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# **Accessibility For Ontarians With Disabilities Act (AODA)**

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Multi-Year Accessibility Plan  
2022 – 2025

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June 2022

## BACKGROUND

In 2005, the Ontario Government passed the [Accessibility for Ontarians with Disabilities Act \(AODA\)](#) to make Ontario accessible by 2025. This AODA establishes standards related to accessibility that applies to both the public and private sector. These standards are intended to identify, remove and prevent barriers so that people with disabilities have more opportunities to participate in everyday life. The AODA stresses the primary principles of dignity, independence, integration and equality of opportunity in the review, development and implementation of all standards.

The [Accessibility Standards for Customer Service, Ontario Regulation 429/07](#) became law in January 2009. This Regulation established accessibility standards related to customer service. On July 1, 2011, the province of Ontario released the [Integrated Accessibility Standards, Ontario Regulation 191/11](#). The *Integrated Regulation* includes general requirements such as policy development, planning and training with compliancy dates phased in between 2012 and 2025. Compliance with standards is required in organizational areas that affect people with disabilities including information and communications, employment, procurement, training, self-service kiosks, building accessibility, transportation and general service policies and procedures. The development of a multi-year plan to meet these standards is a key component of the regulations.

## OUR COMMITMENT

Hastings Prince Edward Public Health (HPEPH) 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 strive to meet the needs of our employees and clients/customers with disabilities and are working hard to remove and prevent barriers to accessibility. Our organization is committed to fulfilling our requirements under the AODA.

## ACCESSIBILITY PLAN

This new Multi-Year Accessibility Plan (MYAP) for 2022 – 2025 outlines the steps HPEPH is taking to meet those requirements and how we will continue to remove and prevent accessibility barriers.

While we have provided a solid framework to make HPEPH a more accessible and inclusive organization from 2012, this new MYAP builds on what we have accomplished since that time. These improvements show how HPEPH will continue to meet its responsibilities in making Ontario an accessible province for all Ontarians. Accomplishments during 2019 - 2021 are indicated in this plan to provide a point of reference for all accessibility achievements and progress. For purposes of compliance, HPEPH is an autonomous health unit and regarded as a business non-profit organization.

## **SECTION ONE: 2019- 2021 ACHIEVEMENTS**

Hastings Prince Edward Public Health continuously strives to provide goods and services in a way that respects the dignity and independence of persons with disabilities. We are committed to identifying, removing and preventing barriers to service and allowing customers with disabilities to have equitable access to our goods and services.

<b>Activity</b>	<b>Progress to Date</b>
<b>Accessible Policies</b>	Maintenance of Accessible Elements and Notice of Service Disruption policies approved and communicated to all staff.
	Request for Accessible Service and Alternate Formats policy was reviewed and updated to reflect the new form and new process.
	Notice of Service Disruption policy revised per legislation.
	Accommodation of Employees with Disabilities policy/process under review
<b>Accessible Customer Service</b>	Purchased clear masks for staff to provide accessible customer service during the COVID-19 pandemic.
	Ensured Planning Accessible Meetings resource was brought forward when booking COVID-19 clinics.
	Created New "TIPS" Resources for: Microsoft PowerPoint, Use of Adobe & Screen Readers and Booking ASL interpreter. All other AODA resources were reviewed.
	Reminder sent to staff to refer to the Quick Reference Guide when creating Accessible documents
	Instructions developed for use of sound system, communicated to all staff.
<b>Accessible Information and Communications</b>	Request for Accessible Service and Alternate Formats Form was reviewed/revised and communicated to all staff.  Accessible Publications and Supporting Statement reviewed / revised.
<b>Accessible Employment Practices</b>	AODA Chair forwarded <u>Ontario Raising Awareness About Accessibility</u> (hiring people with disabilities) to Human Resources.
<b>Training and Education</b>	Offered <i>Creating Accessible PDF's Adobe Acrobat</i> to PA's (Accessibility ON Webinar)  Offered AODA Training: <i>Customer Service, General Requirements and Information &amp; Communications</i> to staff.

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<b>Information and Communications</b>	<p>Added an Accessible Service Content box to the opening page of HPEPH website.</p> <p>Added closed captioned to the live FB feed for COVID-19 updates.</p> <p>Secured screen readers to assist staff in making accessible documents.</p> <p>HPEPH website and content conforms to WCAG 2.0 level AA.</p>
<b>Accessible Public Spaces</b>	<p>Accessible parking space symbols were re-painted at the main office.</p> <p>Maintenance of Accessible Elements Checklist created.</p> <p>Building Maintenance Operator completed Inspection of all Accessible Elements</p>
<b>Reports</b>	<p>Annual Reports completed and submitted to Executive as well as to the Board of Health.</p> <p>Accessibility Report filed June 2021</p>
<b>AODA Committee</b>	<p>Terms of Reference were revised and approved by Director of Corporate Services.</p>

## **SECTION TWO: MULTI-YEAR ACCESSIBILITY PLAN 2022 - 2025**

### **Strategy and Planning**

The strategy of this multi-year accessibility plan continues the foundational work of previous plans and incorporates new ideas to address persistent barriers to accessibility. Success will be monitored through reporting to senior leadership committees.

