessibility for Ontarians with Disabilities Act, 2005.

Policy Statement

The Centre for Family Medicine is committed to providing services that are accessible to all. The Centre for Family Medicine will make every reasonable effort to ensure its policies, practices and procedures are consistent with the Accessible Customer Service principles of dignity, independence, integration and equal opportunity.

Definitions

- **Disability:** Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impairment, deafness or hearing impairment, muteness, or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- A condition of mental impairment or a developmental disability,
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- A mental disorder
- **Barrier:** anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communication barrier, an attitudinal barrier, a technological barrier, a policy or practice.
- **Guide Dog:** a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations (Blind Persons' Rights Act 1990 s1(1)).
- **Service Animal:** an animal acting as a service animal for a person with a disability
 - (a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
 - (b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to a disability.
- **Support Person:** in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

General Principles and Practices

The Centre for Family Medicine shall meet its duties and responsibilities under Ontario Regulation 429/07 by adhering to the following principles and practices:

Training:

The Centre for Family Medicine will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Services. The training shall include:

- a review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005.
- a review of the requirements of the Accessibility Standards for Customer Service (Ontario Regulations 429/07).
- how to interact and communicate with persons with various types of disabilities.
- how to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or support person.
- information on how to use equipment to help people with disabilities access services.
- what to do if a person with a disability is having difficulty accessing CFFM services.
- instruction on CFFM's policies, procedures and practices pertaining to the provision of services to persons with disabilities.

Training will be provided at orientation then ongoing. Records will be kept indicating the date and training provided and whom it was provided too,

Assistive Devices and other Measures that Assist with Accessibility:

- A person with a disability may provide their own assistive devices for the purpose of obtaining, using and benefiting from the services provided by CFFM.
- In the event a person with a disability is hindered from accessing CFFM services through the use of their own assistive device, then CFFM may offer a person with a disability other reasonable measures to assist, should such measures be available.

Service Animals:

- A person with a disability accompanied by a service animal is permitted to enter CFFM premises with the animal unless the animal is otherwise excluded by law. Where a service animal is excluded by law, CFFM will ensure that other measures are made available to enable the person with the disability to obtain, use and benefit from the services provided at CFFM.

Support Persons:

- When a person with a disability is accompanied by a support person, CFFM will ensure that both persons are permitted entry into our facility and that the person with a disability is not prevented from having access to the support person.

Notice of Temporary Disruptions:

- CFFM will give notice of temporary disruptions to services or facilities used by persons with disabilities including the reason(s) for the disruption, the anticipated duration of the disruption and alternative facilities or services that may be available.
- The notice shall be posted in a conspicuous place on the premises of the facility or by other reasonable methods, as appropriate.

Feedback:

- Feedback may be provided on accessibility by the Centre for Family Medicine in the manner deemed most convenient to:

Sylvia Decker, Health Education Coordinator
Centre for Family Medicine
25 Joseph Street
Kitchener, ON N2G 4X6
Phone: 519-578-2100 x 263
Fax: 5119-578-2109
e-mail: Sylvia.decker@family-medicine.ca

- All feedback will be used to improve customer service to persons with disabilities.

Program Review and Evaluation

The effectiveness of the Accessibility Standards for Customer Service program is to be reviewed and evaluated as necessary, by management.

Accountability

All employees are accountable for complying with the policy, program, measures and procedures related to the Accessibility Standards for Customer Service.

Created: November 2011

Reviewed: April 2014, June 2016, July 2017

Revised: August 2017

Compliance:

The Centre for Family Medicine has been in compliance with the Accessible Customer Service Regulation under the AODA since November 2011.

Reporting compliance on the Customer Service Standard using the Accessibility Compliance Reporting tool at ServiceOntario's One-Source for Business website.

Required compliance date: January 1, 2012

Status: **Completed**

Reporting continued compliance on the Customer Service Standard using the Accessibility Compliance Reporting tool at ServiceOntario's One-Source for Business website.

Required compliance date: December 31, 2014

Status: **Completed**

Reporting continued compliance on the Customer Service, Employment Practices and Public Spaces Standards using the Accessibility Compliance Reporting tool at www.ontario.ca/page/completing-your-accessibility-report (Fill out this form to complete your report)

Required compliance date: December 31, 2017

Status: **Completed**

Reporting continued compliance on the Customer Service, Employment Practices and Public Spaces Standards using the Accessibility Compliance Reporting tool at www.ontario.ca/page/completing-your-accessibility-report (Fill out this form to complete your report)

Required compliance date: December 31, 2020

Status:

Reporting compliance on Website Standard using the Accessibility Compliance Reporting tool at www.ontario.ca/page/completing-your-accessibility-report (Fill out this form to complete your report)

Required compliance date: January 1, 2021

Status:

Reporting continued compliance on the Customer Service, Employment Practices and Public Spaces Standards using the Accessibility Compliance Reporting tool at www.ontario.ca/page/completing-your-accessibility-report (Fill out this form to complete your report)

Required compliance date: December 31, 2023

Status:

Communication Notice

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

The Centre for Family Medicine is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, The Centre for Family Medicine will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at the front door and on our website.

