



CENTRE DE SANTÉ COMMUNAUTAIRE
PINECREST-QUEENSWAY
COMMUNITY HEALTH CENTRE

Multi-Year Accessibility Plan 2013-2025

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SECTION 1: INTRODUCTION

Pinecrest-Queensway Community Health Centre (PQCHC) strives to meet the needs of the diverse communities we serve. We work in partnership with individuals, families, and communities to achieve their full potential, paying particular attention to those facing barriers to access, including those who are most vulnerable and at risk. PQCHC is determined to increase accessibility to services and programs and encourage community engagement throughout. 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.

PQCHC welcomes and encourages people living with disabilities to access and benefit from our programs and services. We will provide access to our programs and services for people with disabilities in a way that respects their rights to dignity, independence, and integration.

This commitment is consistent with PQCHC's mission and core values of equity, diversity, caring and inclusion and accepting people without judgement and supporting them where they are at in their life.

PQCHC will establish policies, practices and procedures which support the accessibility standards established under the AODA on customer service, information and communication, employment, transportation, technology, and the built environment.

PQCHC will establish, implement, and maintain a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements. The multi-year accessibility plan will indicate how PQCHC intends to implement the requirements of the Integrated Regulation within legislated timelines. It will also address the identification, removal, and prevention of barriers to people with disabilities in the organization.

Specifically, the multi-year plan will:

- a) provide a framework for developing cohesive accessibility initiatives which identify, remove, and prevent barriers;
- b) set annual goals for specific improvements to accessibility;
- c) establish action plans for meeting those goals and initiating accountability at various levels; and
- d) seek input and suggestions from the wider organizational community.

The document retains a progressive plan of activities that forecast full implementation of the AODA standards by 2025. This Plan will be updated annually to reflect progress made towards full compliance with the AODA.

SECTION 2: AREAS OF ACCESS TO BE ADDRESSED

In 2005, the provincial government enacted the Accessibility for Ontarians with Disabilities Act, (AODA). The goal of this Act is to make Ontario fully accessible to persons with disabilities by 2025.

The following categories arise from the AODA and shall also be reported in PQCHC's action plans:

1. Customer Service Standard
2. Integrated Accessibility Standards Regulation (IASR)
 - a. Information and Communication Systems
 - b. Employment
 - c. Transportation
3. Built Environment

As each of the above standards of the AODA are established as regulations, PQCHC's annual Accessibility Plans will compare its accomplishments with the formal requirements of each standard. As of November 2012, the Customer Service Standard (O.Reg. 429/07) and the Integrated Accessibility Standards Regulation (O.Reg. 191/11) have been finalized into regulation.

SECTION 3: PINECREST-QUEENSWAY ACCESSIBILITY PLAN

A. This portion of the Accessibility Plan reflects those initiatives that are contained in the standards currently finalized and in force.

AODA Standard/ Regulation Section References	Initiative/Action	Description	PQCHC Completion Status	AODA Compliance Date
Customer Service Standard O. Reg 429/07	Establishment of Policies, Practices and Procedures	<p>Policies and Practices must be compatible with the following principles:</p> <ol style="list-style-type: none"> 1. Respect for dignity and independence 2. Integration 3. Equality <p>Specific Policies and Procedures will be developed on:</p> <ol style="list-style-type: none"> 1. Use of Service Animals and Support Persons 2. Notice of temporary disruptions 3. Offering a range of Assistive Devices 4. Offering of Transportation Assistance 	<p>The following policies have been developed and approved by the Board of Directors:</p> <p>CS-120: Assessing Client Needs</p> <p>CS-124: Transportation Assistance for Clients</p> <p>CS-130: Accessibility for People with Disabilities</p> <p>CS-131: Client use of Recording Devices</p> <p>HR-101: Employment Equity</p> <p>HR-316: Accommodation in the Workplace</p>	January 1, 2014
	Training	<p>Customer Service training must be provided for:</p> <ul style="list-style-type: none"> • those (employees and volunteers) who interact with members of the public on behalf of PQCHC • persons who participate in developing the PQCHC's policies, practices, and procedures 	<p>Ongoing</p> <p>On-line training provided: http://www.mcass.gov.on.ca/en/serve-ability/index.aspx</p>	January 1, 2015

