



University Health Network Multi Year Accessibility Plan 2012-2021

University Health Network
Accessibility Planning Committee

TABLE OF CONTENTS

1. CEO Statement of Commitment to the AODA	2
2. Introduction	3
3. Overview	4
4. Integrated Accessibility Standards Regulation (ISAR) Implementation	5
ISAR's by Year	6 - 34
a. 2010 Customer Service Standard: Training, service animals, feedback and accessible format.	
b. 2011 Transportation Standard: UHN shuttle.	
c. 2012 Information and Communication: Emergency procedures, Web sites and Intranet.	
d. 2013 Part I General: Policies, multi-year plan, annual report, procurement, self-serve kiosks.	
e. 2013 Part II Information and Communication: Education, training resources and materials.	
f. 2014 Part I General: Training and policies	
g. 2014 Part II Information and Communication: Feedback Web sites and web content.	
h. 2014 Part III Employment: Recruitment, accessible supports, accommodation, return to work, performance management, career development, advancement and redeployment.	
i. 2015 Part II Information and Communication: Information, educational or training material in accessible format, printed materials in the library accessible and conversion ready.	
j. 2020 Part II Information and Communication: Accessible Web sites and web content upgraded.	

Message from Dr. Robert Bell, CEO

University Health Network (UHN) is committed to providing a respectful, accessible and inclusive environment for all patients, employees and visitors. We are committed to meeting the standards outlined in the province's *Accessibility for Ontarians with Disabilities Act*.

Accordingly, UHN will evolve its policies and procedures in compliance with the *Act* and its standards for customer service, employment, transportation, environment, and information and communication.

Guided by our respect for human dignity and the core principles of the *Act*, including independence, integration and equal opportunity, our goal is to progressively work to eliminate barriers to the goods, services and employment opportunities provided by UHN.

A handwritten signature in black ink, appearing to read "Robert Bell", written in a cursive style.

Dr. Robert Bell
President and CEO
University Health Network
October 2009

INTRODUCTION

In accordance with the AODA, Integrated Accessibility Standards Regulation (IASR) (O. Reg. 191/11), the University Health Network (UHN) has prepared this multi-year plan which identifies deliverables, initiatives and activities that will be addressed and implemented to eliminate barriers within the work, service and learning environment over the coming years.

At UHN we are committed to making inclusion and accessibility throughout the organization a reality and creating an accessible and work, service and learning environment. UHN recognizes that the AODA obligations are far-reaching, with varying levels of accountability, which is why we have adopted a strategic approach to implementation and integration in 2025.

The Multi-year plan is a fluid document and framework which provides high level deliverables and activities until 2021. To achieve implementation of the AODA UHN established the University Health Network AODA Planning Committee. This committee is comprised of leaders representing all areas of the organization that champion and are accountable for the successful implementation of the accessibility initiatives as they relate to the AODA Accessibility Standards, and the AODA Co-Chairs who are accountable for the development and execution of an accessibility strategy and providing leadership and expertise.

The committee is responsible for providing input and consultation to the AODA Committee on the identification and removal of barriers, as they relate to goods, services and facilities.

The Committees are responsible for reviewing the annual status report which will address the outcomes of the deliverables and activities as stated in this plan and contribute to changes of this plan as required.

This document is available in alternative format upon request. Please contact the AODA Co-Chairs, at accessibility@uhn.ca or call: 416.603.5526.

OVERVIEW AODA

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. Currently, it is estimated that 1.85 million people in Ontario have a disability representing 15.5% of Ontario's population. Over the next two decades it is estimated that 20% of the population will have a disability. Improving the ability of people with disabilities to live independently and fully participate in Ontario is at the core of the AODA

The AODA is the first equity seeking law of its kind in Canada dedicated to the integration of persons with disabilities in all aspects of life. Under the AODA, the Province is developing, implementing and enforcing accessibility standards. The mandate of the AODA is to make Ontario accessible for all people with disabilities by 2025.