Training for staff

The Centre for Family Medicine will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

Training will include:

- ❖ An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- ❖ A review of The Centre for Family Medicine's accessible customer service plan;
- ❖ How to interact and communicate with people with various types of disabilities;
- ❖ How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- ❖ How to use the assistive devices available on-site or otherwise that may help with providing goods or services to people with disabilities;
- ❖ What to do if a person with a disability is having difficulty in accessing The Centre for Family Medicine's goods and services.
- ❖ Staff will also be trained when changes are made to your accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way The Centre for Family Medicine provides goods and services to people with disabilities can complete the Feedback form provided at each location by the suggestion box, via e-mail to info@family-medicine.ca or verbally to any staff member. All feedback will be directed to Sylvia Decker, Accessibility Coordinator. Customers can expect to hear back within five (5) working days. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

Any policy of The Centre for Family Medicine that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

ACCESSIBILITY FEEDBACK FORM

Your comments are important to us because we want to make sure your experience with The Centre for Family Medicine is the best it can be.

Building Visited:

- 10B Victoria Street
- 25 Joseph Street
- 250 Laurelwood Drive
- Wellesley

Date of Visit: _____ **Time of Visit:** _____

Was the service provided to you in an accessible manner?

- Yes
- Somewhat
- No

Comments:

What could CFFM do to make it easier for you to access our services?

Comments:

Additional Comments:

Would you like to be contacted?

No, I do not need to be contacted.

Yes, please contact me by: Mail Phone e-Mail

Complete only if you wish to be contacted:

Name:

Address:

Phone Number:

E-Mail:

Feedback Brochure attached. – Appendix A

Training

Customer Service Training Power Point Attached – Appendix B

Accessibility for Ontarians with Disabilities Act, 2005 – Customer Service

Knowledge Quiz (circle the correct answer)

1. Under the Accessibility for Ontarians with Disabilities Act, 2005, different standards on accessibility are being developed that will set requirements for the identification, removal, and prevention of barriers for people with disabilities in key areas of daily living.	True	False
2. The customer service standard is a voluntary standard. Your organization can decide whether or not to put it into practice.	True	False
3. The term “disability” only applies to people who use wheelchairs.	True	False
4. Avoiding someone because of their disability is a barrier in attitude.	True	False
5. Your organization must accept feedback about the way it provides goods or services to people with disabilities.	True	False
6. The 4 principles of Accessible Customer Service are: dignity, independence, integration and equal opportunity.	True	False
7. You should not ask your customer to repeat himself if you don’t understand him the first time. It might offend him.	True	False
8. If a person has vision loss they cannot see anything.	True	False
9. It is helpful for someone who uses a hearing aid if you reduce background noise.	True	False
10. You should always speak directly to your customer, not to their support person or companion.	True	False
11. If your customer uses a manual wheelchair, feel free to move them about.	True	False
12. You can always tell when someone has a disability.	True	False
13. Assistive devices enable a person with a disability to do everyday tasks and activities.	True	False
14. Your organization must allow people with disabilities who use a support person to bring their support person with them while accessing goods or services on parts of the premises that are open to the public.	True	False
15. You can always pet a service animal.	True	False
16. If you notice someone is wearing a hearing aid, speak loudly so he or she can hear you.	True	False
17. When guiding a person who has vision loss, you should always take them by the arm.	True	False
18. Over one million Canadians have some kind of disability that makes it difficult for them to read conventional print.	True	False
19. Intellectual disability is the same as mental health disability.	True	False
20. 47% of Ontarians over the age of 65 have disabilities.	True	False

Name: _____ Date: _____

Remember, the single most important question you can ask a person with a disability is:
“How may I help you”?

Integrated Accessibility Standards

1. Emergency Procedure, Plans or Public Safety Information
2. Workplace Emergency Response Information
3. Training
4. Information and Communication Standards
 - a. Feedback, Accessible Formats and Communication Supports
 - b. Accessible Websites and Web Content
5. Employment Standards
 - a. Recruitment
 - b. Informing Employees of Supports
 - c. Documented Individual Accommodation Plans/Return to Work Process
 - d. Performance Management, Career Development and Redeployment
6. Design of Public Spaces

1. Emergency Procedure, Plans or Public Safety Information

Commitment:

The Centre for Family Medicine is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of making our company premises safer for persons with disabilities during emergency circumstances.

