



# **Multi-Year Accessibility Plan 2017-2021**

This document is also available at [www.gbachc.ca/overview](http://www.gbachc.ca/overview)

**A copy of this document will be provided in an  
accessible format upon request.**

**GRAND BEND AREA COMMUNITY HEALTH CENTRE**  
**Multi-Year Accessibility Plan 2017-2021**

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## 1. GBACHC VISION, MISSION AND CORE VALUES

### Vision

**Health and wellbeing for all.**

### Mission

**Empower the health and wellbeing of the people in our communities – together.**

### Core Values

- **People-Centred: *Individuals are empowered to be in control of their health.***
- **Respect and Inclusion: *Every one matters!***
- **Compassionate Care: *For the whole person – physical, mental and social well-being.***
- **Interconnectedness: *Building connections at all levels to provide comprehensive care.***
- **Integrity and Responsibility: *Accountable for what we say and do.***

## 2. PURPOSE

The purpose of the Accessibility for Ontarians with Disabilities Act 2005 (AODA), is to improve opportunities for people with disabilities and provide for their involvement in the identification, removal and prevention of barriers in the province of Ontario. To this end, the AODA mandates that each not-for profit organization prepares an annual Accessibility Plan.

This document is the multi-year Accessibility Plan for the Grand Bend Area Community Health Centre (GBACHC). The plan builds on previous years' plans and includes measures that the GBACHC will take in the upcoming years to identify, remove and prevent barriers to people with disabilities who live, work in or use the facilities and services of the GBACHC. The plan will be reviewed annually and updated as barriers are identified and/or eliminated.

The GBACHC is committed to:

- The continual improvement of access to GBACHC facilities, policies, programs, practices and services for clients, their family members, staff and volunteers.
- The participation of persons with disabilities in the development and review of its annual plan.
- The provision of quality services to all clients, their family members and members of the community with disabilities.

Within the AODA the following five areas that have been identified as targets for improvement in accessibility.

1. **Customer Service:** The provision of service to the public and training of employees in accessibility.
2. **Information and Communication:** Communication to the public of information through uses of print, electronic devices, telephone or in person to ensure accessible information no matter the disability.
3. **Employment:** Ensuring equal opportunities for hiring and retaining employees and providing all required measures to ensure equality during employment.
4. **Transportation:** Transportation methods to accommodate persons with disabilities, and equality for access and fees.
5. **The Built Environment:** Accessibility is provided to the physical environment, including ramps, handrails and automatic doors.

### 3. AIMS AND OBJECTIVES OF THE PLAN

This plan describes the following:

- a. The measures that the GBACHC will take during the next fiscal year to identify, remove and prevent barriers to people with disabilities who use GBACHC facilities and services.
- b. The measures to be taken in the current fiscal year.
- c. The measures that the GBACHC has taken in the past.
- d. The process used to identify, remove and prevent barriers to people with disabilities.
- e. The methods used to make this plan available to the public.

### 4. DEFINITIONS

#### **Barrier**

Anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including a physical barrier, an architectural barrier, an informational or communication barrier, an attitudinal barrier, technological barrier, a policy or a practice.

#### **Disability**

- i. Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal, or on a wheelchair or remedial appliance or device.
- ii. A condition of mental impairment or a development disability.
- iii. A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
- iv. A mental disorder.
- v. An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

#### **Service Animal**

An animal is a service animal for a person with a disability in the following circumstances:

- i. It is readily apparent that the animal is used by the persons for reasons relating to their disability.
- ii. The person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to a disability.

#### **Guide Dog**

A dog trained as a guide dog for a blind or visually impaired person

**Support Person**

A person who accompanies a person with a disability in order to help with communication, mobility, personal care, medical needs or with access to goods and services.

**Accessible Formats**

Accessible formats may include, but are not limited to large print, recorded audio, electronic formats, Braille and other formats usable by persons with disabilities.

**Communication Supports**

Communication supports may include, but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

**Accessibility Coordinator**

The person appointed by the GBACHC to carry out the duties set out under AODA.

## 5. REQUIREMENTS UNDER THE AODA 429/07 CUSTOMER SERVICE REGULATION ACT

The Act requires that the GBACHC does the following:

1. Implements policies, practices and procedures on providing services to people with disabilities.
2. Ensures the GBACHC policies, practices and procedures are in line with the core principles of independence, dignity, integration and equality of opportunity.
3. Executes a policy allowing people to use their own personal assistive devices to access services and provide information about any other assistive devices offered by the GBACHC to allow them access to services.
4. Communicates with a person having a disability in a manner that considers their disability.
5. Allows people with disabilities to be accompanied by a guide dog, service animal or support person in areas of the premises, unless the animal or person is restricted for health reasons or by law.
6. Trains staff, volunteers, contractors and other people that interact with the public or other third parties on the GBACHC's behalf on the topics outlined in this plan, and, records all training including the dates the training occurred and names of the individuals trained.
7. Trains staff and any other people involved in developing GBACHC's policies, practices and procedures on the requirements regarding services as outlined in this plan.
8. Provides notice when services or facilities used by people with disabilities are temporarily disrupted.

