



North West Community Care Access Centre

Multi-Year Accessibility Plan

2014 – 2017

(Updated April 2016)

Approved by: Tuija Puiras, Chief Executive Officer

This publication is available on the North West Community Care Access Centre's website.

www.healthcareathome.ca/northwest

Alternate formats are available upon request.

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Section A: The Accessibility for Ontarians with Disabilities Act (AODA), 2005

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA), which requires that Ontario be an accessible province by 2025.

Accessibility standards have been created as part of the Accessibility for Ontarians with Disabilities Act. These standards are rules that businesses and organizations in Ontario need to follow to identify, remove and prevent barriers so that people with disabilities have more opportunities to participate in everyday life. The five standards are:

- Customer Service – providing good customer service, understanding that people with disabilities may have different needs.
- Information and Communication – giving people with disabilities access to information that we all depend on.
- Employment – making accessibility a regular part of recruiting, hiring and supporting employees with disabilities. Expanding Ontario’s labour pool and welcoming more people with disabilities into more workplaces.
- Transportation – making it easier for people with disabilities to travel in Ontario and get where they need to go.
- Design of Public Spaces (Built Environment) – removing barriers in public spaces and buildings making it easier for all Ontarians, including people with disabilities, to access places where they work, travel, shop and play.

The Accessibility Standard for Customer Service (Ontario Regulation 429/07) was the first standard to become law. The next four standards - Information and Communications, Employment, Transportation and Design of Public Spaces - have been combined under one regulation, the Integrated Accessibility Standards Regulation (IASR) (Ontario Regulation 191/11). The IASR requirements currently in regulation are being phased in between 2011 and 2021.

What is a Barrier?

A ‘Barrier’ is anything that keeps someone with a disability from fully participating in all aspects of society because of their disability. Barriers can involve:

- Attitude – the way people think.
- Architectural / Structural – relate to design elements of a building.
- Information – difficulties in receiving or conveying information.
- Technology – technologies can prevent people from accessing information.
- Systemic – company policies and procedures can create barriers often unknowingly.

Section B: Message from Tuija Puiras, Chief Executive Officer, North West Community

The North West Community Care Access Centre (North West CCAC) is one of fourteen CCACs in Ontario dedicated to supporting and enhancing the quality of life, independence, health and well-being of individuals in the community by offering a single point of access for community services and demonstrating leadership and excellence in community care.

In 2005, the Accessibility for Ontarians with Disabilities Act (AODA) legislation was passed. The multi-year plan is designed to ensure that public, private and not-for-profit businesses and organizations identify, remove and prevent barriers to accessibility.

The North West CCAC is fully supportive of the extent and spirit of this all-encompassing legislation. We are extremely proud of the work that has already been completed and the continuing efforts planned and underway to recognize and remove barriers in order to improve accessibility for all of our employees, partners and clients, families and communities we serve.

The North West CCAC and its Board are fully committed to a multi-year plan which will ensure that our environment and culture embraces accessibility and details our plans and next steps to identify and remove barriers for people with disabilities.

Section C: Objectives

This accessibility plan outlines the strategy that the North West Community Care Access Centre will put into place to improve opportunities for people with disabilities. This plan:

- Describes the process by which the North West Community Care Access Centre will prevent, identify and remove barriers to accessibility;
- Reviews recent efforts of the North West Community Care Access Centre to remove and prevent barriers;
- Describes the measures the North West Community Care Access Centre has taken and will take in the period of 2012 to 2021 to meet the requirements in the Integrated Accessibility Standards Regulation;
- Makes a commitment to review and update the Multi-Year Accessibility Plan at least once every 3 years;
- Describes how the North West Community Care Access Centre will make this accessibility plan available to the public.

Section D: North West Community Care Access Centre - Commitment to Accessibility

The North West Community Care Access Centre 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. The North West Community Care Access Centre is 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 the accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Section E: Description of the North West Community Care Access Centre

About the North West CCAC

The North West CCAC is one of 14 community-based, independent health care agencies funded by the Ministry of Health and Long-Term Care through the North West Local Health Integration Network.