The Multi-Year Accessibility Plan is based upon requirements under the AODA. The AODA outlines the roadmap for an accessible Ontario by 2025. It contains following five standards:

- **Customer Service**
- **Information & Communication**
- **Employment**
- **Transportation**
- **Built Environment**

The first AODA standard to become law was Customer Service Standard. This standard ensures that people with disabilities receive goods and services in a manner that takes into account the person's disability. Subsequently, the Integrated Accessibility Standards Regulation (IASR) was enacted and consists of three standards, Information and Communication, Employment and Transportation. The mandate of the IASR is to improve accessibility for people with disabilities; improve access to the information, expand Ontario's work force, increase opportunity in the workplace; and ensure that people with disabilities are able to experience travel with respect and autonomy.

The Built Environment Standard is the final standard to be released. This Standard relates to the design of public spaces. While the Built Environment standard is still in its draft stages, University Health Network understands the importance of an accessible Built Environment that allows for independence and participation for persons of all abilities. University Health Network continues to upgrade/renovate facilities and spaces in order to remove and/or eliminate barriers.

INTEGRATED ACCESSIBILITY STANDARDS REGULATION (ISAR) IMPLEMENTATION

The following categories arise from the AODA and will also be reported in the UHN's annual plan:

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

In accordance with the AODA, this multi-year plan will identify the activities to eliminate barriers at UHN. The Annual Accessibility Plan will evaluate our accomplishments in improving accessibility within the legal requirements of each standard. Since September 2012, the Customer Service Standard (O.Reg. 429/07) and the Integrated Accessibility Standards Regulation (Or. Reg. 191/11) have been finalized into regulation, and UHN has met its obligations under the ISAR, specifically the delivery of training for all persons who provide goods, services and facilities to the public, and the establishment of policies and practices to promote accessibility in the areas of Information and Communication, Employment and Transportation.

The Customer Service Standard (O. Reg. 429/07) is finalized.

CUSTOMER SERVICE							
	AODA Standard Regulation Section Reference	Deliverables	Activities	Responsibility	Status Implementation		
					Complete	In Progress	Ongoing
2010	S. 3 Policies, practices, procedures	Develop UHN policy and procedure.	CEO Commitment developed and posted.	Co-Chair AODA	X		
	Establish polices, practices and procedures on providing goods or services to persons with disabilities according to provisions of the regulation. Create document describing policies, procedures and practices; make available upon request in alternative format.	Develop practice guidelines.	Guiding principles 1. Respect for dignity and independence 2. Integration 3. Equality	Lead Education Sub-committee	X		X
		Policy posted publically and in conspicuous areas.	Developed and posted policy/ procedures on; i) Use of Service Animals/ Support Persons ii) Notice of Temporary Disruptions	Lead Education Sub-committee	X		
		AODA web page. Policies and Procedures		Co-Chairs AODA	X		
			Policy posted on UHN website communicated via e-mails, brochure Senior Management, Site Leadership, Clinical, Nursing Presentations and employee in-service.	Co-Chair AODA	X		X
			Obligations under AODA communicated UHN wide to increase awareness				
						6	

2 0 1 0	AODA Standard Regulation Section Reference	Deliverables	Activities	Responsibility	Status Implementation		
					Complete	In Progress	Ongoing
	s. 3 (4) Communicate with a person with a disability in a manner that takes into account their disability.	Include in UHN policy. Reflect in UHN content of CSS training.	ASL Interpreter available (2010) AODA brochure created and posted AODA communicated at New Employee Orientation	Manager ITS	X		
Co-Chair AODA Human Resources				X			
				X			
	s. 4 Use of service animals and support persons Establish policies, practices and procedures about obligations when person with a disability is accompanied by a service animal or support person. Provide accessible formats upon request.	Include a commitment statement in UHN policy 2009. Inform stakeholders of AODA content experts on request.	Consultation with Infection control (IPAC)/Clinical/Risk/Patient Relations/ Security/Volunteer Resources Statement included in UHN Policy Continued commitment on communicating this obligation. Tracer exercise to ensure procedural accuracy and service equity.	Co-Chair AODA	X		
Co-Chair AODA							
Co-Chair AODA				X			
AODA Planning Committee				X			
					X		

