

**NorWest Community Health Centres**

**MULTI-YEAR ACCESSIBILITY PLAN**

**December 2025-December 2030**

*This multi-year plan outlines the Centre's strategy to prevent and remove barriers and meets the Centre's requirements under Ontario Regulation 191/11 - Integrated Accessibility Standards (IASR).*

**PART I - INTEGRATED STANDARD - GENERAL REQUIREMENTS**

Standard Requirements	Date Due	Completion Status	Requirements	Actions Completed	2025 Review Notes
Statement of Commitment Create and/or review policies and procedures for each standard.	2016	Completed	<b>Requirements include:</b> Statement of Commitment made public and posted on the Centre's website. Assess current policies and identify gaps related to accessibility. Provide policies in an accessible format upon request.	<a href="#">Accessibility Plan &amp; Policy - NorWest Community Health Centres</a>	Posted on Website 2016
Develop and post Multi-Year Accessibility Plan	2025	Completed		Ongoing updates if needed	Posted to website and available in an accessible format, upon request, early 2026.
Update Multi-Year Accessibility Plan - O. Reg. 191/11 s. 4 (1)	2030	Completed	<b>Requirements include:</b> Multi-Year Accessibility Plans need to be reviewed and updated at least once every 5 years.	Ongoing updates if needed	Next review date
Kiosks: After the deadline kiosks need to consider accessibility requirements of customers with disability.	2016	Completed	<b>Requirements include:</b> Consider accessibility features required by customers/clients when designing, procuring, developing, or acquiring a public electronic kiosk or computer terminal.	Ongoing implementation if needed	NorWest Community Health Centres accessible reception area located in waiting area of main lobby. 6-7 years ago 2017 Online booking desk accessible in reception area for convenience.
Train staff, volunteers (including Board Members, contractors) and all paid positions on the Integrated Accessibility Standards Regulation (IASR)  and on the Human Rights Code as it relates to persons with disabilities		Completed	<b>Requirements include:</b>  Training format is flexible and can be delivered in a variety of means (i.e. In-person, on-line).  Training process for new employees and volunteers needs to be developed. Training records should be maintained. Training needs to be appropriate to job duties and kept current.	Ongoing implementation if needed	Ongoing training for all new hired staff and volunteers embedded in orientation and as needed Board members/volunteers Training records kept with HR. Organization AODA training incorporated in orientation requirements
Complete government accessibility report	12-31-17	Completed	Organizations in Ontario with 20 or more employees are required to file an accessibility compliance report.	Reoccurring	Completed December 2017
Complete government accessibility report	12-31-20	Completed	Organizations in Ontario with 20 or more employees are required to file an accessibility compliance report.	Reoccurring	Completed December 2020
Complete government accessibility report	12-31-23	Completed	Organizations in Ontario with 20 or more employees are required to file an accessibility compliance report.	Reoccurring	Completed December 2023.