The role of the North West CCAC in Ontario's health care system is to ensure people receive the right care, in the right place, at the right time. We connect thousands of people each year with the care they need at home, at school, or in the community by:

- ~ Assessing individuals referred to the North West CCAC and arranging for health and personal support services such as nursing, rehabilitation and supportive equipment in their homes;
- ~ Managing assessments and admissions into Long-Term Care homes and supportive housing in our region. Part of this process involves supporting individuals and families;
- ~ Helping individuals navigate the health care system by acting as a vital link to health care services, support and resources.

Our Mission Statement

To deliver a seamless experience through the health system for people in our diverse communities, providing equitable access, individualized care coordination and quality health care.

Our Vision Statement

Outstanding care – every person, every day.

Our Core Values

- Treating everyone with respect, empathy, fairness and integrity;
- Fostering initiative, innovation, unity, and continuous improvement in what we do;
- Actively seeking and supporting collaborative care partnerships so that clients experience integrated care;
- Being client focused, open, culturally sensitive and responsive, and accountable in our relationships and all we do;
- Remaining committed to our mission, vision, values and the communities and people we serve.

Section F: Accessibility Accomplishments

The following is a list of initiatives that the North West Community Care Access Centre has done to address potential barriers:

As of December 2014

- Developed and provided an on-line learning module for all staff and new staff as part of the requirements of the AODA Customer Service Standard Training and our related policies and procedures, including:
 - Accessibility Standards for Customer Services, Ontario Regulation 429/07
 - Use of Service Animals by Persons with Disabilities Procedure
 - Feedback and Complaints Policy and Procedure
 - Provision of Goods and Services including the Use of Assistive Devices Procedure
 - Notice of Temporary Disruptions in Services and Facilities Procedure
 - Use of Support Persons by Person with Disabilities Procedure
 - Customer Service Training Procedure
- Developed and communicated to staff the Workplace Emergency Response Information for Employees with Disabilities Procedure
- Installed dictation software for users in need
- Installed automatic door openers at entry and exit doors at main office
- Installed wheelchair ramp and public handicap washroom at the Dryden office
- The Canadian Hearing Society and Red Cross ADP Program delivered presentations at Community Care meetings
- Initiatives for staff and/or clients with disabilities including pocket talkers, Nvidia software, Dragon Natural Speak software, Zoom text software, volume control devices for phones, and headphones for computer training
- Completed public website accessibility requirements, including:
 - Adding alternative text to photos and decorative images
 - Making PDF documents accessible by:
 - Properly tagging headings in documents
 - Adding alternative text to images and links in documents
 - Properly inserting hyperlinks in documents
 - Making tables accessible in documents
 - Ensuring all videos are available in closed caption format
 - Link text meaningful when read by itself
 - Tables on web pages accessible

- A CCAC on-line learning module was developed on the Integrated Accessibility Standards Regulation (IASR) and the Ontario Human Rights Code as it pertains to people with disabilities. Training provided to all new and existing staff and board members.

2015 Initiatives

- As part of the requirements of the AODA Integrated Accessibility Standards Regulation of the Employment Standard the related policies and procedures were updated and/or newly developed, including:
 - Integrated Accessibility Standards, Ontario Regulation 191/11 Policy
 - Accessible Employment Policy
 - Return to Work Policy and Procedure
 - Accommodation of Disabilities in the Workplace Policy
 - Recruitment Policy and Procedure
 - Performance Appraisal Policy
 - Discipline Policy
 - Integrated Accessibility Standards Regulation Training Procedure

Training was provided to Managers and education to employees on the above policies and procedures.