Action Taken:

The following measures were implemented by The Centre for Family Medicine effective September 2013:

Any emergency procedures, plans and public safety information that are prepared by The Centre for Family Medicine, and made available to the public, will be made available in an accessible format or with appropriate communication supports, as soon as practicable, upon request;

Required compliance date: January 1, 2013

Status: **Completed**

2. Workplace Emergency Response Information

Commitment:

Where The Centre for Family Medicine is aware that an employee has a disability and that there is a need for accommodation, individualized workplace emergency response information will be provided to the employee as soon as practicable if such information is necessary given the nature of the employee's disability.

Action Taken:

The following measures were implemented by The Centre for Family Medicine effective September 2013:

Where the organization becomes aware of the need to accommodate an employee's disability, and if the employee's disability is such that the individualized emergency response information is necessary, The Centre for Family Medicine will provide individualized workplace emergency response information to the employee with the disability as soon as practicable after it becomes aware of the need.

If an employee who receives individualized workplace emergency response information requires assistance, with the employee's consent, The Centre for Family Medicine will provide the workplace emergency response information to the person designated by the organization to provide assistance to the employee.

The Centre for Family Medicine will review the individualized workplace emergency response information when:

- the employee moves to a different location in the organization;
- the employee's overall accommodations needs or plans are reviewed; and/or
- The Centre for Family Medicine. reviews its general emergency response policies.

Required compliance date: January 1, 2012

Status: **Completed**

3. Training

Commitment:

The Centre for Family Medicine is committed to ensuring that all employees, volunteers, and all other persons who provide goods, services on The Centre for Family Medicine's behalf, and persons participating in the development and approval of The Centre for Family Medicine's policies, are provided with appropriate training on the requirements of the IASR and on the Ontario Human Rights Code as it pertains to persons with disabilities, and are provided with such training as soon as practicable.

Actions Taken:

Developed and provided the appropriate training on the requirements of the IASR and on the Ontario Human Rights Code as it pertains to persons with disabilities, to employees, volunteers, third-party contractors who provide goods, services and The Centre for Family Medicine's behalf, and persons participating in the development and approval of The Centre for Family Medicine's policies;

Provided the training referenced above as soon as practicable;

Keep and maintain a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided;

Will ensure that training is provided on any changes to the prescribed policies on an ongoing basis.

Required compliance date: January 1, 2015

Status: **Completed**

4. Information and Communication Standards

Commitment:

The Centre for Family Medicine is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of making applicable company information and communications accessible to persons with disabilities.

(a) Feedback, Accessible Formats and Communication Supports

Action/Planned Action:

In accordance with the IASR, The Centre for Family Medicine will:

Ensure that feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request. The organization will notify the public about the availability of accessible formats and communication supports.

Except as otherwise provided for under the IASR, provide or arrange for the provision of accessible formats and communication supports upon request for persons with disabilities in a timely manner that takes into account the person's accessibility needs.

Consult with the person making the request in determining the suitability of an accessible format or communication support.

Notify the public about the availability of accessible formats and communication supports.

Required compliance dates:

January 1, 2015 – Feedback-related provisions

Status: **Completed**

January 1, 2016 – Accessible Formats & Communication Supports-related

Status: **Completed**

(b) Accessible Websites and Web Content

Planned Action:

In accordance with the IASR, The Centre for Family Medicine will ensure that The Centre for Family Medicine's public websites and online content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A (new websites and online content) by January 1, 2014, to Level AA for all content by January 1, 2021.

Required compliance date: January 1, 2014 – WCAG 2.0 Level A – new Internet websites and web content, January 1, 2021 –WCG 2.0 Level AA – all Internet websites and web content, except for exclusions set out in the IASR.

Status: Level A – **Completed**
 Level AA – In progress

5. Employment Standards

(a) Recruitment

Commitment:

The Centre for Family Medicine is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of making the recruitment process accessible to persons with disabilities.

Planned Action:

In accordance with the IASR, The Centre for Family Medicine will do the following:

Recruitment General

The Centre for Family Medicine will notify employees and the public of the availability of accommodation for applicants with disabilities in the recruitment process. This will include:

- A review and, as necessary, modification of existing recruitment policies, procedures, processes and templates.
- Specifying that accommodation is available for applicants with disabilities, on The Centre for Family Medicine's website and on job postings.

