

ACCESSIBILITY MULTI-YEAR PLAN

2021 - 2026

Kensington Health



Kensington Health Accessibility Multi-Year Plan 2021 – 2026

This 2021-2026 accessibility plan outlines the policies and actions that Kensington Health will put in place to improve opportunities for people with disabilities.

STATEMENT OF COMMITMENT

Kensington Health is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe that inclusion and equality are pillars of the services we provide. We are committed to providing all people with what they need regardless of their abilities in a timely manner and will do so by removing existing barriers and ensuring that our system does not create new ones. The Accessibility for Ontarians with Disabilities Act (AODA) is a tool which Kensington Health will use to ensure that accessibility is part of the thought and action process and not an afterthought add on.

ACCESSIBILITY AT KENSINGTON HEALTH

The AODA seeks to provide a fully accessible Ontario by 2025. Consistent with this objective, organizations, including Kensington Health, must ensure their workplaces and services are fully accessible to the public, employees, volunteers, Privileged Staff, and students, regardless of their ability.

The Integrated Accessibility Standards Regulation (IASR) requires every employer with 50 or more employees to develop and post a Multi-Year Accessibility Plan on their website. In accordance with the IASR, Kensington Health's Multi-Year Accessibility Plan outlines the strategy to prevent and remove barriers to accessibility.

The objective of the Multi-Year Accessibility Plan is to support Kensington Health's compliance with the AODA and the IASR and Kensington Health's commitment to treating all people in a way that allows them to maintain their dignity and independence. This plan refers to all Kensington Health Team

Members, including employees, Privileged Staff, volunteers, students, and contractors, as well as patients/residents with accessibility needs.

COMMUNICATION: ACCESSIBLE EMERGENCY INFORMATION

Kensington Health is committed to providing the residents, patients, 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.

For more information about Accessible Emergency Information, please see the Government of Ontario's website on ["How to provide Accessible Emergency information to Staff"](#).

COMMUNICATION: TRAINING

Kensington Health provides training to employees and volunteers on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training is provided in a way that best suits the duties of employees, Privileged Staff, students, volunteers, and contractors.

Kensington Health has taken the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws:

- Accessibility training is mandatory for all staff and available on the organization's on-line training site.
- All new staff must complete the AODA education before orientation is completed.

COMMUNICATION: ACCESSIBLE WEBSITE AND COMPLAINT FORM

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

Kensington Health took the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A.

- Kensington Health website has been revised and it includes all the current requirements for website accessibility and any new requirements going forward.

Kensington Health took the following steps to ensure existing feedback processes are accessible to people with disabilities upon request:

- The complaint form and policy are available in alternate format upon request. Complaints can also be readily submitted online through our web page.

Kensington Health took the following steps to make sure all publicly available information is made accessible upon request.

- Alternate formats were developed i.e. have a person available to read the material if required.
- Use of the website to post public information.

Kensington Health will ensure that all websites, new development, and any revision of content conforms with WCAG 2.0 Level AA.

CUSTOMER SERVICE STANDARD:

Kensington Health is committed to providing accessible customer service to residents, patients, and people with disabilities. This means we will provide goods and services to people with disabilities with the same high quality and timeliness as others. We will also provide employees with disabilities with individualized accommodation as necessary.

CUSTOMER SERVICE STANDARD: TRAINING

Kensington Health provides training to employees and volunteers on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training is provided in a way that best suits the duties of employees and volunteers - all new staff receive training as part of the orientation process.

CUSTOMER SERVICE STANDARD - ACCESSIBILITY

Kensington Health is committed to meeting the customer service needs of persons with disabilities.

Visitors are allowed for patients with mental health needs, neurodevelopmental disorders, translation and in cases where the patient required mobility support (wheelchair).

EMPLOYMENT: ACCOMMODATION POLICY AND TRACKING

Kensington Health is committed to fair and accessible employment practices.

Kensington Health has taken the following steps to notify the public and staff that, when requested, we will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- Reflected AODA requirements in job positing
- Revised the Accommodation policy for the AODA requirements.

Kensington Health has taken the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- An accommodation policy was implemented to include accommodation for employees on a case-by-case basis.
- A revised Work Integration policy was developed and includes the accommodation requirements of the Act.

The following steps were taken to ensure the accessibility needs of employees with disabilities are considered if requested:

- Review employees' accommodation plan to understand their needs and see whether adjustments need to be made to help them succeed.
- Provide feedback and coach employees in a way that is accessible to them.
- Consider what accommodations employees with disabilities may need to learn new skills or take on more responsibilities.

ENVIRONMENT: DESIGN OF PUBLIC SPACES

Kensington Health will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals.
- Accessible off-street parking.
- Service-related elements like service counters, fixed queuing lines and waiting areas.

Kensington Health will take the following steps to improve the accessibility of public spaces.

- Automatic doors will be utilized wherever possible.
- Ensure that all new replacement signage meets AODA requirements, including text that is high colour contrasted with its background and has the appearance of solid characters.

VOLUNTEERS

As good business practice, employers may apply IASR Employment Standards to unpaid staff and volunteers and other forms of unpaid work. As such, Kensington Health will take the following steps to ensure the accessibility needs of volunteers with disabilities are considered in our placement development and redeployment processes.

- Review all volunteer roles to identify barriers to participation and possible mitigation strategies.

Kensington Health will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-placement policies for volunteers that have been absent due to disability.

CLOSING STATEMENTS

In accordance with the AODA and with Kensington Health's objective of treating all people in a way that allows them to maintain their dignity and independence

while creating an inclusive work environment for Kensington Health's people to develop to their full potential, the Multi-Year Accessibility Plan is posted on our website and will be reviewed and updated at least every 5 years.

To learn more about Kensington Health and the AODA, please click [here](#).

FOR THE PUBLIC

If you have any questions, or have feedback related to Kensington Health's Multi-Year Accessibility Plan, please contact:

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Accessible formats of this document are available free upon request at the Reception Desks.