9. Establishes a process for people to provide feedback on the GBACHC'S method of providing services to people with disabilities and how to respond to any feedback, and take action on any complaints, ensuring information about how the GBACHC will provide feedback.
10. Documents all policies, practices and procedures that govern accessibility.
11. Provides notice to patients/clients that this plan and associated documents are available upon request.
12. Ensures the documents required by the AODA are available when requested by a person with a disability, in a format that takes into account the person's disability.

## 6. DESCRIPTION OF THE ORGANIZATION

The Grand Bend Area Community Health Centre (GBACHC) is a non-profit, community-governed organization that provides comprehensive primary medical care for enrolled clients. Health promotion strategies use multidisciplinary teams of health care providers and are available to clients, as well as, everyone in the community.

The GBACHC'S two sites work in collaboration with the Southwest and Erie-St. Clair Local Health Integration Networks along with various agencies and services within the counties of Lambton and Huron. An ongoing partnership with South Huron Hospital Association enables the best care for patients/clients along with programming for the surrounding communities.

### **Grand Bend Area Community Health Centre Facilities**

1. Grand Bend, 69 Main Street East
2. Hensall, 122 King Street

The geographic area served by the GBACHC lies at the junction of the counties of Huron, Lambton, and Middlesex, and consists of parts of the municipalities of Bluewater, Lambton Shores, and South Huron. The GBACHC is bounded by the Ausable River Cut on the south, the Village of Crediton on the east, Huron County Road 84 on the north, and Lake Huron on the west.

The GBACHC provides primary health care services to the individuals who reside or do business the following areas:

- Grand Bend (NOM 1T0)
- Hensall (NOM 1X0)

Primary care also services individuals in other communities who have previously established relationships with the GBACHC'S medical staff or have no other access to primary medical services. Other communities include the following:

- Crediton (NOM 1M0)
- Dashwood (NOM 1N0)
- Kippen (NOM 2E0)
- Port Franks (NOM 2L0)

The GBACHC coordinates its health promotion activities with other community agencies including the North Lambton Community Health Centre for services in Port Franks and the southern portion of the geographical area.

The GBACHC employs more than fifty (50) employees.

## 7. ACCESSIBILITY COMMITTEE

### **Accessibility Working Group/ AODA Team (Joint Health & Safety Committee)**

The GBACHC Joint Health & Safety Committee (JHSC) is responsible for reviewing and updating the GBACHC Accessibility Plan annually and for reviewing updates to the AODA 2005 on an ongoing basis. The JHSC consists of employees from various GBACHC departments and management representation. The JHSC meets quarterly to discuss and monitor issues to be addressed in the next fiscal year.

The Accessibility Coordinator endorses the Accessibility Plan with the Chief Executive Officer.

## 8. COMMITMENT TO ACCESSIBILITY

The GBACHC is committed to excellence in serving all patients/clients, including people with disabilities, and will carry out functions and responsibilities in the following areas as required under Bill 103, Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR). It is the policy of the GBACHC to strive, at all times, to provide services in a way that respects the dignity and independence of people with disabilities. The GBACHC is also committed to giving people with disabilities the same opportunity to access services allowing them to benefit from the same services, in the same place and in a similar way as other patients/clients. In order to do so, the GBACHC will address the specific needs of all persons with disabilities in a timely manner.

The GBACHC will establish policies, practices and procedures on eliminating barriers and providing services and supports to people with disabilities. These will be consistent with the core principles of independence, dignity, integration and equality of opportunity.

Documentation that describes this policy and each of its requirements will be maintained on the GBACHC website and provided to individuals upon request in the appropriate format or with communication support.

The GBACHC will produce an annual Accessibility Plan, in consultation with persons with disabilities. The plan will be posted on the GBACHC website and will be made available in an accessible format and with communication supports, upon request. Progress on the plan will be provided on the schedule determined by the AODA legislation.

The GBACHC maintains and develops policies on how it will meet the requirements under the AODA and will provide the policies in an accessible format upon request.



When procuring goods, services or facilities, the GBACHC will incorporate accessibility criteria and features, unless it is not feasible. If not feasible, the GBACHC will provide an explanation, upon request.

## 9. BARRIER IDENTIFICATION METHODOLOGIES

The following barrier identification methodologies are used to create the list of barriers to be addressed by the GBACHC:

- AODA Customer Service Standards
- AODA Integrated Accessibility Standards
- The participation of people with disabilities in the development and review of its annual Accessibility Plan
- Review of the current building code and improvements with respect to accessibility requirements for accessibility will be implemented during any reconstruction where feasible.
- Barriers to be considered include the following:
  - Physical
  - Hearing
  - Speech
  - Vision
  - Deaf-Blind
  - Intellectual
  - Mental Health
  - Language

Suggestions and comments from staff, visitors, patients/clients and the public regarding the way the GBACHC provides services to people with disabilities may be made in the following ways:

- In writing attention to: GBACHC Accessibility Coordinator
- By email to: [cbregman@gbchc.com](mailto:cbregman@gbchc.com)
- By phone: 519-238-1556 ext 210
- In person: GBACHC Accessibility Coordinator
- By using other methods as agreed upon between the individual and the GBACHC

## 10. ASSISTIVE DEVICES AND SUPPORTS

As part of the GBACHC Accessibility Plan, patients/client and the public are encourage to use the following devices, as needed, while visiting the GBACHC:

- Wheelchairs
- Crutches and canes
- Oxygen tanks
- Support persons

- Service animals such as guide dogs, and hearing or special skills animals
- Communication supports, including interpreters, text devices
- Other devices and supports identified by a person with a disability.

