



NORTH OF SUPERIOR
HEALTHCARE GROUP

**Multi-Year Accessibility Plan
2014 - 2021**

A copy of this plan is available in accessible formats upon request

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North of Superior Healthcare Group

Purpose

The purpose of this Multi-Year Accessibility Plan (2014 - 2021) is to outline the policies and actions that The North of Superior Healthcare Group will put in place to improve opportunities for people with disabilities.

Statement of Commitment

The North of Superior Healthcare Group 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

The North of Superior Healthcare Group is committed to providing people with disabilities with publicly available emergency information in an accessible format and in a timely manner upon request. We will also provide individualized emergency response information to employees with disabilities when necessary.

Training

The North of Superior Healthcare Group is committed to providing training on Ontario's Accessibility Laws and on the Human Rights Codes as it relates to people with disabilities to employees, volunteers and other staff members. Training will be provided in a way that best suits their general duties.

The North of Superior Healthcare Group will take the following steps to ensure that employees are provided with the training needed to meet Ontario's accessibility laws by **January 1, 2015. COMPLETE**

- Provide annual accessibility education sessions to staff through on-line training
- Provide accessibility information to new hires during their general orientation.
- Provide accessibility information to volunteers through the volunteer coordinators.
- Post accessibility information on the website and on patient information bulletin boards.



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Kiosks and Procuring or Acquiring Goods, Services or Facilities

The North of Superior Healthcare Group will take the following steps to make sure the needs of people with disabilities are met when designing, procuring or acquiring self-service kiosks or goods, services or facilities by **January 1, 2015. COMPLETE**

- Establish a policy related to designing, procuring or acquiring self-service kiosks and procuring or acquiring goods, services or facilities.
- Consider technical features such as colour contrast on display screen, voice activated equipment, extra time for people to complete tasks, accessibility features of new software.
- Consider structural features such as height and stability of unit, specialized keypads or keyboards, headset jacks with volume control.
- Consider accessibility features, such as access path for people with mobility aids, does the organization provide accessibility training to their staff.
- If it is not possible and practical to do so, we will provide an explanation upon request.

Information & Communication

The North of Superior Healthcare Group 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.

The North of Superior Healthcare Group will take the following steps to ensure that existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015. COMPLETE**

- Update the feedback section of the Accessibility-Customer Service policy to include other accessible formats.

The North of Superior Healthcare Group will take the following steps to make all new internet websites and web content on those sites conform with WCAG 2.0, level A **by January 1, 2015** and to make all internet websites and content conform with WCAG 2.0, level AA by **January 1, 2021**.

- IT department will research options to conform with the regulation.
- Decision to implement based on feasibility.

The North of Superior Healthcare Group will take the following steps to ensure that all publicly available information is made accessible in a timely manner and at no additional cost upon request by **January 1, 2016**.

COMPLETE



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- Post on our website that we provide information in accessible formats upon request.
- Work with the person making a request for accessible information to determine how to meet their needs in a timely manner.
- Consider adding a statement when pamphlets/brochures are updated.

Employment

The North of Superior Healthcare Group is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, The North of Superior Healthcare Group will accommodate people with disabilities during the recruitment, assessment, and selection processes and when people are hired.

- Inform job applicants that we accommodate disabilities during the selection process. This information can be included in the job posting and on our website or communicated verbally or in writing to applicants.
- Consult with job applicants who request accommodation to make adjustments that best suit their needs.
- Notify successful applicants of our policies for accommodating employees with disabilities.
- Inform employees of any updates to accommodation policies.

We will take the following steps to develop and maintain a process for developing individual accommodation plans and return to work policies for employees that have been absent due to a disability by **January 1, 2015**.

- Establish a written process for the development of individual accommodation plans for employees with disabilities that includes:
 - 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 employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and 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



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- 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
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- Ensure that the current written return-to-work process for employees that have been absent due to a disability and require disability-related accommodations is reviewed, updated and maintained. The process will include the steps taken to facilitate the return to work of the employees and the use of individual documented accommodation plans.

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account when using performance management, career development and redeployment processes by **January 1, 2015. COMPLETE**

- Review employee's accommodation plans to determine if adjustments are needed to help the employee succeed, learn new skills or take on more responsibilities in their current job.
- Make performance management documents available in accessible formats.
- Provide feedback to employees in a way that is accessible to them.

We will take the following steps to prevent and remove other accessibility barriers identified.

- Obtain and review accessibility related information provided through incident reports, Joint Health & Safety inspection reports, and client feedback.
- Prepare an annual accessibility plan and/or report.
- Process all accessibility related items through the Accessibility Planning Committee.

Design of Public Spaces

The North of Superior Healthcare Group will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. For this Hospital, public spaces include:

- accessible off street parking
- service-related elements like service counters, fixed queuing lines and waiting areas.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.



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For more information on this multi-year accessibility plan, please contact Suzanne Bouchard at:

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