AODA Standard/ Regulation Section References	Initiative/Action	Description	PQCHC Completion Status	AODA Compliance Date
		<ul style="list-style-type: none"> other persons who provide goods, services, and facilities on behalf of PQCHC, to members of the public or other third parties 		
AODA Standard/ Regulation Section References	Initiative/Action	Description	PQCHC Completion Status	AODA Compliance Date
	Feedback Process	<p>Establish an accessible process for receiving and responding to feedback about the manner in which PQCHC provides goods or services to persons with disabilities.</p> <p>The information about the process will be readily available to the public.</p>	<p>Ongoing</p> <p>Surveys in various languages available on PQ website: http://www.pqchc.com</p> <p>Information will be provided in an accessible format, upon request.</p> <p>Policy on Client Feedback and Complaints CS-102 approved by the Board in 1994 – most recent revision January 2021.</p> <p>Signage posted around the Centre and program sites as well as on website advising of procedures for providing feedback or a complaint.</p>	January 1, 2015

PART I: GENERAL

AODA Standard/ Regulation Section References	Initiative/Action	Description	PQCHC Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation (IAS-R) O. Reg. 191/11, s. 3	Establishment of Accessibility Policies	s. 3(1) PQCHC as an obligated organization shall develop, implement, and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation	Ongoing revisions and alignment to best practices. Policy developed and approved by the Board of Directors January 2010 PQCHC Accessibility Pledge is posted across program sites and at: http://www.pqchc.com	January 1, 2014
AODA Standard/ Regulation Section References	Initiative/Action	Description	PQCHC Completion Status	AODA Compliance Date
IAS-R O. Reg. 191/11, s. 4	Accessibility Plans	s. 4(1) PQCHC as a large organization shall: a. establish, implement, maintain, and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation; b. post the accessibility plan on its website, and provide the plan in an accessible format upon request; and c. review and update the accessibility plan at least once every five years	December 31, 2013 and ongoing PQCHC's Accessibility Plan is available at: (http://www.pqchc.com) Plan most recently reviewed and updated in 2022.	January 1, 2014
		s. 4(3) PQCHC similarly to designated public sector organizations shall: a. prepare an annual status report on the progress of measures taken to implement the strategy referenced in clause (1)(a);	December 31, 2013, and ongoing	January 1, 2014
IAS-R O. Reg. 191/11, s. 6	Self-Service Kiosks	PQCHC, as a large organization, shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks	Not applicable	January 1, 2014

AODA Standard/ Regulation Section References	Initiative/Action	Description	PQCHC Completion Status	AODA Compliance Date
IAS-R O. Reg. 191/11, s. 7	Training	<p>s. 7(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities to,</p> <ul style="list-style-type: none"> a. all employees and volunteers; b. all persons who participate in developing the organization's policies; and, c. all other persons who provide goods, services or facilities on behalf of the organization. 	2013 and ongoing	January 1, 2015

PART II: INFORMATION AND COMMUNICATION STANDARDS

AODA Standard/ Regulation Section References	Initiative/Action	Description	PQCHC Completion Status	AODA Compliance Date
IAS-R O. Reg. 191/11, s. 11	Feedback	<p>s. 11 (1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.</p>	<p>December 31, 2014 Regularly reviewed and updated.</p>	January 1, 2015
IAS-R O. Reg. 191/11, s. 12	Accessible formats and Communication Supports	<p>s. 12 (1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,</p> <ul style="list-style-type: none"> a. in a timely manner that takes into account the person's accessibility needs due to disability; 	December 31, 2015	January 1, 2016

AODA Standard/ Regulation Section References	Initiative/Action	Description	PQCHC Completion Status	AODA Compliance Date
		and b. at a cost that is no more than the regular cost charged to other persons.		
		s. 12 (2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	December 31, 2015	January 1, 2016
		s. 12 (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	December 31, 2015 Website Signage	January 1, 2016
AODA Standard/ Regulation Section References	Initiative/Action	Description	PQCHC Completion Status	AODA Compliance Date
IAS-R O. Reg. 191/11, s. 13	Emergency procedure plans, or public safety information	s. 13 (1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request. PQCHC shall develop specific Policies and Procedures on: a. Measures to be taken by employees to assist people with disabilities in regard to emergency procedures and public safety.	Ongoing PQCHC Pandemic Plan Emergency Preparedness Plan	January 1, 2012

AODA Standard/ Regulation Section References	Initiative/Action	Description	PQCHC Completion Status	AODA Compliance Date
IAS-R O. Reg. 191/11, s. 14	<ul style="list-style-type: none"> I. Accessible websites and web content (first phase) II. Accessible websites and web content (second phase) 	<p>s. 14 (2) Large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A</p> <p>s. 14 (2) Large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level AA</p>	<p>January 2013</p> <p>2019 with ongoing revisions</p>	<p>January 1, 2014 – new internet and intranet sites and web content on those sites must conform with WCAG 2.0 Level A.</p> <p>January 1, 2021 – all internet websites and web content must conform with WCAG 2.0 Level AA, other than,</p> <ul style="list-style-type: none"> i. success criteria 1.2.4 Captions (Live), and ii. success criteria 1.2.5 Audio Descriptions (Pre-recorded).