- Two training booklets were created for volunteer orientation including: “Accessibility Standards for Customer Service Training” and “Integrated Accessibility Standards Regulation (IASR) An Accessibility Training Booklet for Volunteers”
- AODA Integration Standards were incorporated into Patient Surveys and Employee Engagement Surveys and were offered in a variety of accessible formats upon request
- Accessibility (AODA standards) are included as part of lease space criteria when reviewing site location moves and/or acquiring a new site
- Human Resources Personnel received AODA training certification through the Human Resources Professional Association
- Staff attended the AODA 10th Anniversary Celebration in Thunder Bay
- Accessibility was added as a standing agenda item at All Staff Meetings to build employee awareness. Education was provided to staff and the following videos were shown to employees:

- Business and Disability Walgreens – This Place Changes Everything
- Canadian Paralympic Committee – Stephanie Dixon
- 10 Year AODA Celebratory Video

- Presentations were delivered at Community Care meetings on the following topics/community agencies:
 - Finding Your Way, The Alzheimer Society
 - System Navigation and Community Resources, Thunder Bay Regional Health Sciences Centre
 - Assess and Restore Program, St. Joseph’s Care Group
 - Falls Prevention Program, St. Joseph’s Care Group
 - Seniors’ Community Psychiatry Program, St. Joseph’s Care Group
 - Supports Available, Independent Living Resource Centre
 - Manor House
 - Accessing Exercises, Freedom Recreation
 - VON Day Program
 - Accessing Community Resources, Driving Miss Daisy

- Managers, Leadership, and Human Resources received additional IASR training applicable to roles and responsibilities through Access Forward – Training for an Accessible Ontario including training on Information and Communications Standard, Employment Standard and Design of Public Spaces Standard

- New emergency plans were posted at both the main office and Dryden office taking into account CNIB guidelines

- As part of the requirements of the AODA Integrated Accessibility Standards Regulation of the Information and Communications Standard, the related policies and procedures were updated and/or newly developed and communicated to staff including:
 - Accessible Formats and Communication Supports Procedure
 - Feedback Process Procedure
 - Public Website Content Governing Policy
 - Public Website Content Modifications and Approval Procedure

- A check box is incorporated to ensure all materials for the Public Website are done in an accessible format

- Education was provided to administrative staff on creating accessible documents and resources posted to the Intranet

- Careers posted include an invite to applicants regarding availability of accommodation in recruitment process

- There are scheduled invitations to staff to inform Human Resources or their Manager if they require any special accommodations as per policies and procedures

Section G: Barrier Identification Methodologies

The North West Community Care Access Centre uses the following barrier-identification methods:

Methodology	Description	Status
Accessibility Working Group	Supports and provides recommendations to promote and create an accessibility plan that aligns with the AODA legislation and the requirements of the Integrated Accessibility Standards Regulation.	Quarterly Meetings
Presentation to Leadership	Opportunity for input and feedback.	Ongoing
Presentation to Board of Directors	For information.	Yearly
Representation on the Accessible Thunder Bay Committee	A voluntary, self-directed group that shares information and strategies to improve accessibility for people with disabilities in the respective organizations represented and the City of Thunder Bay as a whole.	Three Times Per Year
Accessibility Coordinator	The Accessibility Coordinator brings accessibility issues forward as required.	Ongoing

Section H: Multi-Year Accessibility Plan

Accessibility for Ontarians with Disabilities Act (AODA)

Integrated Accessibility Standards Overview Areas Pertinent to North West CCAC

The Accessibility Plan summarizes what actions the North West Community Care Access Centre has already taken and outlines planned activities to support people with disabilities.

Section	Standard Description	Action	Compliance Date	Responsibility	Status
Part 1- General Standards					
Establishment of Accessibility Policies (s.3)	<ul style="list-style-type: none"> Develop, implement, and maintain policies on how the organization will achieve accessibility. Include a statement of organizational commitment to achieve accessibility. Make the documents publicly available and provide them in an accessible format upon request. 	<ul style="list-style-type: none"> Developed and communicated to all employees: “Accessibility for Ontarians with Disabilities Act (AODA) 2005: Integrated Accessibility Standards, Ontario Regulation 191/11 Policy.” Included a statement on our Internet that our accessibility policies are available upon request and provided in an accessible format if required. 	January 1, 2014	Human Resources	Complete

Section	Standard Description	Action	Compliance Date	Responsibility	Status
Part 1 - General Standards					
Accessibility Plans (s.4)	<ul style="list-style-type: none"> Establish, implement, maintain and document a multi-year accessibility plan outlining organization's strategy to prevent and remove barriers and meet the requirements of the Regulation. Post the accessibility plan on the organization's web-site and provide the plan in an accessible format upon request. Review and update the plan at least once every five years. 	<ul style="list-style-type: none"> Multi-Year Accessibility Plan has been made available on our Internet site. Multi-year Accessibility Plan is updated at least once every three years. Multi-Year Accessibility Plan states that alternative formats of the document are available upon request. 	January 1, 2014	Human Resources Communications	Complete