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### PART II - INFORMATION & COMMUNICATION STANDARD

Standard Requirements	Date Due	Completion Status	Requirements	Actions Completed	2025 Review Notes
Processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request. O. Reg. 191/11 11(1)	2003	Completed	<b>Requirements include:</b> Develop a process for responding to requests for alternative formats and supports. Notify the public about the availability of formats and communication supports. Method considers the person's accessibility needs due to disability.	Procedure: Feedback from a member of the public about the delivery of care to persons with disabilities may be given by telephone, in person, in writing, in electronic format or through other methods. Accordingly, and where possible, Staff and/or Managers should provide a Feedback/ Complaint Form and encourage the client to document the feedback and aid complete the form if required.	Ongoing implementation if needed Policy I. Client Relations-11 Client Feedback
Accessible Formats and Communication Supports	2003	Completed	<b>Requirements Include:</b> Provide accessible formats and communication supports for persons with disabilities in a timely manner that considers the person's accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons. The Centre will consult with the person making the request in determining the suitability of an accessible format or communication support.	Consulting with the person making the request, requests will be handled in a timely and cost-effective manner considering the person's accessibility needs and communication supports.	Ongoing implementation if needed Policy I. Client Relations-12. Accessibility
Emergency Procedure, Plans and Public Safety Information - make the Centre's emergency and public safety information in an accessible format and with appropriate communication supports, as soon as practicable, upon request.	2003	Completed	<b>Requirements include:</b> Review emergency and public safety information provided. Develop a process for responding to requests for alternative formats and supports.	NorWest Community Health Centres reviewed the Emergency and Public Safety information in 2023. Emergency information is available in a variety of formats.	Occupational Health and Safety policies and procedures reviewed annually. Emergency Response plan reviewed every 2 years. Fire Map Routes visible around organization well as Emergency Codes indicated on all staff ID cards. Ongoing implementations as needed
Accessible Website and Web Content - Internet websites developed after deadline must conform with WCAG 2.0 level A	2003	Completed	Applied only to a website created after January 1, 2016 - <b>new</b> internet websites and web content must conform with WCAG 2.0 Level A.	Website was refreshed in 2016 and met the new standards.	On going implementations as needed Policy I. Client Relations-12. Accessibility
All internet website and website content conforms with WCAG 2.0 level AA (excluding live captioning and audio description)	2003	Completed	By January 1, 2021, all website and web content must conform with Web Content Accessibility Guidelines (WCAG 2.0) Level AA, other than, i. Success criteria 1.2.4 Captions (Live), and ii. Success criteria 1.2.5 Audio Descriptions (Pre-recorded). O. Reg. 191/11, s. 14 (4).	Website AODA Compliant 2016	On going implementation as needed Policy I. Client Relations-12. Accessibility

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### PART III - EMPLOYMENT STANDARD

Standard Requirements	Date Due	Completion Status	Requirements	Action Completed	2025 Review Notes
<b>Recruitment - General:</b> Notify employees and the public about the availability of accommodation for applicants with disabilities in the Centre's recruitment process.	2003	Complete	<b>Requirements include:</b> Informing public/applicants of the organization's accommodation policy.	Information included on all job postings, job advertisements, at initial invitation to interview.	Policy I. Client Relations-12. Accessibility  Reviewed July 2019 and August 2023.  Ongoing. AODA Plan posted on website.
<b>Assessment:</b> Inform selected candidates that accommodation are available upon request in relation to materials and processes to be used.	2003	Complete	<b>Requirements include:</b> Inform candidates that accommodations are available upon request in relation to the materials or processes to be used. The Centre will consult with the applicant and arrange for or provide suitable accommodation in a manner that considers the applicant's accessibility needs due to the disability.	Information included on all job postings, job advertisements, at initial invitation to interview.	Policy I. Client Relations-12. Accessibility  Reviewed July 2019 and August 2023.  Ongoing. AODA Plan posted on website.
<b>Selection:</b> Inform a successful candidate that the organization has policies to support people with disabilities and job accommodations.	2003	Complete	<b>Requirements include:</b> Notify the successful applicant of the Centre's policies for accommodating employees with disabilities that consider an employee's accessibility needs due to disability.	<b>Include in Job Offer and Orientation</b> During the job offer inform the candidate that the organization provides both job accommodation and policies to support employees with disabilities.  Include policies/procedures in the orientation package and update job offer letter.	Policy I. Client Relations-12. Accessibility  Reviewed July 2019 and August 2023.  Ongoing. AODA Plan posted on website.
Informing Employees of Supports	2003	Complete	<b>Requirements include:</b> Inform all employees of its policies used to support employees with disabilities, including, but not limited to, policy on job accommodation that consider an employee's accessibility needs due to disability. New employees will be informed as soon as practicable after they begin their employment.	Employees will be notified when there are changes to an existing policy.	Policy I. Client Relations-12. Accessibility  Reviewed July 2019 and August 2023.  Ongoing. AODA Plan posted on website.