AODA Standard Regulation Section Reference	Deliverables	Activities	Responsibility	Status Implementation		
				Complete	In Progress	Ongoing
s. 5 Notice of temporary disruptions Provide public notice of disruption in facilities or services by posting on premises or on website. Identify reason for disruption, duration, and description of alternatives. Provide in accessible format upon request.	Develop templates of notices to communicate planned, temporary and permanent disruptions to services and facilities.	Information and procedure included in policy.	Co-Chair AODA Manager Policy	X		
		Templates created and provided to facilities management.	AODA Planning Committee	X		
		Communication and guidance provided to all service areas on this obligation.	Co-Chairs AODA	X		
				X		
s. 7 Feedback process Establish process for receiving/responding to feedback. All information related to feedback must be publically available and in accessible format upon request.	Establish process Create brochures	Process established (2009) and reviewed (2010).	Co-Chair AODA	X		
	Set up process on AODA web page for feedback.	Improved UHN feedback strategy to include e-mail: accessibility@uhn.ca. All AODA inquiries are directed to the Co-Chair AODA e-mail.	Co-Chair AODA	X		
			SIMS			X
				Co-Chair AODA	X	
s. 8 Notice- availability of documents Notify the public that the documents covered by this regulation are available upon request.	Notice of availability of documents in Customer Service policy. Policy must be available in accessible format upon request.	Availability in Patient Education Centers	Co-Chair AODA	X		
		Brochure located at information desk communicates availability on request.	Volunteers	X		
		Diversity provides guidance on creating accessible documents.	CUSP	X		X

AODA Standard Regulation Section Reference	Deliverables	Activities	Responsibility	Status Implementation		
				Complete	In Progress	Ongoing
s. 9 Format of documents Accessible formats must take into account person's disability.	All documents must be available in accessible format upon request.	Any material developed will be available in an accessible format upon request.	Co-Chair AODA	X		

PART IV TRANSPORTATION							
2 0 1 1	AODA Standard Regulation Section Reference	Deliverables	Activities	Responsibility	Status Implementation		
					Complete	In Progress	Ongoing
	s.76. Transportation Services Designated public sector organizations that are not primarily in the business of transportation must provide accessible or alternative service.	Accessible vehicles or equivalent service must be provided upon request.	Alternative service to the UHN Shuttle Service will be arranged and provided upon request.	Food Administration and Business	X		X
	35. (1) If the accessibility equipment on a vehicle is not functioning and equivalent service cannot be provided, conventional transportation service providers and specialized transportation service providers shall take reasonable steps to accommodate persons with disabilities who would otherwise use the equipment and the transportation service provider shall repair the equipment as soon as is practicable.	Non Functioning Accessibility Equipment	Alternative service to the UHN Shuttle Service will be arranged and provided upon request.		X		X

PART II INFORMATION and COMMUNICATION

	AODA standard/Regulation Section Reference Description	Deliverables	Activities	Responsibility	Status Implementation		
					Complete	In Progress	Ongoing
2012	<p>s. 13 Emergency and public safety information</p> <p>Make information available to public in an accessible format or with appropriate communication supports, upon request.</p>	Reviewed Emergency Procedures	Emergency Procedures for accessibility reviewed January 2012, Nov 2012 and commence audit Dec 2013.	Co-Chair AODA Risk	X		X
		Ensure Emergency Procedure is in accessible format upon request.	February 2012 Occupational Health issued UHN wide memo notice to all employees.	Occupational Health and Safety	X		
			Created emergency response information for employees/volunteers/ students with disabilities who may require an individualized response plan.	Occupational Health and Safety	X		X
			Annual UHN wide communication reminder to all employees, students/volunteers.	Occupational Health and Safety	X		X

