

South West LHIN: Multi-year Accessibility Plan

Year	General Requirements	Information & Communications	Employment Standard
January 1, 2013	<ul style="list-style-type: none"> ▪ Accessibility policies s.3 ▪ Accessibility plans s.4 ▪ Procurement or acquiring goods, services or facilities s.5 		
January 1, 2014	<ul style="list-style-type: none"> ▪ Training s.7 	<ul style="list-style-type: none"> ▪ Feedback processes s.11 ▪ All new internet websites and web content on those sites must conform with WCAG 2.0 level A s.14 	<ul style="list-style-type: none"> ▪ Recruitment s.22-24 ▪ Informing employees of supports s.25 ▪ Accessible formats and communication supports for employees s. 26 ▪ Employee accommodation s.25, 26, 28 ▪ Employees returning to work s.29 ▪ Performance management, career development and redeployment s.30-32
January 1, 2015		<ul style="list-style-type: none"> ▪ Accessible format and communication supports s.12 	
January 1, 2021		<ul style="list-style-type: none"> ▪ All internet websites and web content must conform with WCAG 2.0 level AA (excluding live captioning and audio description) s.14 	

Please note: The above indicates the sections of each AODA* compliance requirements and it is identified by s. then the #. Please refer to [ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 - O Reg 191-11](#) for further details

By January 1, 2013

Accessibility Policies

The South West LHIN will develop, implement and maintain policies about what our organization will do to meet the IASR* requirements and become more accessible.

- Statement of Commitment to establish our vision and goals for accessibility.
- Information and Communications Standards Policy.
- Employment Standards Policy.
- Policies and statement posted on website, internally for employees, and available by request.
- Policies reviewed annually to ensure they are up-to-date and accurately reflect our organization and its practices.

Accessibility Plans

The South West LHIN will outline the steps in order to comply with Ontario's accessibility laws and prevent and remove accessibility barriers.

- Set out how we will meet accessibility requirements under the IASR on time (timeline)
- Address any current barriers to accessibility
- Prevent and remove future barriers
- Plan will be posted on our website, available upon request, and in an accessible format when asked.
- Review and update our plan every 5 years. When plan is updated, the accomplishments will be highlighted
- Prepare an annual update on what has been done to achieve our accessibility plan. This update will be posted on our website, available upon request and in an accessible format when requested.

Procurement or acquiring goods, services or facilities

The South West LHIN will incorporate accessibility when procuring goods, services and facilities where possible.

- Make accessibility design and features part of our criteria for procurement, where possible.
- Accessibility criteria, technical features and structural features will be taken into consideration.
- If we can't incorporate accessibility into our purchase, when asked, we will:
 - Explain why we did not obtain assessable goods, services or facilities, and
 - Provide the explanation in an accessible format.

By January 1, 2014

Training

The South West LHIN will train its employees and volunteers on the Integrated Accessibility Standards Regulation.

- Training on the IASR requirements that apply to the LHIN and the Ontario Human Rights Code (related to disabilities).
- For all current employees, a training program will be delivered through training sessions.
- For all future employees, training will be part of their orientation.
- Job specific training will be provided to those positions needing tailored training for their roles i.e. communications, procurement, reception to meet the IASR requirements.
- Training participation will be recorded and tracked to demonstrate that each employee/volunteer has completed.

Feedback Processes

When asked, the South West LHIN will receive and respond to feedback in an accessible manner to employees and members of the public who have a disability.

- Feedback process is already implemented with multiple options for feedback for the customer service component (email, mail, phone, online, in person). When all other IASR requirements come into play, multiple feedback options will also be available for those areas.
- Promoting feedback will be advertised on our website as well as at reception.

All new internet websites and web content on those sites must conform with WCAG 2.0 level A

As the South West LHIN is not launching a new public website and web content or doing a significant site refresh, we do not need to meet this deadline.

- A new website is:
 - A website with a new domain name (e.g. www.newbusiness.ca)
 - A website undergoing a significant refresh
- A significant refresh typically means changing more than 50% of the content, design or technology of the website.