Section	Standard Description	Action	Compliance Date	Responsibility	Status
Training (s.7)	<ul style="list-style-type: none"> • Ensure training is provided to all employees, volunteers and persons who participate in developing the organization’s policies and other persons who provide goods, services or facilities on behalf of the organization on the requirements of the accessibility standards and on the Human Rights Code as it relates to people with disabilities. • Keep records of the dates when the training was offered and number of participants trained. 	<ul style="list-style-type: none"> • Developed and implemented training plan for all employees, volunteers and Board members. Ongoing training for all new staff, volunteers and board members. • Training records kept by Human Resources. • Developed and communicated to employees the “Integrated Accessibility Standards Regulation Training Procedure.” • Communicated expectations of AODA compliance to contract service provider agencies through contract language. 	January 1, 2015	Human Resources	Complete

Part 2 – Information and Communications Standard					
Feedback Processes (s.11)	<ul style="list-style-type: none"> • Ensure processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request. • Notify the public about the availability of accessible formats and communication supports. 	<ul style="list-style-type: none"> • Developed and implemented a communication plan on this requirement to educate staff regarding receiving and responding to feedback from the public and employees. • Included a statement on our website that accessible formats and communication supports are provided or arranged for upon request when receiving and responding to feedback. • Developed and communicated to employees the “Feedback Process Procedure.” 	January 1, 2015	Human Resources Communications	Complete

<p>Accessible Formats and Communication Supports (s.12)</p>	<ul style="list-style-type: none"> • Provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request. • Provide information: <ul style="list-style-type: none"> ○ In a timely manner. ○ At a cost that is no more than the regular cost charged to other persons. ○ In consultation with the person making the request in determining the accessible format or communications supports. • Notify the public about the availability of accessible formats and communication supports. 	<ul style="list-style-type: none"> • Developed and communicated to employees the “Accessible Formats and Communication Supports Procedure.” Education on the procedure was done at an All Staff Meeting. • Website updated notifying the public that upon request, the North West Community Care Access Centre will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities. 	<p>January 1, 2016</p>	<p>Communications Human Resources</p>	<p>Complete</p>
<p>Part 2 – Information and Communications Standard</p>					
<p>Emergency Procedures, Plans or Public Safety Information (s.13)</p>	<ul style="list-style-type: none"> • If an organization prepares emergency procedures, plans or public safety information and makes the information available to the public; the organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request. 	<ul style="list-style-type: none"> • Updated and formatted in large print Emergency Safety Plans that are located at exit areas. • Accessible formats are provided upon request. 	<p>January 1, 2012</p>	<p>Facilities</p>	<p>Complete</p>
<p>Accessible Websites and Web Content (s. 14)</p>	<ul style="list-style-type: none"> • All new Internet websites and web content on those sites must conform with WCAG 2.0 Level A standards. 	<ul style="list-style-type: none"> • Website and content conform to guidelines. 	<p>January 1, 2014</p>	<p>Communications</p>	<p>Complete</p>
	<ul style="list-style-type: none"> • All internet websites and web content conform with WCAG 2.0 Level AA (apart from live captions and pre-recorded Audio Descriptions). 		<p>January 1, 2021</p>	<p>Communications</p>	<p>To Complete</p>

Part 3 - Employment Standards					
Recruitment General (s.22)	<ul style="list-style-type: none"> Notify employees and the public about the availability of accommodation for applicants with disabilities during the recruitment processes. 	<ul style="list-style-type: none"> Website and SharePoint updated stating that the North West CCAC provides accommodations for individuals with disabilities at any point throughout the recruitment process. External and Internal Job Postings include statements that accommodations are available upon request during the recruitment process. “Recruitment Policy and Procedure” updated to reference accommodation procedures. 	January 1, 2016	Human Resources	Complete

