



AODA Multi Year Accessibility Plan Southwestern Public Health (SWPH)

The [Accessibility for Ontarians with Disabilities Act](#), [1] (AODA) is Provincial Legislation with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025.

Southwestern Public Health is committed to treating all people in a way that allows them to maintain their dignity and independence. We are committed to meeting the needs of people with disabilities. We will do so by preventing and removing barriers to accessibility and meeting the accessibility requirements under the Accessibility for Ontarians with Disabilities Act (2005).

SWPH has developed and will make available upon request, this Multi Year Accessibility Plan which outlines our commitment to improve opportunities for people with disabilities. The multi year plan provides detail about our General Requirements, Information and Communication, Employment, and the Design of Public Spaces Standards. SWPH Multi Year Plan provides details and requirements for the following categories: General Requirements, Information and Communication, Employment and Design of Public Spaces Standard (Accessibility Standards for the Built Environment).

Standard	Requirement	Required Compliance Date	Status	Method of Compliance	Responsibility
General Requirements Category					
Establishment of Accessibility Policies	<p>Sec. 3(2) Shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities.</p> <p>Sec. 3(3) Prepare one or more written documents describing its policies.</p>	January 1, 2014	Compliant and revised in 2022.	Customer service policies related to accessibility can be found on the SWPH accessibility page of our website. All policies and procedures reviewed and revised in 2022 via a third party, AODA specialist.	Office Manager Director, Finance and Facilities HR Manager Director, Corporate Services
Accessibility Plans	<p>Sec. 4(1) Large organizations shall establish, implement, maintain, and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirement under this Regulation.</p>	January 1, 2014	Complaint and revised in 2022	SWPH multi year accessibility plan revised in 2022 following review and revision of all AODA related policies, procedures, and materials.	Office Manager Director, Finance and Facilities HR Manager Director, Corporate Services

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Training	Sec. 7 Every obligated organization shall ensure training is provided on the requirements of the accessibility standards referred to in the Regulation and on the Human Rights Code as it pertains to person with disabilities.	January 1, 2014	Compliant and revised in 2022.	<p>All employees, board of health members, volunteers, students, or other persons who provide goods, services, or facilities on behalf of the organization will be trained. Training will be appropriate to the duties of the individual being trained. In addition to training completed via HR downloads (AODA Customer Service Standards and Understanding Human Rights (AODA Edition) the following actions were taken:</p> <ul style="list-style-type: none"> • Implemented an AODA Checklist for volunteers and students. • Implemented and created a How-to Accessibility Information which is an AODA training supplement for volunteers and students. • Updated existing online AODA Training. • Implemented a refresher training program in addition to training initiated upon hire/start date in which all employees, board of health and volunteers are provided refresher AODA specific training on an annual basis. 	Office Manager Director, Finance and Facilities HR Manager Director, Corporate Services
Accessibility Reports	Sec. 86.1 Organizations shall file the accessibility report according to the following schedule: every three years in the case of large organizations.	January 1, 2015	Compliant and ongoing	Accessibility Reports were filed in accordance with the deadlines of December 31, 2014, December 31, 2017, and December 31, 2020, which was extended to June 30, 2021. SWPH will file the accessibility reports according to the schedule for large organizations, which is every	Office Manager Director, Finance and Facilities

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				three years with next being due December 31, 2023.	
Information and Communication Standard Category					
Feedback from Customers and Employees	Sec. 11 Receiving and providing feedback in an accessible format.	January 1, 2014	Compliant and revised in 2022	SWPH has enhanced methods of feedback to include the following methods: <ul style="list-style-type: none"> • Downloading our Customer Feedback Form from our website at www.swpublichealth.ca and mailing it to 1230 Talbot Street, St. Thomas, Ontario, N5P1G9; • Submitting our feedback form on-line on our website at www.swpublichealth.ca • Telephoning SWPH and asking to speak to the Executive Assistant (EA) to the Chief Executive Officer (CEO) at 519-631-9900 or 1-800-922-0096 • Emailing us at information@swpublichealth.ca • Writing and mailing a letter to: Southwestern Public Health Attention: Executive Assistant to the CEO 1230 Talbot Street St. Thomas, ON N5P 1G9 • Through conversation with any SWPH employee 	Office Manager Director, Finance and Facilities Communications Manager Director, Corporate Services