Content	Design	Technology
Creating, rewriting, or reorganizing more than 50% of the site's content, such as graphics, text, widgets, etc.	Changing more than 50% of the design elements, such as layout, navigation, placement and style.	Changing more than 50% of the web publishing platform/model such as the content management system (CMS), Cascading Style Sheet (CSS), or HTML structure.

Recruitment

The South West LHIN will make hiring accessible.

- Let job applicants know that we will accommodate disabilities during the selection process. This is currently posted on our website and will be communicated when the successful applicants are contacted for an interview (email or telephone).
- If a job applicant requests accommodations, we will consult with them to make adjustments that best suit their needs. The applicant may also suggest an interview format that best works for them.
- Notify successful applicants of our policies for accommodating employees with disabilities. This will be provided upon job offer.

Informing employees of supports

The South West LHIN will inform employees about their policies for supporting employees with disabilities.

- We will inform our employees about our policies when the requirement comes into effect for our organization, when a policy changes and when a new hire starts.
- This will be communicated through email, internal websites, staff meetings, or one-on-one conversations and will require sign-off by each employee stating that they understand and will abide by these policies.

Accessible formats and communication supports for employees

The South West LHIN must make their information available to those employees with disabilities.

- When an employee with a disability asks for it, we will work with them to make workplace information accessible based on their individual needs (accessible formats, communication supports, etc.)
- Talk with employees with disabilities to learn what will help them access information and decide together how to make this information accessible to meet their needs.

Employee Accommodations

The South West LHIN will develop individual accommodation plans for employees with disabilities in a clear and consistent way.

- Assess the accommodation needs of the employee and involve the disabled employee in the development of the plan.
- Discuss the accommodations that will be provided.
- Discuss emergency response plans to ensure their safety.
- Protect the privacy of employee's personal information.
- Inform the employee why a request will be denied for an accommodation plan.
- Provide plans in accessible formats, as requested.
- Review and update the plans with the employee as needed.

Employees returning to work

The South West LHIN will outline the steps to take to help our employees return to work when they have been absent because of disability and need some form of disability-related accommodation to return to work.

- Determine whether the employee will need some form of employment-related accommodation to effectively return to work. If so, an accommodation plan will be created with the employee in consultation with their health care provider.
- Return to work program is already implemented, but will be updated to reference disability rather than just injury/illness.

Performance management, career development and redeployment

The South West LHIN will take into account the accessibility needs of employees and any accommodation plans in regards to performance management, career development and job changes.

- Performance Management
 - Review employees' accommodation plans to understand their needs and see whether adjustments need to be made to help them succeed.
 - Make performance management documents available in accessible formats when asked.
 - Provide feedback and coaching in a way that is accessible to them.
- Career Development
 - When providing career development opportunities, consider what accommodations are needed to learn new skills or take on more responsibilities in their current position.
- Redeployment
 - Think about what can be done to help employees with disabilities succeed in other positions within the organization when they change jobs.

By January 1, 2015

Accessible format and communication supports

The South West LHIN will let the public know that information will be made accessible upon request and will work with them to figure out how to meet their needs, as soon as possible.

- Make it accessible upon request
 - When someone asks for accessible information, we will work with them to try to meet their needs. Either recreating a document in a different format or make information accessible by helping someone to use the original document or resource.
- Provide it as soon as possible
 - If unable to make the information accessible instantly, we will provide this as soon as possible, depending on the individual's needs, the format or our resources.
- Let the public know
 - We will inform the general public that we will make information accessible upon request. This notice will be posted on our website and at our reception desk.
- When accessible information is requested, the communications department will ensure their needs are met.

By January 1, 2021

Accessible websites and web content

The South West LHIN will ensure websites and web content is accessible based on the IASR requirements.

- The South West LHIN website and all web content on this site published after January 1, 2012, must conform with Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, other than providing caption on live videos (criteria 1.2.4) or audio descriptions for pre-recorded videos (criteria 1.2.5).
- Our internal website will not be accessible, however, we will work with individuals to make the content accessible to them in some way, when requested.
- The communications department along with Pan-LHIN IT providers will ensure we are compliant with the regulations.

***Abbreviations:**

AODA – Accessibility for Ontarians with Disability Act

IASR – Integrated Accessibility Standards Regulations