<p>Recruitment, Assessment or Selection Process (s.23)</p>	<ul style="list-style-type: none"> • 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. • Consult applicants and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability if an applicant requests an accommodation. 	<p>Recruitment processes updated and checklist developed to be used by Human Resources when scheduling interviews to include:</p> <ul style="list-style-type: none"> • informing candidates of the format of the skills assessment. • informing candidates that upon request, the North West CCAC will accommodate persons with disabilities in relation to materials and process (i.e. case study, presentation, skills test). • consulting candidates if a request is received about the necessary accommodation needed. 	<p>January 1, 2016</p>	<p>Human Resources</p>	<p>Complete</p>
<p>Part 3 - Employment Standards</p>					
<p>Notice to Successful Applicants (s.24)</p>	<ul style="list-style-type: none"> • When making offers of employment, notify successful applicants of its policies for accommodating employees with disabilities. 	<ul style="list-style-type: none"> • Updated job offer letters and employment letters to include information about the North West CCACs accommodation policy. 	<p>January 1, 2016</p>	<p>Human Resources</p>	<p>Complete</p>

<p>Informing Employees of Supports (s.25)</p>	<ul style="list-style-type: none"> • Inform employees of the employer’s 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 information to employees whenever there is a change to existing policies on the provision of job accommodations that takes into account an employee’s accessibility needs due to disability. 	<ul style="list-style-type: none"> • All employees received communication outlining the North West CCAC accessible employment policies and procedures and the requirement to review these policies. • Education was given at an All Staff Meeting. • All new employees receive communication when they commence work and training during orientation on the accessible employment policies. 	<p>January 1, 2016</p>	<p>Human Resources</p>	<p>Complete</p>
<p>Accessible Formats and Communication Supports for Employees (s.26)</p>	<ul style="list-style-type: none"> • Upon request by an employee, the employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for: <ul style="list-style-type: none"> ○ information needed to perform the employee’s job; and ○ information that is generally available to employees in the workplace. 	<ul style="list-style-type: none"> • Developed and communicated to employees “Accommodation of Disabilities in the Workplace Policy” that includes the accessible formats and communication supports processes to meet the requirements. • Education for staff at an All Staff Meeting. • Manager training conducted. 	<p>January 1, 2016</p>	<p>Human Resources</p>	<p>Complete</p>

Part 3 - Employment Standards

<p>Workplace Emergency Response Information (s.27)</p>	<ul style="list-style-type: none"> • The employer shall provide individualized workplace emergency response information to employees who have a disability – if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee’s disability. • If an employee receives individualized workplace emergency response information and requires assistance, with the employee’s consent, the employer shall provide the workplace emergency response information designated by the employer to provide assistance to the employee. • The employer shall provide information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to an employee’s disability. • The employer shall review the individualized workplace emergency response information: <ul style="list-style-type: none"> ○ when the employee moves to a different location in the organization, ○ when the employee’s accommodations needs/plans are reviewed or are changed; and ○ when the employer reviews its general emergency response plans and policies. 	<ul style="list-style-type: none"> • Developed and communicated to employees: “Workplace Emergency Response Information for Employees with Disabilities Procedure.” • Procedure included in new hire orientation. 	<p>January 1, 2012</p>	<p>Human Resources</p>	<p>Complete</p>
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Part 3 – Employment Standards					
Documented Individual Accommodation Plans (s.28)	<ul style="list-style-type: none"> • Develop a written process for the development of documented individual accommodation plans for employees with disabilities. • Individual accommodation plans for employees will include: <ul style="list-style-type: none"> ○ How the employee can participate. ○ How the employee will be assessed. ○ How the employer can request an evaluation by an outside medical or other expert (at the employer’s expense) to assist the employee in determining if accommodation can be achieved and, if so, how it can be achieved. ○ How the employee can request participation of union representative or other representative (if non-unionized) in the development of an accommodation plan. ○ How the employee’s personal information will remain private. ○ How often the plan will be reviewed and updated and how this is to be done. ○ How the reasons for a denial will be provided if an individual accommodation plan is denied. ○ How the plan will be provided to an employee in a format that takes into account the employee’s accessibility needs due to a disability. 	<ul style="list-style-type: none"> • Developed and communicated to employees “Accommodation of Disabilities in the Workplace Policy.” • Education for staff at an All Staff Meeting. • Manager training conducted. 	January 1, 2016	Human Resources	Complete

