# Accessibility Plan and Policies for Unison

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

## Statement of Commitment

Unison Health and Community Services 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.

## Accessible Emergency Information

Unison Health and Community Services is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

## Training

Unison Health and Community Services will provide training to employees, volunteers, and other staff members on Ontario’s accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers, and other staff members.

Unison Health and Community Services will take the following steps to ensure employees are provided with the training needed to meet Ontario’s accessible laws by January 1, 2015:

* Ensure Board members complete the necessary training.
* Ensure all staff complete the necessary training.
* Ensure all new staff complete the training as soon as practicable.
* Ensure all volunteers complete the necessary training.

## Information and communications

Unison Health and Community Services 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.

Unison Health and Community Services will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by January 1, 2014:

* Test, evaluate and redesign website as necessary to meet the standard.

Unison Health and Community Services will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by January 1,

2015:

* Provide various mechanisms for clients to provide feedback including but not limited to client feedback forms, surveys, on-line feedback.
* Regularly evaluate the effectiveness of the methods used.

Unison Health and Community Services will take the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2016**:

Post public notices advising clients that they can request information in alternative formats. Upon request provide information in alternative formats.

Unison Health and Community Services will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by **January 1, 2021**:

* Test, evaluate and redesign website as necessary to meet the standard.

## Employment

Unison Health and Community Services is committed to fair and accessible employment practices.

By January 1, 2016, Unison Health and Community Services will take the following steps to notify the public and staff that, when requested, Unison Health and Community Services will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

* Include a note in the job posting advising prospective internal and external job applicants that accommodations for applicants with disabilities will be provided on request.
* Notify job applicants who are invited to an interview or selection process that accommodations are available on request.
* Consult with job applicants to identify the supports they might need.
* Notify successful applicants of Unison’s policies for accommodation.

## Accessible Formats and Communication Supports for Employees

By January 2016, upon the request of an Employee with a disability, Unison will consult with the Employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform the Employee’s job, and information that is generally available to other Employees.

In determining the suitability of an accessible format or communication support, Unison will consult with the Employee making the request.

## Documented Individual Accommodation Plans

Unison will maintain a written process for the development of documented individual accommodation plans for Employees with disabilities.

If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans.

In addition, the plans will include individualized workplace emergency response information (where required) and will identify any other accommodation that is to be provided.

## Return to work process

Unison Health and Community Services will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

* Consult employees that have been absent due to a disability on the accommodation required.
* Together with the employee develop individualized accommodation plans and/or return-to-work plans.
* Monitor and evaluate the implementation of the plans and make any adjustments, as necessary.

## Performance Management

We will take the following steps to ensure the accessibility needs of employees with disabilities needs are considered if Unison Health and Community Services is using performance management, career development and redeployment processes:

* Amend personnel protocols to ensure the accessibility needs of employees with disabilities needs are considered in performance management and career development.
* Educate managers and supervisors on their obligations in accommodating the needs of employees with disabilities.

Unison Health and Community Services will take the following steps to prevent and remove other accessibility barriers identified:

* Regularly review feedback received regarding accessibility and take steps to address the issues and concerns.

## Design of Public Spaces

Unison Health and Community Services will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

* Recreational trails/beach access routes
* Outdoor public eating areas like rest stops or picnic areas.
* Outdoor play spaces, like playgrounds in provincial parks and local communities
* Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
* Accessible off-street parking
* Service-related elements like service counters, fixed queuing lines and waiting areas.

Unison will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

## For more information

For more information on this accessibility plan, please contact **Terry Guerriero** at:

Phone: 416-787-1676 x 3250

Email: terry.guerriero@unisonhcs.org

Accessible formats of this document are available free upon request from: Terry Guerriero, Senior Director Operations.

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