	AODA standard/Regulation Section Reference Description	Deliverables	Activities	Responsibility	Status Implementation		
					Complete	Complete	Complete
2012	s.14. (2) Accessible websites and web content Designated public sector organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA.	Web sites published after January 1, 2012 must conform to WCAG 2.0 Level AA (except where the requirement is not practical)	Establish understanding obligation	Public Affairs	X		
			New intranet websites conform to Level A Webmasters and\Public Affairs planning to conform with WCAG Level AA UHN Webmasters create checklist to ensure compliance met	SIMMS Public Affairs AODA Information and Communication Sub-committee Lead	X X X	X	X
2012	s. 27 (1) Workplace emergency response information 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	Develop Workplace emergency response policy and procedure Reviewed process with employees who self-identified as a person with a disability	Developed policy, procedure and process	Co-Chair AODA	X		
			Sr. Director Occupational Health and Safety presented new process to Disability Case Coordinators UHN wide communication Memo sent to employees with disabilities who self-identified Process approved by Sr.	Occupational Health and Safety	X		X

	AODA standard/Regulation Section Reference Description	Deliverables	Activities	Responsibility	Status Implementation		
					Complete	In Progress	Ongoing
2012	the need for accommodation due to the employee's disability		Director Occupational Health and Safety Alignment to emergency preparedness protocol				
	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.	Ensure procedure provides confidentiality /privacy	Developed agreement and Consent sign off on forms	Co-Chair AODA	X		X
			EAP support information provided to employee	Occupational Health and Safety	X		X
			Specialized services available to provide support Diversity and Mediation Services/Union/ITS as required	Diversity and Mediation Services ITS Union	X		X
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	Develop procedural manual and including forms	Developed procedural manual and supporting forms Include plain language review exercise post implementation (2014)	Occupational Health and Safety	X		X	

	AODA standard/Regulation Section Reference Description	Deliverables	Activities	Responsibility	Status Implementation		
					Complete	In Progress	Ongoing
2012	accommodation due to the employee's disability.						
	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 needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies.	Ensure documentation and file management tracking process for employee transitions.	Documentation tracking/checklist	Occupational Health and Safety Staffing Advisor	X	X	X
		Incorporate confidentiality Ensure standardized documentation in the event of Case Disability Case Coordinator s transition	Alignment with staffing providing code trigger to alert Disability Case Coordinator to follow-up Annual review	Occupational Health and Safety Co-Chair AODA	X	X	X

INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR), (Reg. 191/11)

PART I GENERAL

	AODA Standard/Regulation Section Reference Description	Deliverables	Activities	Responsibility	Status Implementation		
					Complete	In Progress	Ongoing
2013	s. 3(1) Establishment of Accessibility Policies Every 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	Develop IASR Accessibility policy	Practice review Current Policies reviewed	Co-Chair AODA	X		
			Develop IASR policy Post on intranet/internet Develop communication strategy to communicate policies and procedures	AODA sub-committee Leads	X	X	X
	s. 4(1) Accessibility Plans Designated public sector organizations shall, (a) establish, implement, maintain and document a multi-year accessibility plan, which outlines	Develop Multi-year Accessibility Plan	Prepared multi-year plan.	Co-Chair AODA	X		X
			Created accompanying procedures, forms Posted on the intranet and internet	AODA sub-committee Leads Sr. Director Occupational Health	X		X

2 0 1 3	AODA standard/Regulation Section Reference Description	Deliverables	Activities	Responsibility	Status Implementation		
					Complete	In Progress	Ongoing
	<p>the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation;</p> <p>(b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and</p> <p>(c) review and update the accessibility plan at least once every five years.</p>		<p>UHN wide communication</p> <p>Plan to be made available in accessible formats upon request</p> <p>Mutli-year plan next review 2017 or as required.</p>	Co-Chair AODA	X		X
	s. 4(2) Designated public sector organizations shall establish, review and update their accessibility plans in consultation with persons with disabilities and if they have established an accessibility advisory committee, they shall	Policy review by selected members of AODA Planning Committee	Policy review by selected members of AODA Planning Committee	Lead Coordinator AODA Planning Committee Co-Chair AODA	X		X

