

eHealth Ontario

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eHealth Ontario

AODA Multi-Year Accessibility Plan

2018 to 2019

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Allan Gunn	Chief Financial Officer & Chief Administration Officer	2017-12-21

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1.1	2017-12-19	Updated to address feedback from the AODA Accessibility Plan Focus Group	Carla Murphy

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Definitions

As defined in the Accessibility for Ontarians with Disabilities Act:

- **“Barrier”** means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice; (“obstacle”)
- **“Disability”** means,
 - a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
 - b) a condition of mental impairment or a developmental disability,
 - c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
 - d) a mental disorder, or
 - e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”)

Introduction

eHealth Ontario is a designated public sector organization that is subject to the provisions of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA); its purpose is to ensure greater accessibility for Ontarians of all abilities. Since becoming law, eHealth Ontario has been required to comply with its provisions, which are being phased in between 2010 and 2025. The AODA is Ontario's roadmap to become barrier-free by 2025. It includes accessibility standards in:

- Customer service;
- Information and communications;
- Employment;
- Transportation; and,
- Design of public spaces.

Under the Accessibility for Ontarians with Disabilities Act (AODA), Ontario organizations, including eHealth Ontario, are required to develop multi-year accessibility plans in support of making Ontario accessible by 2025. eHealth Ontario's first multi-year accessibility plan (Accessibility Plan) covered the period of 2012 – 2017.

This new Accessibility Plan outlines eHealth Ontario's compliance with the AODA and the requirements set by the Integrated Accessibility Standards Regulation (IASR) between 2018-19. eHealth Ontario is committed to fulfilling our requirements under the AODA and making its premises and services accessible to all Ontarians. This plan is reviewed and revised as part of a regular review cycle with the next version to be released in 2020.

This Accessibility Plan is available to all eHealth Ontario employees and the general public via our external website and can be requested in an accessible format at no charge using the contact information at the end of this document.

Statement of Commitment

eHealth Ontario is committed to ensuring equal access and participation for people of all abilities.

eHealth Ontario recognizes disability as defined by the Accessibility for Ontarians with Disabilities Act. Whether an individual's disability be physical, mental, developmental, a learning disability, permanent or temporary, eHealth Ontario believes that everyone should be treated with courtesy, made to feel welcome, and have their need for disability-related accommodation respected whenever they access eHealth Ontario's services and/or eHealth Ontario facilities.

eHealth Ontario believes in integration; we will achieve this by removing and preventing barriers to accessibility, and by meeting our accessibility requirements under Ontario's accessibility legislation to provide a more accessible environment for all.

Integrated Accessibility Standards Regulation (IASR) Requirements

Part 1 – General Requirements

a. General Requirements - Accessibility Policies and Plans

Section 3 of the Regulation requires broader public sector organizations to develop, implement, and maintain policies on how they achieve or will achieve accessibility requirements. Section 4 of the IASR requires the creation of a multi-year plan which is updated at least every five years. We are required to make our accessibility policies and plan public by posting copies on our website and providing alternate formats on request. eHealth Ontario is compliant with the General Requirements of the IASR: an accessibility policy and a procurement policy have been created and a multi-year accessibility plan has been published, all of which undergo regular review.

Activity	Status
1. Establishment and maintenance of accessibility policy. (IASR s.3)	COMPLETE/IN PLACE. Current policy dated 2013. Updated policy to be complete in 2018.
2. Create a multi-year plan which is updated at least every five years. (IASR s.4)	COMPLETE/IN PLACE. Current plan posted December 2017 dated 2018-2019. Plan is reviewed in consultation with relevant stakeholders including those who identify with disability.
3. Prepare an annual status report on the progress of measures taken to comply with accessibility regulations. (IASR s.4)	COMPLETE/IN PLACE and ongoing.
4. Publically post accessibility policy, multi-year plan and annual status reports on external website. (IASR s.3 ; IASR s.4)	COMPLETE/IN PLACE as of October 2013.
5. Include procurement accessibility within the overall eHealth Ontario Procurement Policy. (IASR s.5)	COMPLETE/IN PLACE. Current policy effective as of June 2015.

b. General Requirements - Training

Section 7 of the IASR requires that eHealth Ontario provide training to meet the accessibility standards referred to in the regulation and under the Human Rights Code. The training will target employees, volunteers and all persons who participate in developing the organization's policies and all providers of goods, services, or facilities who act on behalf of the organization.

Activity	Status
1. Training on the AODA and Ontario Human Rights Code will be delivered to all employees, volunteers and all persons who participate in developing the organization's policies; and all other persons who provide goods, services or facilities on behalf of the organization as required. (IASR s.7)	COMPLETE/IN PLACE and ongoing. All employees have been trained on AODA and Human Rights Code and training is provided to all new employees. Ongoing training is provided in respect to changes to the Agency's accessibility policies.

