

Policy Name	Accessibility Policy
Policy Number	3-250
Original Date	November 2016
Review/Update Date	July 2026

Statement of Commitment

HealthCareCAN 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 meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

HealthCareCAN is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

HealthCareCAN understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

HealthCareCAN is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Training

We are committed to training all staff and volunteers in accessible customer service, other Ontario accessibility standards, and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- a) all persons who participate in developing the organization's policies; and
- b) all other persons who provide goods, services or facilities on behalf of the organization.

Training of our employees and volunteers on accessibility relates to their specific roles.

Training includes:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- 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 equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities.
- what to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

We will train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

We will ensure that our staff are trained and familiar with various assistive devices that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

Communication

We communicate with people with disabilities in ways that take into account their disability.

We will work with the person with disabilities to determine what method of communication works for them.

Service Animals

HealthCareCAN welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our facilities that are open to the public and third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them in our facilities.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, HealthCareCAN will notify customers promptly. This clearly posted notice or communication will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notices will be posted on the HealthCareCAN website at www.healthcarecan.ca or at the entrance of any venue or location.

Feedback Process

HealthCareCAN welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. Feedback may be provided to:

HealthCareCAN
Attention: Accessibility
150 Elgin St., 8th floor, Suite 1078
Ottawa, ON K2P 1L4
Telephone: 613-241-8005 ext. 227
Email: info@healthcarecan.ca

Feedback will be directed to the Chief Operating Officer for response within 10 business days. Customers who provide formal feedback will receive an acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

HealthCareCAN will ensure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Information and Communications

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

We communicate with people with disabilities in ways that take into account their disability.

When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

- a) in a timely manner, taking into account the person's accessibility needs due to disability; and
- b) at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If HealthCareCAN determines that information or communications are unconvertible, HealthCareCAN shall provide the requestor with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

Employment

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- a) when the employee moves to a different location in the organization;
- b) when the employee's overall accommodations needs or plans are reviewed; and
- c) when the employer reviews its general emergency response policies.

We have a written process to develop individual accommodation plans for employees. We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Our performance management and career development processes take into account the accessibility needs of all employees.

Appendix 1 – Accessible Interviewing Checklist

Appendix 2 – Sample notification in Offer of Employment

Appendix 3 – Accommodation process to be followed for employees

Appendix 4 – Employee emergency information worksheet

Appendix 5 – Employee Emergency response information form

Modifications to this or other policies

HealthCareCAN strives to ensure that its policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equal opportunity. Any HealthCareCAN policy that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

This document will be made available publicly upon request.

Appendix 1. Accessible Interviewing Checklist

- ☐ **Location of the interview**—Can an applicant with a disability access your facilities?
Example: Is your office accessible to an individual who uses a mobility aid (e.g., a walker or wheelchair)? If not, consider having the interview at an alternative location.
- ☐ **Format of the skills assessment tests**—Are your assessment tests accessible to an applicant with a disability? Do the tests allow a candidate to demonstrate her knowledge and skills?
Example: Are your computerized tests accessible to an individual with vision loss who uses a screen reader? If not, consider switching to vendors that use accessible technology. Does the candidate have reading challenges? Consider conducting an oral test or using text-to-speech software.
- ☐ **Room set-up for in-person interviews**—Is your interviewing room set up in an accessible fashion?
Example: An individual with hearing loss may require a brightly lit room (in order to lip-read, if necessary) or one that is quiet (to minimize distractions) so she can perform at her best.
- ☐ **Interviewing timelines**—Can an individual with a disability perform, in the interview, within the timelines expected?
Example: A health issue can sometimes make it difficult for a person with a disability to perform successfully during short, timed interviews, which can involve a considerable amount of stress. Consider stretching out your timelines for individual interviews, extending the time between interview rounds, or providing additional time on skills tests. Also consider the job the individual is applying for. If it is a part-time position, does the interviewing process last longer than a regular shift the individual would work?
- ☐ **Support**—Can an individual with a disability bring a support person to an interview?
Example: A person with a developmental disability may have support workers or family members who assist her. Consider allowing a support worker/family member to attend the interview, as he may have additional or more detailed information about the candidate's abilities and may ask questions that the applicant has not had a chance to consider.
- ☐ **Paperwork**—Can the individual fill out any paperwork that is required?
Example: An individual with vision loss or a learning disability may have trouble filling out a written form. Consider having a staff member available to assist the applicant in filling out any required forms.

Appendix 2. Sample Notification under Offer of Employment to Successful Applicants with the possible need for Accommodation

HealthCareCAN has an accommodation process in place and provides accommodations for employees with disabilities. If you require a specific accommodation because of a disability or medical need that you have not yet informed us about, please contact Catherine Barton, Chief Operating Officer at 613-241-8005 ext. 227 or by email at cbarton@healthcarecan.ca so that arrangements can be made for the appropriate accommodations to be in place before you begin your employment.

Appendix 3. Written Accommodation Process

HealthCareCAN is committed to providing accommodations for people with disabilities. When an employee with a disability requests an accommodation, the following process will be followed.

Step 1. Recognize the Need for Accommodation

The need for accommodation can be:

- requested by the employee through her supervisor or through human resources; or
- identified by the employee's manager or the hiring manager.