<b>Activity</b>	<b>Responsibility</b>	<b>Timeframe</b>
<ul style="list-style-type: none"> <li>• Create a Multi-Year Accessibility Plan outlining the organization’s strategy to prevent and remove barriers and meet requirements.</li> </ul>	Director of Corporate Services / AODA Committee	Complete
<ul style="list-style-type: none"> <li>• Review the Multi-Year Accessibility Plan annually and update at least every 5 years.</li> </ul>	AODA Committee	Annual
<ul style="list-style-type: none"> <li>• Review the AODA Committee Structure and Terms of Reference</li> </ul>	AODA Committee	Annual
<ul style="list-style-type: none"> <li>• Prepare an annual status report on the progress of the plan and post on the website.</li> </ul>	AODA Committee	Annual
<ul style="list-style-type: none"> <li>• Non-profit organizations with 20 or more employees must file an Accessibility compliance report every three years.</li> </ul>	Director of Corporate Services	Due 2024

### **Customer Service**

The [Customer Service Standards](#) require HPEPH to provide accessible public services for persons with disabilities and to ensure that policies and procedures are in place to support this requirement. HPEPH clients of all abilities will receive seamless, dignified, and equitable access to barrier-free services from well-equipped front-line employees.

<b>Activity</b>	<b>Responsibility</b>	<b>Timeframe</b>
<ul style="list-style-type: none"> <li>• A full review of all AODA policies and procedures to support excellence in accessible customer service.</li> </ul>	Director of Corporate Services	2022 / 2023
<ul style="list-style-type: none"> <li>• Monitor customer feedback process and take appropriate action / implement changes as required.</li> </ul>	AODA Committee	Ongoing

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<ul style="list-style-type: none"> <li>Conduct annual review of all AODA resources.</li> </ul>	AODA Committee	Annual
<ul style="list-style-type: none"> <li>Review of the process for documentation of Inspection of all Accessible Elements.</li> </ul>	AODA Committee / Manager of Office Services	2023
<ul style="list-style-type: none"> <li>Investigate adding Accessible Customer Service signage for all HPEPHs accessible service counters.</li> </ul>	AODA Committee	2022

### Training

HPEPH shall ensure that [Training](#) is provided on the requirements of the Accessibility Standards and on the Human Rights Code as it pertains to person with disabilities.

Activity	Responsibility	Status
<ul style="list-style-type: none"> <li>Ensure that all employees, students, volunteers and other members of the organization (e.g. Board of Health) continue to complete required training in a variety of formats, including in-class, and e-learning.</li> </ul>	Human Resources	Ongoing
<ul style="list-style-type: none"> <li>Ensure third parties that deal with the public on behalf of the organization (eg security staff, contractors) have been provided with training on the above.</li> </ul>	Office Services Manager	Ongoing
<ul style="list-style-type: none"> <li>Provide Accessible Customer Service refresher training every 3 years as per HPEPH policy.</li> </ul>	Human Resources / AODA Committee	2023
<ul style="list-style-type: none"> <li>Maintain records of training, including dates and number of people trained.</li> </ul>	Human Resources	Ongoing

### **Design of Public Spaces**

The [Design of Public Spaces Standards](#) applies to newly constructed or redeveloped public spaces covered under the standards.

HPEPH will meet accessibility laws when building or making major changes to public spaces.

<b>Activity</b>	<b>Responsibility</b>	<b>Timeframe</b>
<ul style="list-style-type: none"> <li>All accessible parking spaces will be assessed and if required, will be re-painted to ensure high contrast.</li> </ul>	Office Services Manager	2023
<ul style="list-style-type: none"> <li>Ensure ongoing improvements to accessibility in HPEPH premises and facilities as required.</li> </ul>	AODA Committee/ Office Services Manager	Ongoing

### **Procurement**

A procurement program is established for HPEPH that considers the needs of people with disabilities.

<b>Activity</b>	<b>Responsibility</b>	<b>Timeframe</b>
<ul style="list-style-type: none"> <li>Review of HPEPH's Procurement policy is scheduled for early 2022.</li> </ul>	Director of Administration	2022

### **Information and Communications**

The [Information and Communications Standards](#) require that HPEPH communicate and provide information in ways that are accessible to persons with disabilities.

<b>Activity</b>	<b>Responsibility</b>	<b>Timeframe</b>
<ul style="list-style-type: none"> <li>Review materials; develop additional policies, procedures and practices to improve accessibility in communications.</li> </ul>	Communications / AODA Committee	2025
<ul style="list-style-type: none"> <li>Continue to provide or arrange for the provision of accessible formats and communication supports for persons with disabilities</li> </ul>	Program Managers	As required
<ul style="list-style-type: none"> <li>Monitor customer feedback process and implement changes as required</li> </ul>	AODA Committee	As required

## Employment Standards

The [Employment Standards](#) set out accessibility requirements that HPEPH must follow to support the recruitment and accommodation of employees. Candidates and HPEPH employees with disabilities have the support to join, work effectively, experience career growth and have opportunities for learning, development and progression.

Activity	Responsibility	Timeframe
<ul style="list-style-type: none"><li>Continue to regularly review HPEPH's human resources policies to prevent or remove systemic employment barriers, ensure they are compliant with legislation and increase potential employment opportunities for persons with disabilities.</li></ul>	Human Resources	Ongoing
<ul style="list-style-type: none"><li>Conduct an assessment/audit of human resources practices in order to identify barriers, make changes and increase potential employment opportunities for persons with disabilities</li></ul>	Human Resources	2023

## SUMMARY

Hastings Prince Edward Public Health is committed to meeting the accessibility needs of our community. This Accessibility Plan reports on the accomplishments up to December 2021 and outlines the actions planned for 2022 and future years.

For more information on any aspect of the Accessibility Plan, please contact the Director of Corporate Services at:

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