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Accessible Formats and Communications Supports.	Sec. 12 Information about their goods and services or facilities	January 1, 2015	Compliant and revised in 2022.	Upon request, SWPH will arrange for the provision of accessible formats for persons with disabilities. In addition to the longstanding accessibility@swpublichealth.ca email, SWPH created and implemented the Alternate Document Request Form available on our website.	Office Manager Director, Finance and Facilities Communications Manager Director, Corporate Services
	Sec. 12 Communication Supports			SWPH will provide accessible formats within a timely manner that considers the person's needs. Any costs will not be incurred by the client. The client will be consulted to determine the appropriate support required. SWPH may at times, utilize other service providers to facilitate request.	Office Manager Director, Finance and Facilities Communications Manager Director, Corporate Services
Unconvertible Information	Sec. 12 Examples: blueprints or x-rays.	January 1, 2015	Compliant	SWPH utilizes other documents produced by other ministries or service providers. These documents are not under the control of SWPH and therefore may not be provided in an accessible format.	Office Manager Director, Finance and Facilities Communications Manager Director, Corporate Services
Meeting Requests in a timely manner	Sec. 12 HTML, MS Word, accessible electronic formats.	January 1, 2015	Compliant	In some cases, requests for information or communications supports may require more time due to several factors such as internal capacity, complexity etc. At most, clients will receive accessible documents or communication supports withing 10 business day.	Office Manager Director, Finance and Facilities Communications Manager Director, Corporate Services
Posting Requirements	Sec. 12 Public must be notified about accessible	January 1, 2015	Compliant	SWPH website includes a comprehensive accessibility page that communicates all AODA requirements.	Office Manager Director, Finance and Facilities Communications Manager

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	formats & communication supports.				Director, Corporate Services
Emergency Procedures/Plans and or Public Safety Information	Sec. 13 If publicly available must also provide in an accessible format. i.e.: evacuation procedures, floor plans, Health & Safety information.	January 1, 2012	Compliant and revised in 2022	<p>Upon request, SWPH will arrange for emergency plans and or public safety documents in an accessible form by:</p> <ul style="list-style-type: none"> • Downloading the Alternate Document Request form on our website, or • SWPH will provide any publicly available emergency plans or public safety documents in an accessible format upon request. By emailing us at accessibility@swpublichealth.ca 	Office Manager Director, Finance and Facilities Communications Manager Director, Corporate Services Manager, Strategic Initiatives & Emergency Response Planning
Accessible Websites & Web Content	Sec. 14 Applies to new internet websites & content WCAG 2.0 (World Wide Web Consortium web content accessibility guidelines at Level A)	N/A	N/A	SWPH has no plans for a significant refresh (more than 50% of content, design, or technology) of its website or new URL.	Communications Manager Director, Corporate Services
	Sec. 14 All internet websites and web content to comply with WCAG 2.0 (World Wide Web Consortium web content accessibility guidelines at Level AA)	January 1, 2021	Complaint	SWPH's website is managed by a third-party web developer who has assured it is compliant with WCAG 2.0 Level AA standards.	Communications Manager Director, Corporate Services

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Employment Standard Category					
Recruitment, Assessment and Selection	Sec. 22 Notify employees and public about availability of accommodation(s) for applicants in the recruitment process.	January 1, 2014	Compliant	<p>SWPH Human Resources conducts its own recruitment, assessment, and selection. Depending on position, these internal processes are guided by collective agreements with Ontario Nurses Association (ONA) and Canadian Union of Public Employees (CUPE). All internal and external postings include information about SWPH's accommodation supports.</p> <p>SWPH Careers page includes the following accessibility statement:</p> <p>"SWPH is committed to providing a workplace that is accessible for persons with disabilities. We strive to meet the standards set out in the Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Regulation.</p> <p>If you are contacted by Human Resources as part of our selection process and require any support and/or assistive devices throughout our recruitment and selection process, please notify the Human Resources representative who has contacted you.</p>	Manager, Human Resources Director, Corporate Services

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				For more information on SWPH's commitment to an accessible environment for persons with disabilities, please visit our accessibility page .	
	Sec. 23 Notify applicants who have been invited to participate in a recruitment, assessment, or selection process that accommodations are available.	January 1, 2014	Compliant	SWPH notifies all applicants who have been invited to participate in a recruitment assessment or selection process that accommodations are available.	Manager, Human Resources Director, Corporate Services
	Sec. 24 Offers of Employment - notify successful applicant of policies for accommodating employees with disabilities.	January 1, 2014	Compliant	Offer letters to successful applicant's reference available accommodations for those with disabilities as well as our commitment to customer service standards.	Manager, Human Resources Director, Corporate Services
	Sec. 25 Informing Employees of Supports - all employees must be informed of policies used to support employees with disabilities (existing employees, new hires and when there is a change to the policy).	January 1, 2014	Compliant	SWPH will inform successful applicant(s) of our policies for accommodating employees with disabilities. Methods for communication may include training available through HR Downloads, Human Resources Policies for Duty to Accommodate, or email.	Manager, Human Resources Director, Corporate Services