203	AODA standard/Regulation Section Reference Description	Deliverables	Activities	Responsibility	Status Implementation		
					Complete	In Progress	Ongoing
1	consult with the committee.						
3	<p>s. 4(3) Designated public sector organizations shall,</p> <p>(a) prepare an annual status report on the progress of measures taken to implement the strategy referenced in clause (1)(a); and</p> <p>(b) post the status report on their website, if any, and provide the report in an accessible format upon request.</p>	<p>Develop an annual status report on the progress of barrier removal and barrier elimination</p> <p>Post annual report</p> <p>Ensure annual status report is made available in accessible format upon request.</p>	Develop annual status report for upcoming year identifying barrier removal and barrier elimination strategies, initiative and activities.	<p>Co-Chair AODA</p> <p>Review by selected members of AODA Planning Committee</p>	X	X	
	<p>s. 5(1) Procuring or acquiring goods, services or facilities</p> <p>Public sector organizations shall incorporate accessibility criteria and features when procuring or acquiring goods, services or</p>	UHN to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not	Accessibility statement created by PLEXXUS integrated in Procurement process.	Food Administration and Business	X		X

203	AODA standard/Regulation Section Reference Description	Deliverables	Activities	Responsibility	Status Implementation		
					Complete	In Progress	Ongoing
	facilities, except where it is not practicable to do so	practicable to do so.					
	s. 5(2) If a designated public sector organization determines that and features when procuring or acquiring good, services or it is not practicable to incorporate accessibility criteria facilities, it shall provide, upon request, an explanation.	If accessibility is not incorporated with the procuring or acquiring services an explanation will be provided upon request.	Review employee and public (concerns/inquiries/ compliments) feedback related to self-service kiosks	Co-Chair AODA Patient Relations Lead Coordinator AODA	X		X
	s. 6 Self-service kiosks Without limiting the generality of s. 5 designated public sector organizations shall incorporate accessibility features when designing, procuring or acquiring self-service kiosks.	Where practical UHN will procure or acquire self-serve kiosks is that incorporate accessibility features or universal design feature	Review that this is integrated with the procuring or acquiring of self-serve kiosks* Kiosk” means an interactive electronic terminal, this includes a point-of-sale device, intended for public use that allows users to	Food Administration and Business Lead AODA sub-committee Built Environment Facilities	X		X

PART II INFORMATION and COMMUNICATION							
2 0 1 3	AODA standard/Regulation Section Reference Description	Deliverables	Activities	Responsibility	Status Implementation		
					Complete	In Progress	Ongoing
	<p>s. 15(1) Educational and training resources and materials, etc. Every obligated organization that is an educational or training institution shall do the following, if notification of need is given:</p> <p>s. 15(1)(1) Provide educational or training resources or materials in an accessible format that takes into account the accessibility needs due to a disability of the person with a disability to whom the material is to be provided by</p>	Provide educational or training resources or material in accessible format that takes into account the accessibility needs of the person making the request	Establish process to ensure that education providers, instructors and trainers provide materials in accessible format upon request.	Co-Chair AODA OD VP Education	X	X	X

20	AODA standard/Regulation Section Reference Description	Deliverables	Activities	Responsibility	Status Implementation		
					Complete	In Progress	Ongoing
13	<p>i. procuring through purchase or obtaining by other means an accessible or conversion ready electronic format of educational or training resources or materials, where available, or</p> <p>ii. arranging for the provision of a comparable resource in an accessible or conversion ready electronic format, if educational or training resources or materials cannot be procured, obtained by other means or converted into an accessible format.</p> <p>2. Provide student records/ information on program requirements, availability and descriptions in an</p>	<p>To acquire or purchase conversion ready electronic format of educational training resources or arrange to provide a similar resources in accessible or conversion ready format if the training materials cannot be otherwise obtained or converted into accessible format.</p> <p>Ensure program information is available in accessible format upon request.</p>	<p>Review Education Sector for practices standards;</p> <ul style="list-style-type: none"> ❖ Volunteer peer support ❖ Alternate format transcription (Braille) ❖ Screen reading software ❖ Mental Health and Wellness support groups (performance anxiety) 	<p>Co-Chair AODA</p> <p>Occupational Health</p> <p>OD</p> <p>VP Education</p> <p>Wellness</p>		<p>X</p> <p>X</p> <p>X</p>	<p>X</p> <p>X</p> <p>X</p>

