

Multi-Year Accessibility Plan and Policy for PHSS – Medical and Complex Care in Community

This 2022-2027 accessibility plan outlines the policies and actions that PHSS – Medical and Complex Care in Community will have in place to improve opportunities for people with disabilities.

Statement of Commitment

PHSS – Medical and Complex Care in Community, hereafter referred to as PHSS, 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

PHSS is committed to providing the customers 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

PHSS 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.

PHSS has taken the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015:

- On-hire and annual training for AODA provided to all employees, volunteers, and students. This training focuses in part on removing attitudinal barriers and systemic barriers, especially in roles that deal directly with the public and/or persons supported.

Information and communications

PHSS is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities, as needed, to determine their information and communication needs.

PHSS has taken the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by January 1, 2014:

- Existing and new website pages are navigable with a keyboard.
- Non-text content will be supplemented with captions/alternatives.

PHSS has taken the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015:

- The website's 'Contact Us' page contains contact information for general inquiries, with feedback processes being available on request and in accessible formats where needed.

PHSS has taken the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016:

- On request, PHSS will provide publicly available information in an accessible format based on the needs of the requesting party.

PHSS has ensured all websites and content conform with WCAG 2.0, Level AA by January 1, 2021.

- Third-party and in-house website developers for PHSS's website and any future sites/pages will continue to receive instructions to maintain WCAG 2.0, Level AA compliance.

Employment

PHSS is committed to fair and accessible employment practices.

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

- Job postings and the careers page of the website indicate that accommodation is available on request at any point of the recruitment process.

PHSS 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:

- We have implemented return-to-work accommodation processes that are available to employees on request, including a transitional work agreement to ensure that the employee is being accommodated within any defined functional abilities as outlined by a medical professional.
- We have also implemented procedures for accommodating staff currently at work that require modified schedules or duties based on functional abilities as prescribed by a medical professional.

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

- Any requests for accommodation or receiving documentation in an accessible format will be taken into consideration and deployed where reasonable and needed.

PHSS has taken the following steps to prevent and remove other accessibility barriers identified:

- Formed an accessibility committee that surveys persons supported for barriers to accessibility, generating action plans as issues are identified. Committee also responds to accessibility barriers brought up by employees, volunteers, and students.

Design of Public Spaces

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

PHSS 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 by contacting clients and posting notices in advance, where possible.

For more information

For more information on this accessibility plan, or to receive an accessible format of this document, free upon request, please contact info@phsscommunity.com or 519-660-6635 ext. 221