

# MULTI-YEAR ACCESSIBILITY PLAN

Accessibility for Ontarians with Disabilities Act Integrated Accessibility Standards,  
Ontario Regulation 191/11

## Background

In 2001, the *Ontarians with Disabilities Act (ODA)* was enacted. This act led the way in identifying, preventing, and removing barriers. The ODA applied only to municipalities with over 10,000 people.

In 2005, the Ontario Government passed the *Accessibility for Ontarians with Disabilities Act (AODA)*. This act (AODA) applies to every person or organization in the public and private sectors in the Province of Ontario, including the Legislative Assembly of Ontario. Under the AODA, the Province is developing, implementing and enforcing accessibility standards. The goal of the *Act* and the related standards is to make the province accessible for all people with disabilities by 2025.

In 2009, Ontario's first accessibility standard, *Accessibility Standards for Customer Service, Ontario Regulation 429/07* became law. The dates for compliance for the Eastern Ontario Health Unit (EOHU) was 2012.

In 2011, The *Integrated Accessibility Standards* (Information and Communication, Employment, and Transportation were combined under this regulation), *Ontario Regulation 191/11 (IASR)* was enacted. This regulation requires EOHU to develop accessibility policies, incorporate accessibility into procurement, train staff, and create a multi-year accessibility plan. The EOHU has no requirements under the Transportation Standards.

In 2013, two regulations amending the AODA's Customer Service Standard and Integrated Accessibility Standard came into force. The *Customer Service Standard* was amended to include a new schedule for submission of accessibility reports. The IASR was amended to include a standard for the Built Environment that focuses on removing barriers in public spaces. The *Design of Public Spaces Standards (Accessibility Standards for the Built Environment)* outlines requirements for interior and exterior spaces and focuses on removing barriers in public spaces and buildings. The standard for the design of public spaces only applies to new construction and major changes to existing features. As of January 1, 2015, new construction and renovations will be subject to updated accessibility requirements as per the *Ontario Building Code*.

An organization's requirements and timelines for compliance depend on which of the categories they fall within. The EOHU falls within the "Large organization" category.

This 2014-2021 Multi-year Accessibility Plan outlines the actions that the Eastern Ontario Health Unit has taken and will implement to improve opportunities for people with disabilities.

## Statement of Commitment

The Eastern Ontario Health Unit (EOHU) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

## Accessibility Standards for Customer Service (Ontario Regulation 429/07)

2012

### CUSTOMER SERVICE

- Train staff and volunteers on *Accessibility Standards for Customer Service*
- Develop accessible customer service policy

#### COMPLIANT

**Required legislative compliance date:** January 1, 2012

**Planned Action:** Provide ongoing training regarding the *Customer Service Standard* using online modules from Access Forward [Link to Access Forward Website - http://accessforward.ca/](http://accessforward.ca/) for new employees/volunteers. Ensure regular review and revision of policies as required.

### INFORMATION AND COMMUNICATIONS

- Make emergency and public safety information accessible when asked.

#### COMPLIANT

**Required legislative compliance date:** January 1, 2012

**Planned action:** Provide our customers, clients and employees with publicly available emergency information and emergency response plans in an accessible format or with appropriate communication supports upon request.

### EMPLOYMENT

- Create workplace emergency plans for employees with disabilities

#### COMPLIANT

**Required legislative compliance date:** January 1, 2012

**Planned action:** Provide an individualized workplace emergency response plan to an employee who has a disability and requires accommodation as soon as practicable.

# Integrated Accessibility Standards Regulation (IASR) (Ontario Regulation 191/11)

2014

## IASR GENERAL REQUIREMENTS

- Develop accessibility policies, including a statement of organizational commitment and make the policies publicly available.
- Create a Multi-year Accessibility Plan
- Consider accessibility when purchasing or designing self-service kiosks
- File compliance report (by December 31, 2014)

### COMPLIANT

**Required legislative compliance date:** January 1, 2014

**Planned action:** Ensure regular review and revision of policies as required. Review and revise multi-year accessibility plan every five years.

**Required legislative compliance date:** December 31, 2014

**Action:** Accessibility Compliance Reporting to the Ministry of Community and Social Services was completed online.

## INFORMATION AND COMMUNICATIONS STANDARDS

- Make all new and refreshed Internet websites and web content on those sites conform with WCAG 2.0 level A.

### COMPLIANT

**Required legislative compliance date:** January 1, 2014

**Action:** Website and online content conforms with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 to make content accessible for the public.

2015

## IASR GENERAL REQUIREMENTS

- Additional training for staff and volunteers

### COMPLIANT

**Required legislative compliance date:** January 1, 2015

**Action:** Training provided as soon as practicable on IASR requirements and the *Ontario Human Rights Code* as it pertains to people with disabilities to all employees, volunteers, policy developers, other third parties providing service on behalf of the EOHU.

## INFORMATION AND COMMUNICATIONS STANDARDS

- Make feedback processes accessible when asked

### COMPLIANT

**Required legislative compliance date:** January 1, 2015

**Action:** Information on feedback options is available on website and upon request. Feedback process permits persons to provide feedback in person, by telephone, in writing, or by delivering an electronic text by email or online, or otherwise.

2016

## INFORMATION AND COMMUNICATIONS STANDARDS

- Make publicly available information accessible when asked.

### COMPLIANT

**Required legislative compliance date:** January 1, 2016

**Action:** Notify the public on the website and in written materials that accessible formats and communication supports are available.

## EMPLOYMENT STANDARDS

- Make employment practices more accessible, including:
  - Recruitment
  - Employees and accommodation
  - Performance management, career development, and redeployment

### COMPLIANT

**Required legislative compliance date:** January 1, 2016

**Action:** Notify employees and the public of the availability of accommodation for applicants with disabilities in the recruitment process, when job applicants are individually selected to participate in an assessment or selection process and when making offers of employment.

2017

## DESIGN OF PUBLIC SPACES

- Make accessible new or redeveloped:
  - Recreational trails and beach access routes accessible
  - Off-street parking lots accessible
  - Service counters, fixed queuing guides and waiting areas with fixed seating accessible.

### COMPLIANT

**Required legislative compliance date:** January 2017

**Planned action:** All newly constructed or redeveloped areas listed are designed to ensure accessibility to all clients, including those using mobility devices. This applies to all renovations to existing buildings in the future.

2018-07-03

## IASR GENERAL REQUIREMENTS

- File compliance report (by December 31)

### COMPLIANT

**Required legislative compliance date:** December 31, 2017

**Action:** Accessibility Compliance Reporting to the Ministry of Community and Social Services was completed online.

2020

## IASR GENERAL REQUIREMENTS

- File compliance report (by December 31)

### OUTSTANDING

**Required legislative compliance date:** December 31, 2020

**Action:** Outstanding

2021

## INFORMATION AND COMMUNICATIONS STANDARDS

- Make all Internet website and web content conform with WCAG 2.0 level AA (excluding live captioning and audio description)

### COMPLIANT

**Required legislative compliance date:** January 1, 2021

**Action:** Website and online content conforms with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 level AA to make content accessible for the public.

2023

## IASR GENERAL REQUIREMENTS

- File compliance report (by December 31)

### OUTSTANDING

**Required legislative compliance date:** 2023

**Action:** Outstanding

## REFERENCES

E-Laws Ontario. Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11.  
Retrieved from <https://www.ontario.ca/laws/statute/05a11?search=e+laws>

O. Reg. 191/11: Integrated Accessibility Standards. Retrieved from  
<https://www.ontario.ca/laws/regulation/110191?search=e+laws>