2013	AODA standard/Regulation Section Reference Description	Deliverables	Activities	Responsibility	Status Implementation		
					Complete	In Progress	Ongoing
	accessible format to persons with disabilities.						
	s.16 (1) In addition to the requirements under section 7, obligated organizations that are school boards or educational or training institutions shall provide educators with accessibility awareness training related to accessible program or course delivery and instruction.		<ul style="list-style-type: none"> • • • • • 			X	X
	s. 16 (2) Obligated organizations that are school boards or educational or training institutions shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of	Records	Review and update process to track completed training	Co-Chair AODA CUSP VP Education		X	X

2 0 1 3	AODA standard/Regulation Section Reference Description	Deliverables	Activities	Responsibility	Status Implementation		
					Complete	In Progress	Ongoing
	individuals to whom it is provided.						

INTEGRATED ACCESSIBILITY STANDARDS REGULATION ('IASR'), (Reg. 191/11)							
PART I - GENERAL							
AODA Standard/Regulation Section Reference Description	Deliverables	Activities	Responsibility	Status Implementation			
				Complete	In Progress	Ongoing	
2 0 1 4 s. 7(1) Training 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, (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.	Design and develop IASR Training including OHRC which provides explain, equips employees, volunteers, Directing minds, policy makers and all persons who provide goods and services or facilities on behalf of UHN. s. 7(3) The training shall be provided as soon as practicable	IASR training delivered in tandem with Customer Service learning.	Co-Chair AODA		X	X	
		Deliver training in various formats. (in-class, lunch and learn, e-learn)	Lead Coordinator AODA CUSP				
		Post on AODA Webpage	OD		X	X	
		Ensure training is available in accessible format	Volunteer Resources Staffing Diversity and Mediation Services				

PART II INFORMATION and COMMUNICATION

2014	AODA Standard/Regulation Section Reference Description	Deliverables	Activities	Responsibility	Status Implementation		
					Complete	In Progress	Ongoing
	<p>s. 11 (1) Information and Communication Standards 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>	Ensure feedback processes are accessible to persons with disabilities	Track accessibility based concerns raised. Review, address and revise current process. Policy and procedure posted to intranet	Co-Chair AODA	X		X
	<p>s. 14 (2) Accessible websites and web content Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing</p>	Ensure new internet websites and web content conform to WCAG 2.0 Level AA.	Notify persons responsible for UHN intranet/internet. Criteria and plan created to ensure websites conform to WCAG 2.0 Level AA	Public Affairs Lead AODA Information and Communication sub-Committee	X	X	X
					X		X
					X		X

2014	AODA Standard/Regulation Section Reference Description	Deliverables	Activities	Responsibility	Status Implementation		
					Complete	In Progress	Ongoing
	to Level AA.		<p>Updates to internet/intranet.</p> <p>List of affiliate website not under the control of UHN sourced to ensure compliance</p>				
PART III - EMPLOYMENT							
	<p>s. 22 Recruitment General Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.</p>	Notify applicants about the provision of accommodation during recruitment	<p>Developed statement notifying employees and the public about accommodation in recruitment</p> <p>Post statement of commitment on website, notice boards and all relevant documents and locations</p> <p>Include requirement in training</p>	<p>Lead AODA Employment sub-committee</p> <p>Staffing Employee Relations</p> <p>Diversity and Mediation Services</p>	X		X
	<p>s. 23 (1) Recruitment, assessment or selection process During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate</p>	Ensure applicants notified of the provision of accommodation during recruitment, assessment or selection process	<p>Statement of commitment posted on website and postings</p> <p>Tracer exercise to determine applicability of accommodation process</p>	<p>Lead AODA Employment sub-committee</p> <p>CO-Chair AODA Occupational Health Diversity and Mediation</p>	X	X	
					X	X	

