

Accessibility Plan and Policy for Woodview Mental Health and Autism Services

This 2019 - 2024 Accessibility Plan outlines the policies and actions that Woodview Mental Health and Autism Services has and will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Woodview is committed to treating all people in a manner that allows them to maintain their dignity and independence. We believe that every individual has the right to feel valued and accepted and to be treated with respect and dignity. 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.

Woodview has adopted policies and procedures in the pursuit of providing consistently high service standards for all clients, regardless of race, creed, age, gender, or disability.

All employees must follow this Accessibility Plan.

Accessible Emergency Information

Woodview is committed to providing its clients and families with publicly available emergency information in an accessible format upon request. We will also provide employees with disabilities with individualized emergency response information when necessarily.

Information and Communications

Woodview 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.

Printed information, including publicly available information, will be provided in the following formats upon request: hard copy, large print, e-mail, or another accessible format as requested.

Woodview provides 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 is provided in a way that best suits the duties of employees, volunteers, and other staff members.

Training includes:

- How to interact and communicate with people with various types of disabilities, including those who use an assistive device or require the assistance of a service animal or support person.
- How to use assistive devices, e.g. TTY, wheelchair lifts, etc. that may help with the provision of services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing services.
- Woodview's policies, practices, and procedures relating to the customer service standard.

Woodview's website www.woodview.ca is compliant with WCAG 2.0 Level A and features software to enlarge printed information and to adjust the contrast.

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

- We will implement screen reading software by January 1, 2021.

Use of Service Animals

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal. Staff will not distract or disrupt any service animal by touching, petting or talking to the animal.

Use of Support Persons

We are committed to welcoming people with disabilities who are accompanied by a support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises although permission from the client will need to be given in order for the support person to be present during treatment sessions. Staff will treat all parties with respect and dignity, if required staff will ask for confidentiality releases to be signed by the client.

Feedback Process

Woodview will strive to meet and surpass client expectations while serving clients, including those with disabilities. Comments on our services regarding how well these expectations are being met are welcome and appreciated.

Feedback regarding the way Woodview provides services to people with disabilities can be made by e-mail, verbally or through suggestion boxes. All feedback should be directed to the Director of Human Resources or the Director of Service. Clients can expect to hear back within one week. Complaints will be addressed. Staff will assist with the feedback process, accommodate the feedback process to meet individual client's needs, and forward and follow up on all feedback.

Employment

Woodview is committed to fair and accessible employment practices. Woodview welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

During the hiring process, if requested, accommodations for job applicants, if selected for an interview, will be provided.

We will take the following steps to notify the public and staff that, when requested, Woodview will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- We will accommodate the needs of staff, as requested and according to need.
- We will let job applicants know that recruitment and hiring processes will be modified to accommodate their disabilities, if requested.

Woodview 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:

- If accommodation of work is required, Woodview agrees to create individual accommodation plans - in writing. We will review the plan regularly to ensure it is working for both parties.
- If requested and to help employees stay safe in emergency situations, Woodview will provide staff with individualized emergency response information when necessary.

Woodview will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account with respect to utilizing performance management, career development and redeployment processes:

- We will accommodate the needs of individuals as needed on an ongoing basis.

Woodview will take the following steps to prevent and remove other accessibility barriers as identified:

- Print of material is too small; Information in Large print will be provided.
- Communication supports, arranging sign language, recorded Braille, audio, etc. if required.

Design of Public Spaces

Woodview will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

Public spaces include:

- 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

Notice of Temporary Disruption

Woodview will provide clients and the public with notice in the event of a planned or unexpected service disruption in the facilities or services usually used. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances to our premises and on our website. If possible, all clients with scheduled appointments will be notified.

For more information

For more information on this Accessibility Plan, please contact Irene Richmond, CHRL at: irichmond@woodview.ca or 905-689-4727 x112

Accessible formats of this document are available upon request.