<u>Accessible Formats and Communication Supports for Employees:</u>	2003	Complete	<b>Requirements include:</b> When the employee with a disability requests it, the Centre will consult with the employee to provide, or arrange for, the provision of accessible formats and communication supports for information that is needed to perform the employee's job and information that is generally available to employees in the Centre.		Policy I. Client Relations-12. Accessibility Reviewed July 2019 and August 2023. Ongoing. AODA Plan posted on website.
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<u>Workplace Emergency Response Information:</u> Provide individual workplace emergency response information to employees who have a disability	2003	Completed	<b>Requirements include:</b> If the disability is such that an individualized workplace emergency response is necessary, and the Centre is aware of the need for accommodation due to the employee's disability, provide an individualized emergency response (plan). If the plan includes assistance, with the employee's consent, the Centre provides the plan information to the person designated to assist during a workplace emergency (in an accessible format if required).	Process for emergency plans for employees with both permanent and temporary disabilities is incorporated in the recruitment and return to work process. The Centre will provide the information as soon as practicable after the Centre becomes aware of the need for individual workplace emergency response information.	Policy I. Client Relations-12. Accessibility Reviewed July 2019 and August 2023. Ongoing. AODA Plan posted on website.
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<u>Documented Individual Accommodation Plans:</u> Written process for the development of documented individual accommodation plans for employees with disabilities.	2003		<b>Requirements include:</b> Process to include employee participation in the development of the individual accommodation plan with the employee assessed on an individual basis, steps to protect privacy, reassessment timeframe, denial of request process, in a format that considers the employee's accessibility needs due to disability, include information about accessible formats and communication supports provided, individualized workplace emergency response information.		Policy I. Client Relations-12. Accessibility Reviewed July 2019 and August 2023. Ongoing. AODA Plan posted on website.
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<u>Return to Work Process:</u> A return-to-work process for the Centre's employees who have been absent from work due to a disability and require disability-related accommodations to return to work.	2003		The Centre documents the process and outlines the steps the Centre will take to facilitate the return to work of employees who were absent because of their disability, use documented individual accommodation plans.	Provide policy to new employees in the orientation / onboarding package.	Policy I. Client Relations-12. Accessibility Reviewed July 2019 and August 2023. Ongoing. AODA Plan posted on website.
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<u>Performance Management, Career Development and Advancement, Redeployment (recall or job change):</u> processes will consider the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using the Centre's performance management process, career development, advancement, and redeployment in respect of employees with disabilities.	2003			Processes are accessible - paper, electronic, oral. Accessible formats available for individual accommodation plans.	Policy AODA-108 Reviewed May 2021 and December 2023. Ongoing. AODA Plan posted on website.
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**PART IV - TRANSPORTATION**

<b>Standard Requirements</b>	<b>Date Due</b>	<b>Completion Status</b>	<b>Requirements</b>	<b>Action Completed</b>	<b>2025 Review Notes</b>
Standard applies to those who provide conventional or specialized transit services such as transit buses.	N/A	N/A			NorWest Community Health Centres does not currently have an accessible van to assist clients. Care bus and Lift + accessible taxi.

**PART IV.1 - DESIGN OF PUBLIC SPACES/BUILT ENVIRONMENT STANDARD (BES)**

<b>Standard Requirements</b>	<b>Date Due</b>	<b>Completion Status</b>	<b>Requirements</b>	<b>Action Completed</b>	<b>2025 Review Notes</b>
New or redeveloped public spaces will need to be made accessible.	2016	Complete	Requirements apply to new construction and major changes to public spaces such as public eating areas, public playgrounds, outdoor paths, accessible parking and service-related elements like services counters.	Organization utilized Forum Architecture to create accessible spaces	New or redeveloped public spaces November 2016. May 2025 Update - no new or redesigned public spaces but parking lot resurfaced with sidewalk repair/replacement. Includes designated accessible parking spots.
New or redeveloped buildings and/or spaces will need to be made accessible.	2016	Complete	Requirements will be enforced by the Ontario Building Code and IASR.	Organization utilized Forum Architecture to create accessible spaces	New or redeveloped public spaces November 2016. May 2025 Update - no new or redesigned public spaces but parking lot resurfaced with sidewalk repair/replacement. Includes designated accessible parking spots. Organization worked with Forum Architecture to abide by AODA requirements