2014	AODA Standard/Regulation Section Reference Description	Deliverables	Activities	Responsibility	Status Implementation		
					Complete	In Progress	Ongoing
	<p>in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.</p> <p>(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.</p>		<p>Policy updated</p> <p>Training includes accessibility and accommodation during hiring</p> <p>Developed standardized statement identifying policies for accommodation of employees with disabilities</p> <p>Developed form/checklist to ensure the candidates accessibility needs due to disability are met during process</p>	<p>Services</p> <p>Lead AODA Employment sub-committee</p> <p>CO-Chair AODA Occupational Health</p> <p>Diversity and Mediation Services</p>	X	X	
	<p>s. 24 Notice to successful applicants</p> <p>Every employer shall, when making offers of employment, notify the successful</p>	Notice to successful applicants	Applicable language included in offer letter Incorporated process with hiring process.	Staffing	X		X

	AODA Standard/Regulation Section Reference Description	Deliverables	Activities	Responsibility	Status Implementation		
					Complete	In Progress	Ongoing
	applicant of its policies for accommodating employees with disabilities.						
2014	s. 25 (1) Informing employees of supports 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.	Informing employees of supports	Inform employees about accommodation policies and available supports that take into account the employees accessibility needs due to disability.	Staffing Advisor Occupational Health Employee Relations	X		X
	s. 25 (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.		Develop standard information bundle identifying policies for accommodation of employees with disabilities at orientation. Revise New Orientation	Employee Relations Occupational Health			

	AODA Standard/Regulation Section Reference Description	Deliverables	Activities	Responsibility	Status Implementation		
					Complete	In Progress	Ongoing
2014			to include this information and contact for accessibility supports.				
	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.		Policy updates and alerts when there is any change to policies about job accommodation.	Occupational Health		X	
	s. 26 (1) accessible formats and communication supports for employees 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	Provide accessible formats and communication supports for employees	To ensure accessible formats available for employees seeking general work related information that is typically available to employees in the work environment.	SIMS CUSP			

2014	AODA Standard/Regulation Section Reference Description	Deliverables	Activities	Responsibility	Status Implementation		
					Complete	In Progress	Ongoing
	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.						
	s. 26 (2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.			Occupational Health Employee Relations Diversity and Mediation Services			
	s. 28 (1) Employers shall develop and have in place a written process for the development of documented individual accommodation plans for employees with	Documented individual accommodation plans	UHN has an existing process workplace disability management program. This program includes individualized planning documenting all aspects of an employee's accommodation due to disability. Currently, s.27	Sr. Director Occupational Health	X		X

2014	AODA Standard/Regulation Section Reference Description	Deliverables	Activities	Responsibility	Status Implementation		
					Complete	In Progress	Ongoing
	disabilities.		of the IASR is incorporated and any other requirements will be integrated.				
	<p>s. 28 (2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <p>1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</p> <p>2. The means by which the employee is assessed on an individual basis.</p> <p>3. The manner in which the employer can request an accommodation can be achieved.</p> <p>4. The manner in</p>		The workplace disability management program incorporates all the elements identified in this section including but not limited to privacy rights.	Sr. Director Occupational Health	X		X

2014	AODA Standard/Regulation Section Reference Description	Deliverables	Activities	Responsibility	Status Implementation		
					Complete	In Progress	Ongoing
	<p>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 from the workplace, 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> <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</p>						

	AODA Standard/Regulation Section Reference Description	Deliverables	Activities	Responsibility	Status Implementation		
					Complete	In Progress	Ongoing
2014	is denied, the manner in which the reasons for the denial will be provided to the employee.						
	8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.						
	s. 29 (1) Return to work process 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 absent from work due to a disability and require disability-related	Return to work process	The return to work process, procedure and practice is in place under the leadership and administration of Occupational Health	Occupational Health	X		X

	AODA Standard/Regulation Section Reference Description	Deliverables	Activities	Responsibility	Status Implementation		
					Complete	In Progress	Ongoing
2014	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.		The return to work process, procedure and practice is in place under the leadership and administration of Occupational Health	Occupational Health	X		X
	s. 29(3) The return to work process referenced in this section does not replace or override any other return to work process created	Existing legislative requirements are not replaced by this section	Communicate to all partners involved in the return work process that this section does replace or override any statutorily governed return to work process	Labour Relations Employee Relations			

