



COMPASS
COMMUNITY HEALTH

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

This 2022 -2027 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 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 December 31, 2023.

- 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.

As per the last plan, Compass Community Health had to 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, 2021. The following actions have been taken as of July 20, 2023:

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

Compass Community Health will ensure that the above actions are maintained in the current accessibility plan.

As per the last plan, Compass Community Health had to take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015. The following actions have been taken as of July 20, 2023:

- The Health Centre's website included a section regarding existing feedback processes.
- Comment boxes are presented and displayed in an accessible location on all floors of the Health Centre.

Compass Community Health will ensure that the above actions are maintained in the current accessibility plan.

As per the last plan, Compass Community Health had to take the following steps to make sure all publicly available information is made accessible upon request by December 31, 2023. The following actions have been taken as of July 20, 2023:

- The Health Centre's website posted all publicly available information in an accessible format.
- We have provided written information in alternative forms such as audio or compatible with screen reader use.

Compass Community Health will ensure that the above actions are maintained in the current accessibility plan

Compass Community Health will ensure staff are aware of the new Accessible Customer Service Standard Changes effective by December 31, 2023 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.

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 individual accommodation plans 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 support to employees based on individual needs (e.g., extra time, verbal versus written feedback formats, providing a 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 Kathy Allan-Fleet, Chief

Executive Officer at: Phone: 905-523-6611 extension 3000

Email: KAllanFleet@Compassch.org

Accessible formats of this document are available free upon request from the Office of Human Resources at 905-523-6611 extension 3033

Annual Training – The link to the AODA training is: [Certificate Version | Ontario Human Rights Commission \(ohrc.on.ca\)](#)

Ratified: January 2014
Revised: July 2023
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