Part 3 – Employment Standards					
Documented Individual Accommodation Plans (s.28) (cont'd)	<ul style="list-style-type: none"> • Include any information regarding accessible formats and communication supports provided if requested, and if required include individualized workplace emergency response information. It shall also include any other accommodations to be provided. 				
Return to Work Process (s. 29)	<ul style="list-style-type: none"> • Develop and have in place a return to work process for employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work; and document the process. • The return to work process will: <ul style="list-style-type: none"> ○ Outline the steps the employer will take to facilitate the return to work of employees; and ○ Use documented accommodation plans (as described in Section 28) as part of the process. 	<ul style="list-style-type: none"> • Developed and communicated to employees “Return to Work Policy and Procedure.” • Education to staff at an All Staff Meeting. • Manager training conducted. 	January 1, 2016	Human Resources	Complete
		NOTE: The Return to Work Process does not replace or override any other return to work process created by or under any other statute.			

Performance Management (s.30)	<ul style="list-style-type: none"> Take into account the accessibility needs of employees with disabilities when administering performance management processes, as well as individual accommodation plans. 	<ul style="list-style-type: none"> Updated and communicated to employees “Performance Appraisal Policy and Discipline Policy” to reflect the accessibility needs of employees with disabilities. Education to staff at an All Staff Meeting. Manager training conducted. 	January 1, 2016	Human Resources	Complete
Part 3 – Employment Standards					
Career Development and Advancement (s.31)	<ul style="list-style-type: none"> Take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans where the employer provides career development and advancement to its employees. 	<ul style="list-style-type: none"> Revised and communicated to employees “Performance Appraisal Policy.” Education to staff at an All Staff Meeting. Manager training conducted. 	January 1, 2016	Human Resources	Complete

Redeployment (s.32)	<ul style="list-style-type: none">• Take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when deploying employees with disabilities where the employer uses redeployment processes.	<ul style="list-style-type: none">• Developed and communicated to employees “Accommodation of Disabilities in the Workplace Policy” that includes redeployment requirements.• Education to staff at an All Staff Meeting.• Manager training conducted.	January 1, 2016	Human Resources	Complete
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Part 4.1 - Design of Public Spaces Standard (Accessibility Standards for the Built Environment)					
	<ul style="list-style-type: none"> • Ensure that when building new public spaces or making planned significant alterations to existing public spaces accessibility is incorporated and the requirements under the Design of Public Spaces Standard is adhered to. • Ensure technical requirements are met when organizations build new or make planned significant alterations to existing exterior paths of travel (i.e. sidewalks or walkways and their associated elements, such as ramps). • Ensure certain technical requirements are followed when building new or making planned significant alterations to existing off-street parking facilities. • Ensure requirements are met when building new or replacing existing service counters; installing new fixed queuing guides; and building new or making planned significant alterations to existing waiting areas. • Ensure procedures are in place for preventative and emergency maintenance of the accessible parts of an organization's public spaces, such as frequency of inspecting sidewalks for cracks. • Ensure procedures are in place for handling temporary disruptions when an accessible part of the organization's public spaces is not useable, such as putting up a sign explaining the disruption and outlining an alternative. 		January 1, 2017	Facilities Human Resources Contract Management and Relationships	To Complete

Legal Framework

- Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
- Accessibility Standard for Customer Service, Ontario Regulation 429/07
- Integrated Accessibility Standards, Ontario Regulation 191/11
- Ontario Human Rights Code
- Workplace Safety and Insurance Act

Section I: Review of the Plan

At least once every three years the Multi-Accessibility Plan is reviewed and updated in consultation with the Accessibility Working Group and other relevant committees/parties.

Section J: Communication of the Plan

This plan is available on the North West Community Care Access Centre's website at www.healthcareathome.ca/northwest.

To obtain this document in an alternative format or for additional information, please contact:

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