Step 2. Gather Relevant Information and Assess Needs

The employee is an active participant in this step:

- HealthCareCAN does not require details on the nature of the employee's disability to provide an accommodation; it needs to know only about the employee's functional abilities.
- Medical information regarding the employee is kept secure and dealt with in a confidential manner.
- Protecting privacy can be done by using file storage and confidential forms.
- The manager may ask for a functional capacity assessment at the company's expense.
- The employee and her manager evaluate potential options to find the most appropriate measure.
- An external expert may be involved, at the company's expense.
- The employee can request the participation of a representative from her bargaining agent or, if there is no bargaining agent, from a different representative from the workplace.

Step 3. Write a Formal, Individual Accommodation Plan

Once the most appropriate accommodation has been identified, the accommodation details are written down in a formal plan, including:

- accessible formats and communication supports, if requested;
- workplace emergency response information, if required;
- any other accommodation that is to be provided.

The accommodation plan is provided to the employee in a format that takes into account her accessibility needs due to her disability:

- The employee's personal information is protected at all times.
- If an individual accommodation is denied, the manager provides the employee with the reason for the denial, in an accessible format.

Step 4. Implement, Monitor, and Review the Accommodation Plan

The employee and their manager monitor the accommodation to ensure that it has effectively resolved the challenge:

- Formal reviews are conducted at a predetermined frequency.
- The accommodation plan is reviewed if the employee's work location or position changes.
- The accommodation is reviewed if the nature of the employee's disability changes.

If the accommodation is no longer appropriate, the employee and the manager work together to gather relevant information and reassess the employee's needs in order for the employer to find the best accommodation measure (Step 2).

Appendix 4. Employee emergency information worksheet

Please complete this worksheet to help us identify barriers that could arise in an emergency situation and provide suggestions on how to overcome them. Your input will help us provide you with individualized emergency information.

The information collected is confidential and will only be shared with your consent. You **do not** have to provide details of your medical condition or disability, only the type of help you may need in an emergency.

Date:

Employee Information

Name:

Department:

Telephone:

Email:

Mobile Phone:

Emergency Contact Information

Name:

Telephone:

Email:

Mobile Phone:

Relationship:

Work Location

1. Where do you work?

Address:

Floor:

Room Name/Number:

2. Do you work in different places on a regular basis?

Yes No

List the addresses, floors and room locations.

Potential Emergency Response Barriers

3. Can you see or hear the fire/security alarm signal?

Yes No Don't Know

If no, what would help you know the alarm was flashing/ringing?

4. Can you activate the fire/security alarm system?

Yes No Don't Know

If no, what would help you sound the alarm?

5. Can you talk to emergency staff?
Yes No
If no, what would help you to communicate with them?
6. Can you use the emergency exits?
Yes No Don't Know
If no, what would help you to exit the building?
7. Does your mobility device fit in the emergency waiting area?
Yes No Don't Know
If no, what would help it fit, or is there a better location?
8. Could you find the exit if it was smoky or dark?
Yes No
If no, what would help you find the exit?
9. Can you exit the building by yourself?
Yes No
If no, what would help you to get out?
10. Can you get into an emergency evacuation chair by yourself?
Yes No Don't Know N/A
If no, what help do you need?
11. Would you be able to evacuate during a stressful and crowded situation?
Yes No
If no, what would help you evacuate?
Instructions:
12. Can you read/access our emergency information?
Yes No
If no, what would make this information available to you?
13. If you need help to evacuate, what instructions do people need to help you?
Instructions:
14. If you need other accommodations in an emergency, please list them here.
Accommodations:

Appendix 5. Individualized Employee Emergency Response Information Form

Use the information collected in the emergency response worksheet to create an individualized workplace emergency response for each employee with a disability. Modify this form if an employee needs different types of accommodations for different types of emergencies.

All information in this document is confidential and will be shared only with the employee's consent.

EMPLOYEE INFORMATION

Name: _____

Department: _____

Telephone: _____ Mobile phone: _____ E-mail: _____

EMERGENCY CONTACT INFORMATION

Name: _____

Telephone: _____ Mobile phone: _____ E-mail: _____

Relationship: _____

WORK LOCATION

(Repeat for other work locations)

Address: _____

Floor: _____ Room name/number: _____

EMERGENCY ALERTS

[Name of employee] will be informed of an emergency situation by:

- ☐ Existing alarm system
- ☐ Pager device
- ☐ Visual alarm system
- ☐ Co-worker
- ☐ Other (specify): _____

ASSISTANCE METHODS

List types of assistance (e.g., staff assistance or transfer instructions).

EQUIPMENT REQUIRED

List any devices required, where they are stored, and how to use them.

EVACUATION ROUTE AND PROCEDURE

Provide a step-by-step description, beginning from the first sign of an emergency.

ALTERNATIVE EVACUATION ROUTE

EMERGENCY SUPPORT STAFF

The following people have been designated to help [name of employee] in an emergency.

Name	Location and/or contact information	Type of assistance

CONSENT TO SHARE EMERGENCY RESPONSE INFORMATION

I [name of employee] give consent for [name of organization] to share this individualized workplace emergency response information with the individuals listed above, who have been designated to help me in an emergency.

 Employee's name

 Employee's signature

 Date

 Form completed by [manager's name]

 Next review date