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## AODA Multi Year Accessibility Plan

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### Purpose:

The purpose of this policy is to outline the Peterborough Family Health Team's (PFHT) commitment to ensuring that all of its employees and prospective employees having a disability are treated with respect and dignity consistent with our core values and adhering to the protocols in the Accessibility for Ontarians with Disabilities Act, 2005 and the Integrated Accessibility Standard adopted as a regulation under AODA. This Multi-Year Accessibility Plan outlines the organizations strategy to prevent and remove barriers to accessibility and describes the Organization's approach to complying with the applicable legal framework, including those established in human rights and accessibility – related legislation.

### Policy:

Consistent with the Accessibility for Ontarians with Disabilities Act (AODA), this policy responds to the requirement for creating a Multi-year Accessibility Plan in order to help PFHT achieve our accessibility goals and maintain our commitment to excellence in service delivery.

PFHT welcomes feedback in relation to the Plan, and will provide the Plan in alternate formats upon request.

Requests for a copy of this Plan should be directed to the Human Resources Supervisor.

### Procedure:

#### Workplace Emergency Response Information

PFHT will implement measures for its employees whom the Organization is aware are unable to follow the standard emergency plan in their clinic work location, as a result of a permanent or temporary disability or injury. If the employee consents, a designated person will be provided with the alternate emergency preparedness plan to assist the person with a disability in the event of an emergency. The alternate emergency preparedness plan(s) will be kept and stored with Human Resources. If you are an employee who requires an alternate plan please speak with HR to help plan a specific procedure.

#### Accessibility Policy

PFHT has adopted an Integrated Accessibility Policy that affirms we are committed to meeting the accessibility needs of persons with a disability in a timely manner and outlines the manner in which PFHT will achieve accessibility.

## Training

PFHT will ensure that training is delivered to all staff, management and students and those who provide services on behalf of PFHT, as well as maintain training records for all those participating.

## Information and Communications

### Website

- PFHT's website conforms to the Web Content Accessibility guidelines (WCAG 2.0) Level AA. PFHT will ensure that all website content is in compliance and will incorporate policy into all website management, including any EMR/PSS communication tools accessible to employees, management and staff.

## Feedback, Accessible Formats and Communication Supports

PFHT will ensure that:

- Internal processes for receiving and responding to feedback are accessible and available in accessible formats
- Upon request, a suitable format will be utilized to provide communication and provide timely responses to any/all inquiries made
- In the event that a document is requested in an alternate format and PFHT is unable to meet that request internally, it shall retain a third party service provider to convert communications and documents to alternate formats, and inform all employees who may receive or respond to feedback with information as to how to obtain alternate formats or communication support providers

## Employment

- Notify all employment applicants and the public that accommodation is available during the recruitment process on request, in all career/job postings on our website
- This accommodation is extended to the interview process
- If a prospective employee candidate requests accommodation, we will provide suitable accommodation to meet the requirements needed by the applicant's disability.
- Successful applicants will be notified of the Peterborough Family Health Team Policies regarding accommodation for employees with disabilities; develop and provide appropriate training to employees and management staff responsible for recruitment.

PFHT will review and modify existing accessibility policies and guidelines as required, and a review of existing policy will be initiated at least once every five years. We will continue to



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provide necessary training to new employees and provide updates of new policies to existing employees as they occur.