Recruitment, Assessment and Selection

The Centre for Family Medicine will notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used in the assessment/selection process. This will include:

- A review and, as necessary, modification of existing recruitment policies, procedures, processes and templates;
- Inclusion of availability of accommodation notice as part of the script in the scheduling of an interview and/or assessment;
- If a selected applicant requests an accommodation, consult with the applicant and arrange for provision of suitable accommodations in a manner that takes into account the applicant's accessibility needs due to disability.

Notice to Successful Applicants

When making offers of employment, The Centre for Family Medicine will notify the successful applicant of its policies for accommodating employees with disabilities. This will include:

- A review and, as necessary, modification of existing recruitment policies, procedures, processes and templates;
- Inclusion of notification of The Centre for Family Medicine's policies on accommodating employees with disabilities in offer of employment letters.

Required compliance date: January 1, 2016

Status: **Completed**

(b) Employee Supports

Commitment:

The Centre for Family Medicine is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of informing employees of available accessibility supports.

Planned Action:

In accordance with the IASR, The Centre for Family Medicine will:

- Inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.
- Provide the information required to new employees as soon as practicable after they begin their employment.
- Provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.
- Where an employee with a disability requests it, consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:
 - Information that is needed in order to perform the employee's job; and
 - Information that is generally available to employees in the workplace.

- The Centre for Family Medicine will consult with the employee making the request in determining the suitability of an accessible format or communication support.

Required compliance date: January 1, 2016

Status: **Completed**

(c). Documented Individual Accommodation Plans/Return to Work Process

Commitment:

The Centre for Family Medicine is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of improving accommodation and return to work processes in the workplace.

Planned Action:

The Centre for Family Medicine's existing policies will be reviewed to include processes that The Centre for Family Medicine will follow to accommodate an employee with a disability and to facilitate an employee's return to work after absenteeism due to disability.

The Centre for Family Medicine will review and assess the existing policies to ensure that they include a process for the development of documented individual accommodation plans for employees with a disability, if such plans are required.

The Centre for Family Medicine will ensure that the process for the development of documented individual accommodation plans includes the following elements:

- The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.
- The means by which the employee is assessed on an individual basis.
- The manner in which The Centre for Family Medicine can request an evaluation by an outside medical or other expert, at The Centre for Family Medicine's expense, to assist The Centre for Family Medicine in determining if accommodation can be achieved and, if so, how accommodation can be achieved.
- The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.

- The steps taken to protect the privacy of the employee's personal information.
- The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
- If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
- The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

Individual accommodation plans will:

- If requested, include any information regarding accessible formats and communications supports provided, as required in the Standard;
- If required, include individualized workplace emergency response information, as required in the Standard; and
- Identify any other accommodation that is to be provided.

The Centre for Family Medicine will ensure that the return to work process as set out in its existing policies, outlines the steps The Centre for Family Medicine will take to facilitate the employee's return to work after a disability-related absence, outlines the development of a written individualized return to work plan for such employees, and requires the use of individual accommodation plans, as discussed above, in the return to work process.

Required compliance date: January 1, 2016

Status: **Completed**

(d). Performance Management, Career Development and Redeployment

Commitment:

The Centre for Family Medicine will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans:

- When using its performance management process in respect of employees with disabilities;
- When providing career development and advancement to its employees with disabilities;
- When redeploying employees with disabilities.

Planned Action:

In accordance with the IASR, The Centre for Family Medicine will:

- Review, assess and, as necessary, modify existing policies, procedures, practices and templates to ensure compliance with the IASR;
- Take the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans, into account when:
 - Assessing performance
 - Managing career development and advancement
 - Redeployment if required

Required compliance date: January 1, 2016

Status: **Completed**

6. Design of Public Spaces

- a) Trails and Beach Routes – Not Applicable
- b) Parking - New Off-Street Parking

Commitment:

The Centre for Family Medicine is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of making new off-street parking accessible to persons with disabilities.

Planned Action:

Any new off-street parking will include the minimum number of each type of accessible parking space.

- Wider spaces for people who use mobility aids such as wheelchairs
- Standard-width spaces with access aisles, for people who use mobility assistive devices such as canes, crutches and walkers

Any new off-street parking will include clearly marked signage

Required compliance date: January 1, 2017

Status:

- c) Service Counters and Waiting Areas

Commitment:

The Centre for Family Medicine is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of making any new service counters and waiting areas accessible to persons with disabilities.

Planned Action:

Any new service counters or waiting area will be accessible and clearly marked with appropriate signage.

Required compliance date: January 1, 2017

Status:

- d) Outdoor Eating Areas – Not applicable
- e) Outdoor Play Spaces – Not Applicable
- f) Outdoor Paths – Not Applicable
- g) Maintaining Areas – Not Applicable
- h) Accessibility in Buildings – Not Applicable