Policies outlining the use of assistive devices and supports are available upon request to the Accessibility Coordinator and on the GBACHC website [www.gbachc.ca](http://www.gbachc.ca).

## 11. REVIEW AND MONITORING PROCESS

The Accessibility Coordinator or delegate will work with the JHSC Committee and the GBACHC management team to complete the following:

- Review and revise the Accessibility Plan, annually
- Respond to issues that require attention and review their progress
- Review, revise and implement accessibility policies and procedures

## 12. COMMUNICATION OF THE PLAN

The GBACHC Accessibility Plan will be made available on the GBACHC website [www.gbachc.ca](http://www.gbachc.ca). Copies of the plan may be requested from the Accessibility Coordinator and will be provided in accessible formats upon request.

### 13. BARRIER REMOVAL COMPLETED

Barrier	Objective	Means to Remove/prevent	Performance criteria	Responsibility
Employment Practices		Add Equal Opportunity statement to job postings and career section of GBACHC website	Completed- 2017	HR Manager/Accessibility Coordinator/IT
Parking		Addition of handicap/limited mobility parking spaces and signage – both sites	Completed	Health Promotion/Maintenance
Access to GBACHC Goods and Services		Installation of electronic wheelchair accessible doors at both sites Install electronic door at staff entrance	Completed  Funding dependant – ongoing review	Health Promotion/Maintenance
Assistive Devices	Ensure access to assistive devices on site if needed	Wheelchairs kept in front foyer for public use	Completed – 2011	Accessibility Coord/Director Primary Care Svcs
Communication		Accessibility Plan posted to website	Completed- 2009	IT/Accessibility Coordinator
Customer Service		Training of all staff, students and volunteers in order to be compliant with AODA customer service standard	Completed - 2009	Accessibility Coordinator
Policies & Procedures		Development and Approval of policies as related to AODA customer service standard requirements	Completed - 2009	Accessibility Coordinator

## 14.FUTURE BARRIER REMOVAL

Barrier	Objective	Means to Remove/Prevent	Performance Criteria	Responsibility
GBACHC Website	Prepare for fully accessible website; run compliancy test	Review of current website to determine steps to ensure that it will be compliant with WCAG 2.0 Level AA	By 2021	
Lack of voice annunciation for passenger elevator	Aid visually-impaired persons with elevator operation			
Way Finding	Improve way finding for persons with disabilities	Additional signage; include Braille on signage		
Lack of Accessible Service Desk	Create wheelchair accessible service desk			
Staff entrance is not wheelchair accessible	Improve access to building for staff/volunteers/students	Install automatic door at staff entrance		

## 15. INTEGRATED ACCESSIBILITY STANDARDS COMPLIANCE PLAN

Year	IASR Requirement	Responsibility	Status
2021	Implementation of the Integrated Accessibility Standards Regulation (Ont. Reg. 191-11)- January 2021 Information and Communication Standard *Accessible websites and web content	IT/Director Support Services	
2015-2016	Implementation of the IASR (Ont. Reg. 191-11) – January 2016 Design of Public Spaces Standards <ul style="list-style-type: none"> <li>No renovations or new build planned</li> </ul>		Complete
2014-2015	Implementation of the IASR (Ont. Reg. 191-11) – January 2015 Information and Communication Standard <ul style="list-style-type: none"> <li>Accessible formats and communication supports – the GBACHC will provide accessible formats and communication supports as quickly as possible and at no additional cost when a person with a disability asks for them</li> </ul>	All staff, volunteers of GBACHC	Complete
2013-2014	Implementation of the IASR (Ont. Reg. 191-11) – January 2014 <u>Training:</u> All CHC staff, students and volunteers are required to complete Accessibility training upon hire/volunteering Accessible feedback process: Staff, visitors, patients and the public are encouraged to provide feedback by mail, email, phone or in person New websites and web content: Upon creation of a new GBACHC website, the GBACHC will ensure software that supports WCAG 2.0 requirements are met Accessible employment practices:	Accessibility Coord.  Accessibility Coord.  IT/ Director SS  HR/Accessibility	January 2014 Requirements complete

Year	IASR Requirement	Responsibility	Status
	Stated in all job postings/ interview set up that recruitment and hiring processes will be modified to accommodate disabilities, if requested.		
<b>2012-2013</b>	Implementation of the IASR (Ont. Reg. 191-11) – January 2013 <ul style="list-style-type: none"> <li>• Accessibility Policies and Plans</li> <li>• Accessible procurement, including kiosks</li> </ul>	<b>Accessibility Coord/Finance/ED</b>	<b>January 2013 requirements complete</b>