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## Family Health Team

### **Integrated Accessibility Standards Plan**

The *Accessibility for Ontarians with Disabilities Act (AODA), 2005* was created with the intention of eliminating discrimination against individuals with disabilities, removing barriers and ultimately achieving an accessible Ontario by 2025. Rapids Family Health Team is committed to pursuing this goal and has developed and implemented workplace policies and plans to achieve accessibility through meeting the requirements of the Act and its regulations.

The following plan has been established by the Rapids Family Health Team (RFHT) to govern the provision of services with Regulation 191/11, “Integrated Accessibility Standards” (“Regulation”) under the *Accessibility for Ontarians with Disabilities Act, 2005*.

RFHT is governed by this plan as well as the RFHT Accessible Customer Service Plan, RFHT Accessibility Policy and the *Accessibility for Ontarians with Disabilities Act, 2005* in meeting the accessibility needs of persons with disabilities.

#### **Our Commitment**

**Rapids Family Health Team** (RFHT) is committed to promoting an accessible and inclusive environment for all persons accessing our services and facilities in ways that respects the dignity, independence, integration and equal opportunity of people with disabilities.

#### **Training Employees and Volunteers**

**Rapids Family Health Team** will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services. Training will be provided in a way that is appropriate to the duties of such individuals. RFHT will keep a record of the training it provides. This training will be provided to new employees as soon as practicable after commencing employment.

#### **All team members will be trained.**

Training will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard
- Rapids Family Health Team’s plan related to the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the any assistive device available on-site
- What to do if a person with a disability is having difficulty in accessing Rapids Family Health Team offices.

Staff will be trained on an ongoing basis when changes are made to these policies, practices, plans and procedures.

## **INFORMATION AND COMMUNICATIONS STANDARDS**

### **Feedback Process**

If you have a question, concern, comment or suggestion about our services or your treatment related to accessibility or otherwise, we encourage you to share this with us through a variety of mechanisms including, but are not limited to, emailing [info@rapidsfhteam.ca](mailto:info@rapidsfhteam.ca), using our suggestion box in the main lobby, through our website Contact Us section, or by contacting our Executive Director verbally in person or via telephone at 519-339-8949. Feedback will be accepted in accessible formats and with other communication supports, as required.

Feedback offers us an important opportunity to learn from your experiences and assist us with improving our services. All feedback will be collected and analyzed by the Executive Director. If requested, you can expect to hear back in five (5) business days.

### **Accessible Formats and Communication Supports**

Upon request, **Rapids Family Health Team** will provide, or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

RFHT will notify the public about the availability of accessible formats and communication supports. RFHT will consult with the person making the request in determining the suitability of accessible format or communication support.

### **Accessible Website and Web Content**

**Rapids Family Health Team** will ensure that our Internet website, including web content, conform to the World Wide Web Consortium Accessibility Guidelines (WCAG) 2.0, at Level A except where this is impracticable.

## **EMPLOYMENT STANDARDS**

### **Recruitment, Assessment or Selection (Hiring) Process**

**Rapids Family Health Team** will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment, assessment and selection process. Applicants may request accommodation at any time during the hiring process.

RFHT will notify job applicants when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, RFHT will consult with the applicant 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 a disability.

## **Notice to Successful Applicants**

When making offers of employment, **Rapids Family Health Team** will notify the successful applicant of its policies for accommodating employees with disabilities.

## **Informing Employees of Supports**

**Rapids Family Health Team** will continue to inform employees of the policies, and any updates to policies, used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment and provide updated information to all employees whenever there is a change to existing policies on the provisions of job accommodations that take into account an employee's accessibility needs due to disability.

## **Accessible Formats and Communication Supports for Employees**

Upon an employee's request, **Rapids Family Health Team** will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is needed to in order to perform the employee's job, as well as information that is generally available to employees in the workplace.

RFHT will consult with the employee making the request in determining the suitability of accessible format or communication support.

## **Workplace Emergency Response Information**

**Rapids Family Health Team** will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if RFHT is aware of the need for accommodation due to the employee's disability. RFHT will provide this information as soon as possible after becoming aware of the need for accommodation. Where the employee requires assistance, RFHT will, with the consent of the employee, provide the workplace emergency response information to the person designated by RFHT to provide assistance to the employee.

Individualized workplace emergency response plans will be reviewed at the time an employee is transferred to a new work location within the organization, when the individual's overall accommodation needs are reviewed, and when RFHT reviews its general emergency response policies.

## **Documented Individual Accommodation Plans**

**Rapids Family Health Team** will maintain a written process for the development and maintenance of documented individual accommodation plans for employees with disabilities. If requested, information regarding accessible formats and communication supports provided will also be included in individual accommodation plans. In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

## **Return to Work Process**

**Rapids Family Health Team** will maintain a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return to work process outlines the steps RFHT will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return to work process will not replace or override any other return to work process created by or under any other statute (ie: the *Workplace Safety Insurance Act, 1997*).

## **Performance Management, Career Development and Advancement and Redeployment**

**Rapids Family Health Team** will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, and when considering redeployment.

## **Modifications To This Or Other Policies**

Any policy, plan or procedure of Rapids Family Health Team that does not respect and promote the dignity and independence of people with disabilities will be modified or removed. Rapids Family Health Team will periodically review and revise our policies, plans, practices and procedures as appropriate.

## **Questions about this plan**

This plan exists to achieve service excellence and accessibility for persons with disabilities in the areas of information and communications and employment. If anyone has questions or concerns about the plan, or the purpose of the plan is not understood, an explanation will be provided by:

Executive Director, Rapids Family Health Team  
519-339-8949  
info@rapidsfhteam.ca