

Southwestern Public Health Accessibility Update

Standard	Commitment	Required Compliance Date	Status	Method of Compliance
Provide Accessible Customer Service	<ul style="list-style-type: none"> ○ SWPH will train all staff and volunteers to serve customers of all abilities ○ SWPH will keep a written record of the training ○ SWPH welcomes service animals and support persons ○ SWPH has accessible ways for people to provide feedback ○ SWPH has accessibility policies in place so employees, volunteers and customers can know what to expect 	January 1, 2012	Compliant	Via SWPH policies and procedures and training.
Provide Accessible Emergency and Public Safety Information	<ul style="list-style-type: none"> ○ SWPH will, when asked, provide publicly available emergency information, like evacuation plans or brochures, in an accessible format. 	January 1, 2012	Compliant	Via SWPH policies and procedures and training.
Provide Accessible Emergency Information to Staff	<ul style="list-style-type: none"> ○ SWPH will, when necessary, provide accessible and customized emergency information. SWPH will provide this information as soon as an employee asks for it or when we are aware an employee may need accommodation in an emergency. 	January 1, 2012	Compliant	Via SWPH policies and procedures and training.
Create Accessible Policies and a Multi Year Plan	<ul style="list-style-type: none"> ○ create policies and a multi-year accessibility plan to help you achieve your accessibility goals ○ tell your employees and customers about your policies ○ post the multi-year plan on your website in an accessible format 	January 1, 2014	Complaint	Multi Year Plan currently posted is being revised to show requirements for SWPH from 2018-on. We will keep the current plan in place until revised plan done.
Consider Accessibility when Purchasing or Designing Self-Service Kiosks	<ul style="list-style-type: none"> ○ This includes interactive electronic terminals that people use to pay parking fees, validate tickets, buy groceries and renew licenses. 	January 1, 2014	Compliant	Via SWPH policies and procedures and training.
Make Websites Accessible	<ul style="list-style-type: none"> ○ This includes only new websites and old websites you significantly update and new web content you create. 	January 1, 2014	Compliant	Via SWPH policies and procedures and training.

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Train Staff on Ontario's Accessibility Laws	<ul style="list-style-type: none"> o Train all your employees and volunteers on the accessibility requirements that apply to their job duties and your organization. 	January 1, 2015	Compliant	Via SWPH policies and procedures and training.
Make it Easy for People with Disabilities to Provide Feedback	<ul style="list-style-type: none"> o This includes surveys or comment cards. 	January 1, 2015	Compliant	Via SWPH policies and procedures and training and feedback methods (i.e. contact info and email on websites, cards in reception)
Make Public Information Accessible when Asked	<ul style="list-style-type: none"> o Southwestern Public Health will work with persons to figure out how to meet their needs as soon as possible when asked. 	January 1, 2016	Compliant	Via SWPH policies and procedures and training.
Make Employment Practices Accessible	<ul style="list-style-type: none"> o make how you hire, retain and provide career development opportunities accessible o document your processes for developing individual accommodation plan and return-to-work plan 	January 1, 2016	Compliant	Via SWPH policies and procedures and training.
Make New or Redeveloped Public Spaces Accessible	<ul style="list-style-type: none"> o recreational trails and beach access routes o outdoor public use eating areas o outdoor play spaces o public outdoor paths of travel o parking lots o service counters o fixed waiting lines o waiting areas with fixed seating 	January 1, 2017	Compliant	We do not have most of these public spaces, however any that we do are fully compliant (i.e. parking lots/service counter) and have been since the building was constructed.
Make all Websites and Web Content Accessible	<ul style="list-style-type: none"> o all public websites and web content posted after January 1, 2012 must meet WCAG 2.0 Level AA other than criteria 1.2.4 (live captions) and 1.2.5 (pre-recorded audio descriptions) 	January 1, 2021	Compliant	Via contract with web developer and Site Improve Being confirmed by Megan.