2. A record of training, including dates and number of trained people will be maintained. (IASR s.7)	COMPLETE/IN PLACE and ongoing.
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c. Procurement

As per Section 5 of the IASR, eHealth Ontario is required to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, whenever it is practicable to do so. When accessibility criteria are not incorporated an explanation will be provided when requested.

eHealth Ontario is committed to accessible procurement processes. We ask potential suppliers to tell us about the accessible options they offer and include accessibility considerations in our evaluation criteria.

Activity	Status
1. Include procurement accessibility within the overall eHealth Ontario Procurement Policy. (IASR s.5)	COMPLETE/IN PLACE. Current policy effective as of June 2015.

Part 2 - Information and Communications Standards

eHealth Ontario is committed to making our information and communications accessible to people of all abilities.

eHealth Ontario will follow best practices when developing, implementing, and maintaining information and communications strategies and products to ensure that information and communications are available and accessible to people with disabilities. This includes websites, intranet sites, communication materials, telephone communications and face-to-face interactions. The goal is to achieve the most effective and efficient access to information for all users.

a. Information and Communications Standards - Feedback

Section 11 of the IASR requires that all organizations that have processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats or providing appropriate communications supports, upon request. eHealth Ontario must notify the public about the availability of accessible format and communication supports.

Activity	Status
1. Employees and volunteers receive specific instructions on how to handle feedback during training. (IASR s.11)	COMPLETE/IN PLACE and ongoing.
2. Alternate formats are available on request for all feedback forms. (IASR s.11)	COMPLETE/IN PLACE and ongoing. Supports in place for requests and the public are notified of the option to request an accessible format via our external website.

b. Information and Communications Standards - Accessible Formats and Communication Supports

eHealth Ontario is required to be compliant with Section 12 and 13 of the IASR with regards to providing accessible formats and/or communication supports upon request.

Activity	Status
1. Upon request, provide or arrange for information in accessible formats and/or will provide communication supports in a timely manner, at no extra cost, and in consultation with the person making the request to determine the most appropriate format or support. This includes emergency procedures, plans and public safety information. (IASR s.12 ; IASR s.13)	COMPLETE/IN PLACE and ongoing. Supports in place for requests and the public are notified of the option to request an accessible format via our external website.

c. Information and Communications Standards - Accessible Website and Web Content

Section 14 of the IASR requires that all new internet websites or websites undergoing a major refresh, and web content (content published after January 1, 2012) on those sites must conform with the international accessibility standard known as the Web Content Accessibility Guidelines or WCAG 2.0, Level A starting January 1, 2014.

Activity	Status
1. All new websites and web applications starting January 1, 2014 will conform with WCAG, 2.0 Level A (IASR s.14)	COMPLETE/IN PLACE and ongoing.

2. All internet websites and web content starting January 1, 2021 will conform with WCAG, 2.0 Level AA (IASR s.14)	In progress.
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Part 3 – Employment Standards

eHealth Ontario is committed to fair and accessible employment practices that attract and retain talented employees of all abilities.

a. Employment Standards - Recruitment

In compliance with Sections 22, 23 and 24 of the IASR, eHealth Ontario will:

Activity	Status
1. Notify employees and the public that we will provide accommodations where required for applicants during our recruitment processes and will consult with them and make adjustments that best suit their needs. (IASR s.22 ; IASR s.23)	COMPLETE/IN PLACE. Job postings address accessibility.
2. The eHealth Ontario Careers website will be updated to ensure accessibility. Tools, tips and resources in alternate formats will be available for candidates who are preparing for an interview with eHealth Ontario upon request. (IASR s.22)	COMPLETE/IN PLACE. Career site addresses accessibility.
3. All successful applicants are notified of eHealth Ontario's policies for accommodating employees with disabilities. (IASR s.24)	COMPLETE/IN PLACE. Offer letters and new hire orientation address accommodation policies.

b. Employment Standards - Informing Employees of Supports

In compliance with Section 25 of the IASR, eHealth Ontario will:

Activity	Status
1. Inform staff about eHealth Ontario's policies for supporting employees with disabilities. (IASR s.25)	COMPLETE/IN PLACE. Accommodation Policy and procedures are in place.
2. New employees receive information on supports during the orientation process. (IASR s.25)	COMPLETE/IN PLACE. Information on supports is provided during new hire orientation.
3. All employees will be given updated information whenever there is a change to existing policies on the provision of job accommodations. (IASR s.25)	COMPLETE/IN PLACE. Employees are informed when policies are updated.

c. Employment Standards - Accessible Formats and Communication Support for Employees

In compliance with Section 26 of the IASR, eHealth Ontario will:

