

## Multi-Year Accessibility Plan for Belleville and Quinte West Community Health Centre (BQWCHC)

This 2023 - 2028 accessibility plan outlines the policies and actions that BQWCHC will put in place to improve opportunities for people with disabilities.

### **Introduction and Statements of Commitment**

The Ontario government passed the Accessibility for Ontarians with Disabilities ACT (AODA) in 2005. It is the goal of the government of Ontario to make Ontario accessible by 2025. BQWCHC is committed to ongoing compliance with the AODA and all of the standards under it in order to meet the accessibility needs of persons with disabilities in a timely manner.

BQWCHC is committed to making our services, programs and operations accessible to people with disabilities and to do so in a way that respects the dignity and independence of persons with disabilities.

### **Policy**

BQWCHC will review and amend its policies on an ongoing basis to ensure they are inclusive of persons with disabilities.

Specifically

- Employees with disabilities will be consulted as appropriate on policy development and review

### **Training**

BQWCHC will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Specifically:

- Training during orientation of new employees within first 30 days of employment
- Refresher training for all staff, every two years

### **Accessible Emergency Information**

BQWCHC is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Specifically

- Public notified on website of availability of emergency information in accessible formats
- Accessible format information made available on request

## Multi-Year Accessibility Plan for Belleville and Quinte West Community Health Centre (BQWCHC)

### **Information and communications**

BQWCHC will work to make information about us and our communications with the broader community accessible to persons living with disabilities.

Specifically

- BQWCHC website maintain compliance with WCAG 2.0 Level AA Standards
- Complaints and feedback processes are available in accessible formats
- Information about BQWCHC is provided to clients/community members in accessible formats
- Clients/community are complaints and information can be made/obtained in accessible formats

### **Employment**

BQWCHC is committed to fair and accessible employment practices. BQWCHC will invite employees/potential employees with a disability to identify the need for accommodation, and put such reasonable accommodations into effect. Specifically

- Job postings and employment offers invite employees with disabilities to identify needs for accommodation
- Employees are notified of the right to identify disabilities and request accommodation
- Individualized Accommodation Plans will be developed and implemented when appropriate
- Return to work procedures will reasonably accommodate disabilities

### **Workplace Emergency Response Information**

Where BQWCHC is aware that if an employee has a disability and that there is a need for accommodation, individualized workplace emergency response information will be provided to the employee as soon as practicable if such information is necessary given the nature of the employee's disability.

Specifically

- Employees notified at hiring of availability of emergency information in accessible formats
- Individualized Accommodations Plans will include Emergency Response where appropriate

### **Design of Public Spaces**

BQWCHC will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces

- Standards will be observed in any new buildings

### **Service Disruption**

## Multi-Year Accessibility Plan for Belleville and Quinte West Community Health Centre (BQWCHC)

BQWCHC will put the following procedures in place to mitigate service disruptions to its accessible parts of its public spaces.

- In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

### STATUS UPDATE

The following measures have been implemented by BQWCHC:

Measure	Compliance Date	Status
Ensuring all persons who, on behalf of BQWCHC deal with the public, or other third parties are trained in AODA – Customer Service	January 1, 2012	Compliant
Ensuring staff, students and volunteers are trained and familiar with various assistive devices that may be used by customers with disabilities who are accessing the BQWCHC services	January 1, 2012	Compliant
Ensuring customers accompanied by a guide dog or other service animal are accommodated	January 1, 2012	Compliant Posted
Ensuring that support persons who are accompanying a person with a disability is accommodated	January 1, 2012	Complaint
Issuing a public notice in a timely manner in the event of a planned or unexpected disruption of service or inaccessibility of facilities used by persons with disabilities. The notice will include reason for disruption, anticipated duration, and a description of alternative access (if any) that may be available	January 1, 2012	Compliant
Ensure methods of feedback from persons with disabilities through multiple communication methods	January 1, 2015	Compliant
Ensure for Reporting Compliance	December 2012	Complaint  Compliance Reports posted on Website
Ensuring emergency procedures, plans and public safety information that are prepared by BQWCHC are made available to the public upon request	January 1, 2012	C

**Multi-Year Accessibility Plan for  
Belleville and Quinte West Community Health Centre (BQWCHC)**

Ensuring emergency procedures, plans and public safety information that are prepared by BQWCHC are available in an accessible format or with appropriate communication supports	January 1, 2012	
Website	May 2017	Compliant
HR Policy re Employees with Disabilities	September 2017	Compliant  Reviewed and revised March 2020  Reviewed and revised December 2022
HR Policy re Return to Work	September 2017	HR Policy review December 2022 OH&S Policy reiew April 2022
Notification of right to request accommodation	July 2017	Compliant
AODA Multi-Year Plan	September 2015	Reviewed and revised August 2017 Reviewed and revised August 2019 Reviewed and revised December 2023
New Facility Design	December 2018	Compliant  New build completed December 2021 – Compliant with AODA and current building code

**For More Information**

For more information on this accessibility plan, please contact:

Sheila Braidek, Executive Director

Phone: 613-962-0000 (203)

Email: braideks@bqwchc.com