

Multi-Year Accessibility Plan

Accessibility Plan and Policies for PSHSA

This 2014-21 accessibility plan outlines the policies and actions that PSHSA will put in place to improve opportunities for people with disabilities.

Statement of Commitment

PSHSA is committed to providing services to our clients, the public and our staff that are free of barriers and biases. PSHSA strives to ensure that key principles of independence, dignity, integration and equality of opportunity are reflected and valued in our learning and working environments. We strive to meet the needs of individuals with disabilities in a prompt manner, and will do so by preventing and removing barriers to accessibility. In addition, we will endeavour to meet accessibility requirements under the Accessibility for Ontarians with Disabilities Act. Our conduct will demonstrate our belief in the strength diversity brings to our communities.

AODA Standard	Plan
Accessible Emergency Information	PSHSA is committed to providing the customers 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.
Procurement	PSHSA will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. Procurement documents will specify accessibility criteria to be met and provide guidelines for the evaluation of proposals with respect to the criteria, where applicable. In the event PSHSA is unable to incorporate accessibility criteria and features when procuring or acquiring specific goods, services or facilities, a written explanation will be provided, upon request.
Training	<p>PSHSA will provide training to 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.</p> <p>PSHSA will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015:</p> <ul style="list-style-type: none"> • Training will be provided as soon as practicable and on an on-going basis to existing staff regarding changes to accessibility policies • PSHSA will continue to train new employees, volunteers and other staff members throughout the on-boarding process
Information and Communications	<p>PSHSA 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.</p> <p>PSHSA will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A:</p> <ul style="list-style-type: none"> • Ensuring that any new website developed is in compliance with AODA requirements

AODA Standard	Plan
<p>Information and Communications</p>	<ul style="list-style-type: none"> • PSHSA will consult with the Web Designer to ensure all content is adapted to meet WCAG 2.0, Level A standards <p>PSHSA will take the following steps to ensure existing feedback and processes are accessible to people with disabilities upon request by January 1, 2015:</p> <ul style="list-style-type: none"> • PSHSA will ensure that its feedback processes are accessible to persons with disabilities by providing or arranging for Accessible Formats and Communication Supports, upon request • An accessible feedback form will be created and posted on PSHSA's website and intranet • Feedback will be submitted and received through a variety of channels <p>PSHSA will take the following steps to ensure textbooks and supplementary educational or training resources are accessible to people with disabilities upon request by January 1, 2015 and January 1, 2020 respectively:</p> <ul style="list-style-type: none"> • PSHSA will conduct a review of training material to determine whether or not it can be converted to an accessible or conversion ready format; • In situations where PSHSA is unable to complete the content conversion because it does not control the content or the technology does not exist, an explanation will be provided as to why it cannot be converted. In addition, a summary of the information not converted will be provided in an accessible format; • PSHSA will advise customers purchasing our products and information about any limitations that would make it difficult or stop PSHSA from providing the product and information in an accessible or conversation ready format <p>PSHSA will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016:</p> <ul style="list-style-type: none"> • PSHSA will assess its information and review how it is provided to the public • An alternate formats request statement will be created and maintained for website purposes • PSHSA will work with customers and employees to meet their information needs • Accessible information will be provided at no cost as soon as possible, upon request <p>PSHSA will take the following steps to make all websites and content conform to WCAG 2.0, Level AA by January 1, 2021:</p> <ul style="list-style-type: none"> • PSHSA will continue to incorporate level AA requirements prior to January 1, 2021 • PSHSA will consult with the website designer to ensure all content is adapted to meet WCAG 2.0, Level AA standards

AODA Standard**Plan****Employment**

PSHSA is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, PSHSA will accommodate people with disabilities during the recruitment and assessment processes and when people are hired by

January 1, 2016:

- PSHSA will incorporate accommodation language into recruitment and selection documents
- All job posting templates will be updated to include PSHSA's accessibility statement
- An interview or assessment template will be created that will notify applicants when selected for an interview or assessment that accommodations are available upon request
- When extending a job offer, successful applicants will be notified of PSHSA's policies for accommodating employees with disabilities
- Offer of employment templates will be updated to reflect PSHSA's accommodation policies and procedures

PSHSA will take 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 by

January 1, 2016:

- PSHSA will develop a written procedure for the development of individualized accommodation plans for employees with disabilities
- New employees, volunteers, and other staff members will be provided with information that outlines PSHSA's policies and procedures that are available to support individuals with disabilities, including policies related to job accommodation for employees with disabilities
- All employees, volunteers and other staff members will be notified when changes are made to current policies related to job accommodation
- PSHSA will review and make adjustments as needed to the current Early and Safe Return to Work policy to ensure it meets AODA requirements

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

January 1, 2016:

- PSHSA will review its employees' accommodation plans to understand their needs and see whether adjustments need to be made to help them succeed
- Performance plans and other performance related documents will be made available in accessible formats
- Managers and Supervisors will be taught how to coach and provide feedback to employees in a way that is accessible to them
- When providing development opportunities, PSHSA will consider accommodations that will be required
- Management and the employee will work together to determine if any changes need to be made to individuals throughout the career development process

AODA Standard	Plan
Design of Public Spaces Standards	In the event the accessible access door to our office does not work, customers and employees are advised to ring the doorbell for immediate staff assistance.

For more information on this plan please contact:

Human Resources
 4950 Yonge Street, Suite 1800
 Toronto, ON
 M2N 6K1
 Telephone Number: 416-250-2134
 Email: AODA@pshsa.ca

Availability and Format of Documents (Alternative Formats)

All documents required by the Accessibility Standards for Customer Service, including PSHSA’s Accessible Customer Service Policy, notices of temporary disruptions, training records, and written feedback process are available upon request. When providing these documents to a person with a disability, and by request, PSHSA will endeavor to provide the document, or the information contained in the document, in a format that takes the person’s disability into account.

Policy Modification

Any policy of PSHSA that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.