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Accessible formats and communication support for employees	Sec. 26 Must provide in an accessible format information needed to perform the job and information which is generally available to employees in the workplace.	January 1, 2014	Compliant	SWPH maintains specific Human Resource Policies for all employees regarding accessibility and accommodations. Duty to Accommodate Policies are reviewed every 2 years and any changes to policies are communicated to all staff. SWPH will consult with employees with a disability to determine which accessible formats or communication supports are required to perform their duties. Individual accommodation plans will be completed, and the supports provided by SWPH will be noted in the plan.	Manager, Human Resources Director, Corporate Services
Workplace emergency response information	Sec. 27 Provide individualized workplace emergency response information; prepare for the specific needs employees with disabilities may have in emergency situations.	January 1, 2012		SWPH will create individualized workplace emergency response plans for employees who have a disability and require accommodations and or supports to evacuate the workplace in an emergency. With employee consent, the person designated as aiding will be provided with the information required to assist the employee with the disability.	Manager, Human Resources Director, Corporate Services
Documented individual accommodation plans	Sec. 28 Develop and document individual accommodation plans for employees with disabilities; employee involvement, outside medical or expert evaluation; review frequency.	January 1, 2014	Compliant	SWPH will create individual accommodation plans for any employee for whom they have been made aware has a disability. There may be times when MLHU will initiate a dialogue to offer assistance and accommodation for employees who are clearly unwell or perceived to have a disability. The employee will be included in the development of the plan. SWPH may seek outside medical or other expert evaluations to provide appropriate supports. The	Manager, Human Resources Director, Corporate Services

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				plan will be reviewed when there is a change in the employee's disability or job.	
Return to Work Process	Sec. 29 Develop and have in place a RTW process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work.	January 1, 2014	Compliant	SWPH has a return-to-work process (RTW) for its employees who have been absent from work due to a disability and who require disability related accommodations to return to work. If an injury is covered under WSIB, the Act's return to work process would apply.	Manager, Human Resources Director, Corporate Services
Performance Management	Sec. 30 Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, during the performance management process in respect to employees with disabilities.	January 1, 2014	Compliant	SWPH will consider the accessibility needs (i.e., accommodation plans), of employees with disabilities in performance management process (improving employee performance to facilitate success).	Manager, Human Resources Director, Corporate Services
Career Development and Advancement	Sec. 31 Includes providing additional responsibilities within an employee's current position and the	January 1, 2014	Compliant	SWPH will consider what accommodations employees with disabilities may need to succeed elsewhere, or with new duties within the organization. Any existing individual	Manager, Human Resources Director, Corporate Services

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	movement of an employee from one job to another in an org. that may be higher in pay, provide greater responsibility or be at a higher level in the org. or any combination of them and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them.			accommodation plans in place, will also be updated to reflect new duties.	
Redeployment	Sec. 32 Reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.	January 1, 2014	Compliant	SWPH will strive to accommodate individuals in their job first but will search for comparable position within organization if restrictions and limitations prohibit. Any existing individual accommodation plans in place, will also be updated to reflect new duties.	Manager, Human Resources Director, Corporate Services
Design of Public Spaces Standards Category					
Exterior Paths of Travel	Sec. 80.21 Applies to newly constructed and redeveloped exterior paths of travel that are	January 1, 2017	N/A	SWPH has not constructed or redeveloped exterior paths of travel since January 1, 2017. Should SWPH do so in the future, accessibility	Office Manager Director, Finance and Facilities

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	outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience. O. Reg. 413/12, s. 6.			requirements would be followed as outlined in Ontario Regulation 191/11.	
Accessible Parking	Sec. 80.32 Obligated organizations shall ensure that when constructing new or redeveloping off-street parking facilities that they intend to maintain; the off-street parking facilities meet the requirements set out in this Part. O. Reg. 413/12, s. 6.	January 1, 2017	N/A	SWPH has not constructed or redeveloped any accessible parking since January 1, 2017. Should SWPH do so in the future, accessibility requirements would be followed as per Ontario Regulation 191/11.	Office Manager Director, Finance and Facilities
Obtaining Services	Sec. 80.40 1. All newly constructed service counters and fixed queuing guides. 2. All newly constructed or redeveloped waiting areas. O. Reg. 413/12, s. 6.	January 1, 2017	N/A	SWPH has not constructed new service counters or fixed queuing guides, nor has SWPH constructed new or redeveloped waiting areas. Should SWPH do so in the future, accessibility requirements outlined in Ontario Regulation 191/11 would be followed.	Office Manager Director, Finance and Facilities

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Maintenance of Accessible Elements	<p>Sec. 80.44 1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces</p> <p>2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order.</p> <p>O. Reg. 413/12, s. 6.</p>	January 1, 2017		<p>SWPH owned and leased properties require all accessible elements in common areas to be maintained. All SWPH owned elements follow maintenance schedules as outlined under other legislation. SWPH ensures and audits that all leased properties also maintain accessible elements according to relevant legislation.</p> <p>SWPH maintains and internal notification to relevant stakeholders any time temporary disruptions need to be communicated to both internally and externally.</p>	Office Manager Director, Finance and Facilities