PART III – EMPLOYMENT STANDARDS

AODA Standard/ Regulation Section References	Initiative/Action	Description	PQCHC Completion Status	AODA Compliance Date
IAS-R O. Reg. 191/11, s. 11	Feedback	s. 11 (1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.	December 31, 2014 Regularly reviewed and updated	January 1, 2015
IAS-R O. Reg. 191/11, s. 12	Accessible formats and Communication Supports	s. 12 (1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, c. in a timely manner that takes into account the person’s accessibility needs due to disability; and d. at a cost that is no more than the regular cost charged to other persons.	December 31, 2015 Regularly reviewed and updated	January 1, 2016
		s. 12 (2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	December 31, 2015	January 1, 2016
		s. 12 (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	December 31, 2015	January 1, 2016
AODA Standard/	Initiative/Action	Description	PQCHC Completion Status	AODA Compliance Date

AODA Standard/ Regulation Section References	Initiative/Action	Description	PQCHC Completion Status	AODA Compliance Date
Regulation Section References				
IAS-R O. Reg. 191/11, s. 22	Recruitment – General	s. 22 Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	December 31, 2015 HR-101: Employment Equity HR-103: Advertising and Recruitment Process	January 1, 2016
IAS-R O. Reg. 191/11, s. 23	Recruitment – Assessment or Selection Process	s. 23 (1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used. (2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant’s accessibility needs due to disability.	December 31, 2015 HR-103: Advertising and Recruitment Process HR-104: Interviewing and Selection	January 1, 2016
IAS-R O. Reg. 191/11, s. 24	Recruitment – Notice to Successful Applicants	s. 24 s. 24 Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	December 31, 2015	January 1, 2016
IAS-R O. Reg. 191/11, s. 25	Informing Employees of Supports	s. 25 (1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability.	December 31, 2015	January 1, 2016
		s. 25 (2) Employers shall provide the information required under this section to new employees as	December 31, 2015	January 1, 2016

AODA Standard/ Regulation Section References	Initiative/Action	Description	PQCHC Completion Status	AODA Compliance Date
		soon as practicable after they begin their employment.		
AODA Standard/ Regulation Section References	Initiative/Action	Description	PQCHC Completion Status	AODA Compliance Date
IAS-R O. Reg. 191/11, s. 25	Informing Employees of Supports (cont'd.)	s. 25 (3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	December 31, 2015	January 1, 2016
IAS-R O. Reg. 191/11, s. 26	Accessible Formats and Communication Supports for Employees	s. 26 (1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, (a) information that is needed in order to perform the employee's job; and (b) information that is generally available to employees in the workplace.	December 31, 2015	January 1, 2016
		s. 26 (2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	December 31, 2015	January 1, 2016
	PQCHC Initiative on Assistive Devices	PQCHC recognizes that a broad range of assistive devices are required to meet the needs of people with disabilities and will make reasonable efforts to provide assistive devices, for people with disabilities,	Ongoing PQCHC Accessibility Pledge	January 1, 2012

AODA Standard/ Regulation Section References	Initiative/Action	Description	PQCHC Completion Status	AODA Compliance Date
		upon request. PQCHC shall provide assistive devices for its employees with disabilities, upon request.	CS-130: Accessibility for People with Disabilities CS-131: Client use of Recording Devices	
AODA Standard/ Regulation Section References	Initiative/Action	Description	PQCHC Completion Status	AODA Compliance Date
IAS-R O. Reg. 191/11, s. 27	Workplace Emergency Response Information	s. 27 (1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.	December 31, 2011 Ongoing	January 1, 2012
		s. 27 (2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.	Ongoing	January 1, 2012
		s. 27 (3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.	Ongoing	January 1, 2012
		s. 27 (4) Every employer shall review the individualized workplace emergency response information, (a) when the employee moves to a different location in the organization; (b) when the employee's overall accommodations	Ongoing	January 1, 2012

AODA Standard/ Regulation Section References	Initiative/Action	Description	PQCHC Completion Status	AODA Compliance Date
		(c) needs or plans are reviewed; and when the employer reviews its general emergency response policies.		

