



**COMPASS**  
COMMUNITY HEALTH

**SECTION:** Administration  
**ISSUED TO:** Board, Staff, Volunteers, Learners  
**TITLE:** AODA – Accessibility Plan and Policy  
**AUTHORIZED BY:** Chief Executive Officer

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This 2014-2021 accessibility plan outlines the policies and actions that Compass Community Health will put into place to improve opportunities for people with disabilities.

**Statement of Commitment:**

Compass Community Health is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

**Training:**

Compass Community Health will provide training to all 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.

Compass Community Health will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by July 01, 2016.

- Provide all new staff and volunteers with written information regarding Compass Community Health Accessibility Policy and Customer Service Plan as part of the orientation package.
- Provide an annual educational event at a staff meeting or training event regarding Ontario's accessibility laws and Human Rights Code.

**Information and communications:**

Compass Community Health is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Compass Community Health will take the following steps to make all new websites and content on those sites conform with Web Content Accessibility Guidelines 2.0, level A by January 1, 2014.

- Work with website developer to ensure all website information is made to be accessible to all individuals.

Compass Community Health will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015.

- Health Centre website will include section regarding existing feedback processes.
- Comment boxes are present and displayed in an accessible location on all floors of the Health Centre.

Compass Community Health will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016.

- Health Centre website will post all publicly available information in an accessible format.
- We will provide written information in alternative forms such as audio or compatible for screen reader use.

Compass Community Health will ensure staff are aware of the new Accessible Customer Service Standard Changes effective by July 01, 2016 listed below:

- Service Animals - If you cannot easily identify that an animal is a service animal, you can ask the person to provide documentation from a regulated health professional. This documentation must confirm that the person needs the service animal for reasons related to their disability.
- Support Persons – In certain cases a person with a disability may need to be accompanied by a support person for health & safety reasons. Staff will consult with the person with a disability to understand their needs; consider health or safety reasons based on available evidence; determine if there is no other reasonable way to protect the health or safety of the person or other on the premises. In such situations, the Health Centre will waive the admission fee or fare for the support person, if a fee exists.
- Feedback & Documentation Policies and Procedures – the feedback process will be posted on the Health Centre website and will be provided in an accessible format when requested.

Compass Community Health will take the following steps to make all websites and content conform with Web Content Accessibility Guidelines 2.0, level AA by January 1, 2021.

- Work with website developer to ensure all website information is made to be accessible to all individuals.

## **Employment:**

Compass Community Health is committed to fair and accessible employment practices. We will take the following steps to notify the public and staff that, when requested, Compass Community Health will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- During recruitment all postings will include a statement regarding the Health Centre's value of inviting applications from people with diverse backgrounds.
- The Health Centre has an Anti-Discrimination/Anti-Harassment Policy.

Compass Community Health will take the following steps to develop and put in place a process for developing an individual accommodation plans an return-to-work policies for employees that have been absent due to a disability.

- Develop a policy regarding a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations.

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if Compass Community Health is using performance management, career development and redeployment processes.

- Provide supports to employee based on individual needs (e.g., extra time, verbal versus written feedback formats, provide mentor).

Compass Community Health will take the following steps to prevent and remove other accessibility barriers identified.

- Not applicable.

## **For more information:**

For more information on this accessibility plan, please contact Elizabeth Beader, CEO at:

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Accessible formats of this document are available free upon request from:

Marianne Grguric, Human Resources Manager, [grguric@compassch.org](mailto:grguric@compassch.org) or 905-523-6611 x3033

Annual Training - <http://curriculum.org/sae-en/>

Ratified: January 2014

Revised: June 2016

Review: June 2018