Activity	Status
1. Consult with employees who have disabilities to provide them with the accessible formats and communication supports they require to do their jobs effectively. (IASR s.26)	COMPLETE/IN PLACE and ongoing. Accommodation is provided as required.

d. Employment Standards - Workplace emergency response information

In compliance with Section 27 of the IASR, eHealth Ontario will:

Activity	Status
1. Provide individualized workplace emergency response information to staff with disabilities where necessary. (IASR s.27)	COMPLETE/IN PLACE and ongoing. Individual accommodation plans for employees with disabilities include individual emergency response requirements.

e. Employment Standards - Individual Accommodation Plans

In compliance with Section 28 of the IASR, eHealth Ontario will:

Activity	Status
1. Develop written individual accommodation plans for employees with disabilities. Each plan will include information on accessible formats and communication supports required, individual emergency response requirements and any other accommodation needed. (IASR s.28)	COMPLETE/IN PLACE and ongoing. Individual accommodation plans are provided to employees. Accommodation Policy and procedures cover privacy of individuals and accommodation plans.

f. Employment Standards - Return to Work

In compliance with Section 29 of the IASR, eHealth Ontario will:

Activity	Status
1. Outline the steps that will be taken to help employees return to work when they have been absent because of a disability or need some form of accommodation to return to work. (IASR s.29)	COMPLETE/IN PLACE and ongoing. The return to work process is outlined in the Accommodation

g. Employment Standards - Performance Management and Career Development

In compliance with Sections 30 and 31, eHealth Ontario will:

Activity	Status
1. Make performance management accessible by ensuring accommodation plans are reviewed for adjustments to help employees succeed, provide accessible feedback. (IASR s.30)	COMPLETE/IN PLACE and ongoing.
2. Update existing performance management process to ensure that accessibility is built into the process. (IASR s.30)	COMPLETE/IN PLACE. Accessibility is addressed on PMP forms.
3. Develop list of considerations concerning accessibility that each manager will include in performance management and career development. (IASR s.31)	COMPLETE/IN PLACE. Tips for managers developed and posted.

Part 4 - Design of Public Spaces

eHealth Ontario is required to maintain the access parts of our public spaces in accordance with the Accessibility Standard for the Design of Public Spaces.

Activity	Status
1. Any new or redeveloped reception or public waiting areas are to be made accessible in accordance with the Accessibility Standard for the Design of Public Spaces. (IASR s.80.41 ; IASR s.80.43)	Ongoing.

Part 5: Customer Service Standards

eHealth Ontario is committed to providing accessible customer service. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others. eHealth Ontario will continue to be in compliance with the Customer Service Standards, and will provide updates to staff with relevant information as needed.

Activity	Status
1. Develop accessibility policy / procedures for the compliance with the Customer Service Standards (IASR s.80.46)	COMPLETE/IN PLACE. Policies and procedures are regularly reviewed and updated. Customer Service Standards Policy and Accessibility Policy
2. Provide new staff and volunteers with accessible customer service training as part of onboarding. (IASR s.80.49)	COMPLETE/IN PLACE and ongoing. Ongoing training is provided in respect to changes to the Agency's accessibility policies.
3. A record of to whom and when training is delivered is monitored and confirms that training obligations continue to be met with regard to the Customer Services regulation requirements. (IASR s.80.49)	COMPLETE/IN PLACE and ongoing.
4. Employees to communicate with people who have disabilities in a way that takes their disability into account. (IASR s.80.51)	COMPLETE/IN PLACE and ongoing. Training and supports are provided to all staff with regards to accessibility; procedures in place to track training.
5. Develop a process to ensure that all feedback collected is reviewed and analyzed to identify potential gaps in customer services, and to ensure appropriate actions are taken. (IASR s.80.50)	COMPLETE/IN PLACE.
6. Provide customers with notice in the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities including information about the reason for the disruption, how long the disruption is expected to last, and a description of any alternative facilities or services available (if any). (IASR s.80.48)	COMPLETE/IN PLACE and ongoing. Standard signage implemented for services being performed indicating reason and timelines. Special directions posted when impacting people with disabilities.

7. Preventative and emergency maintenance procedures will be established for the accessible parts of our public spaces, such as posting when regular maintenance occurs and letting people know about alternatives. ([IASR s.80.48](#))

COMPLETE/IN PLACE and ongoing.
When it is not possible to schedule maintenance after regular working hours, all affected parties are notified and proper accommodation/alternatives are provided.

For More Information

For more information on this accessibility plan, please contact:

Human Resources Department
eHealth Ontario
777 Bay St., Suite 701
Toronto, ON M5G 2C8

ehealthontario-accessibility@ehealthontario.on.ca

Tel: 416-586-6500 / TTY: 416-506-1165

Standard and accessible formats of this document are free on request from:

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