AODA Standard/ Regulation Section References	Initiative/Action	Description	PQCHC Completion Status	AODA Compliance Date
IAS-R O. Reg. 191/11, s. 28	Documented Individual Accommodation Plans	s. 28 (1) Employers shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	December 31, 2015 HR-316: Accommodation in the Workplace	January 1, 2016
		s. 28 (2) The process for the development of documented individual accommodation plans shall include the following elements: 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can	December 31, 2015 HR-316: Accommodation in the Workplace	January 1, 2016

AODA Standard/ Regulation Section References	Initiative/Action	Description	PQCHC Completion Status	AODA Compliance Date
		<p>be achieved.</p> <p>4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</p> <p>5. The steps taken to protect the privacy of the employee's personal information</p>		
AODA Standard/ Regulation Section References	Initiative/Action	Description	PQCHC Completion Status	AODA Compliance Date
		<p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p>		
IAS-R O. Reg. 191/11, s. 29	Return to Work Process	s. 29 (1) Every employer, other than an employer that is a small organization, (a) shall develop and have in place a return to work process for its employees who have been	December 31, 2015 HR-316: Accommodation in the Workplace	January 1, 2016

AODA Standard/ Regulation Section References	Initiative/Action	Description	PQCHC Completion Status	AODA Compliance Date
		absent from work due to a disability and require disability-related accommodations in order to return to work; and (b) shall document the process.		
		s. 29 (2) The return to work process shall, (a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and (b) use documented individual accommodation plans, as described in section 28, as part of the process.	December 31, 2015 HR-316: Accommodation in the Workplace	January 1, 2016

AODA Standard/ Regulation Section References	Initiative/Action	Description	PQCHC Completion Status	AODA Compliance Date
		s. 29(3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.	December 31, 2015	January 1, 2016
IAS-R O. Reg. 191/11, s. 30	Performance Management	s. 30(1) An employers that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	December 31, 2015 and Ongoing	January 1, 2016

AODA Standard/ Regulation Section References	Initiative/Action	Description	PQCHC Completion Status	AODA Compliance Date
IAS-R O. Reg. 191/11, s. 31	Career Development and Advancement	s. 31 (1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	December 31, 2015 and Ongoing	January 1, 2016
IAS-R O. Reg. 191/11, s. 32	Redeployment	s. 32 (1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	December 31, 2015 Ongoing	January 1, 2016

PART IV – TRANSPORTATION STANDARDS

AODA Standard/ Regulation Section References	Initiative/Action	Description	PQCHC Completion Status	AODA Compliance Date
IAS-R O. Reg. 191/11, s. 76	PQCHC Initiative as a Large Organization	<p>s. 76 (1) PQCHC similarly to designated public sector organizations, described in paragraphs 2, 3 and 4 of Schedule 1 that are not primarily in the business of transportation, but that provide transportation services, shall provide bus tickets and taxi chits to clients at the discretion of staff. Taxi chits will only be issued in very exceptional circumstances and after all other transportation options have been exhausted.</p> <p>Guidelines for distribution of taxi chits:</p> <ul style="list-style-type: none"> - Provided only to registered clients of the Centre - Provided to clients with exceptional conditions that limit their ability to travel on the bus - Provided for reasons of personal safety and security 	Ongoing CS-124: Transportation Assistance for Clients	July 1, 2011

SECTION 4: PROPOSED STANDARDS

This portion of the Accessibility Plan provides an overview of the proposed standards that are not yet finalized or in force. This section reflects that despite the lack of final detail, PQCHC is aware of actions and initiatives, broadly speaking, required to meet the standards once they are finalized.

Proposed Built Environment Standard

Accessible public spaces make it easier for people with disabilities to move through and use the environment.

The requirements of the standard are divided into seven sections:

- Recreational trails and beach access routes
- Outdoor public use eating areas, like those found at rest stops or picnic grounds
- Outdoor play spaces
- Exterior paths of travel (sidewalks or walkways) and their associated elements, such as ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off-street and on-street parking spaces
- Obtaining services (service counters, fixed queuing guides and waiting areas)
- Maintenance planning

The standard requires organizations to incorporate accessibility when:

- Building new public spaces, or
- Making planned significant alterations to existing public spaces.

Organizations are not required to retrofit public spaces to meet the requirements. This means that organizations are not required to alter their public spaces if they have no plans to do so.

PQCHC continues to address accessibility issues that may be related to the Built Environment Standard on an as-needed and as applicable basis.

PQCHC Initiative:

SECTION 5: PQCHC COMPLIANCE

Compliance to these standards will be reported on an annual basis.

SECTION 6: CONCLUSION

The Board, Management, and PQCHC employees understand that ongoing work is required to help PQCHC become completely barrier free, physically, attitudinally, and socially. The Accessibility Plan presented above reflects a commitment to initiatives with the expectation that PQCHC will be free of attitudinal, physical and social barriers by the year 2025.