2014	AODA Standard/Regulation Section Reference Description	Deliverables	Activities	Responsibility	Status Implementation		
					Complete	In Progress	Ongoing
	by or under any other statute.						
	<p>s. 30 (1) Performance management An employer 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.</p>	Performance management	Review, revise existing policies, procedures and practice related to performance management.	OD Employee Relations Labour Relations Diversity and Mediation services			
	<p>s. 31 (1) Career development and advancement An employer that provides career development and advancement to its employees shall take</p>	Career development and advancement	Review current career development policies, procedure and practices about career development with Director OD	OD			

2014	AODA Standard/Regulation Section Reference Description	Deliverables	Activities	Responsibility	Status Implementation		
					Complete	In Progress	Ongoing
	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.						
	s. 32 (1) Redeployment 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.	Redeployment	Permanent Accommodation policy and procedure revised	Occupational Health	X		X

INTEGRATED ACCESSIBILITY STANDARDS REGULATION ('IASR'), (Reg. 191/11)

PART II INFORMATION and COMMUNICATION

2015	AODA Standard/Regulation Section Reference Description	Deliverables	Activities	Responsibility	Status Implementation		
					Complete	In Progress	Ongoing
	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, (a) in a timely manner that takes into account the person's accessibility needs due to disability; and (b) at a cost that is no more than the regular cost charged to other persons.	Design a process					
	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.						
	s. 12 (3) Every obligated organization shall notify the public about the						

2015	AODA Standard/Regulation Section Reference Description	Deliverables	Activities	Responsibility	Status Implementation		
					Complete	In Progress	Ongoing
	availability of accessible formats and communication supports.						
	s. 17 (1) Every obligated organization that is a producer of educational or training textbooks for educational or training institutions shall upon request make accessible or conversion ready versions of the textbooks available to the institutions.						
	s. 18 (1) Subject to subsection (2) and where available, the libraries of educational or training institutions that are obligated organizations shall provide, procure or acquire by other means an accessible or conversion ready format of print , digital or multimedia resources or materials for a person with a disability, upon request.		Establish process to procure or acquire accessible or conversion ready format of print resources or materials for a person with a disability upon request.				

INTEGRATED ACCESSIBILITY STANDARDS REGULATION ('IASR'), (Reg. 191/11)

PART II INFORMATION and COMMUNICATION

2020-2021	AODA Standard/Regulation Section Reference Description	Deliverables	Activities	Responsibility	Status Implementation		
					Complete	In Progress	Ongoing
	s. 14 (4) Accessible websites and web content Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA	Accessible websites and web content	January 1, 2021 – all internet websites and web content must conform with WCAG 2.0 Level AA, other than, i. success criteria 1.2.4 Captions (Live), and ii. success criteria 1.2.5 Audio Descriptions (Pre-recorded).				
	17(2) Producers of educational or training material Every obligated organization that is a producer of print-based educational or training supplementary learning resources for educational	Producers of educational or training material	January 1, 2020 - for accessible or conversion ready versions of printed materials that are educational or training supplementary learning resources				

2020 - 2021	AODA Standard/Regulation Section Reference Description	Deliverables	Activities	Responsibility	Status Implementation		
					Complete	In Progress	Ongoing
	or training institutions shall upon request make accessible or conversion ready versions of the printed materials available to the institutions.						
	s. 18 (1) Subject to subsection (2) and where available, the libraries of educational or training institutions that are obligated organizations shall provide, procure or acquire by other means an accessible or conversion ready format of print, digital or multimedia resources or materials for a person with a disability, upon request.		Establish process to procure or acquire accessible or conversion ready format of digital or multi-media resources or materials for a person with a disability upon request.				
	18 (2) Special collections, archival materials, rare books and donations are exempt from the requirements of subsection (1).						

This is a living document and may be updated at any time to reflect the University Health Network's ongoing commitment to accessibility.