



## **A. General Requirements**

General requirements that apply across all of the four (4) standards, Information and Communications, Employment, Transportation and Design of Public Spaces, are outlined as follows.

### Establishment of Accessibility Policies and Plans

Weeneebayko Area Health Authority will develop, implement and maintain policies governing how it will achieve accessibility through these requirements.

Weeneebayko Area Health Authority will include a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. These documents will be made publicly available in an accessible format, upon request.

Weeneebayko Area Health Authority will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. Accessibility plans will be made available in an accessible format, upon request, and will be posted on our website.

Weeneebayko Area Health Authority will review and update its accessibility plan once every five (5) years and will establish, review and update our accessibility plans in consultation with persons with disabilities or an advisory committee. Annual status reports will be prepared that will report on the progress of the steps taken to implement Weeneebayko Area Health Authority's accessibility plan. This status report will be posted on our website. If requested, the report shall be created in an accessible format.

### Procuring or Acquiring Goods and Services, or Facilities

Weeneebayko Area Health Authority will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. The only exception is in cases where it is impracticable to do so.

### Training Requirements

Weeneebayko Area Health Authority will provide training for its employees and volunteers regarding the IASR and the Ontario Human Rights Code as they pertain to individuals with disabilities. Training will also be provided to individuals who are responsible for developing Weeneebayko Area Health Authority's policies, and all other persons who provide goods, services or facilities on behalf of Weeneebayko Area Health Authority.

Training will be provided on an ongoing basis to all employees and as changes to Weeneebayko Area Health Authority's accessibility policies occur.

### Records

Weeneebayko Area Health Authority will maintain records on the training provided, when it was provided and the number of employees that were trained.

## **B. Feedback Process**

Weeneebayko Area Health Authority will ensure that all feedback processes (both internal and external) are made accessible to clients/customers or employees, upon request.

In accordance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07, Weeneebayko Area Health Authority will make the availability of accessible feedback formats publicly known.

## **C. Accessible Formats and Communication Supports**

Unless deemed unconvertible, Weeneebayko Area Health Authority will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request. Accessible formats and communication supports will be provided in a timely manner and at no additional cost to the individual. ,

Weeneebayko Area Health Authority will take into account the person's accessibility needs when customizing individual requests and shall consult with the individual making the request to ensure suitability.

Weeneebayko Area Health Authority will make the availability of accessible formats and communication supports publicly known.

## **D. Emergency Procedures, Plans or Public Safety Information**

Weeneebayko Area Health Authority will ensure that all publicly available safety and emergency information (e.g. evacuation procedures, floor plans etc.) is provided in an accessible format or with appropriate communication supports, upon request.

## **E. Accessible Websites and Web Content**

Weeneebayko Area Health Authority will ensure that our website, and where applicable web content, conforms to the Web Content Accessibility Guidelines (WCAG) as outlined in the IASR, and will refer to the legislation for specific compliance deadlines and requirements.

Accessible formats will take into account the needs of the individual to whom the material is being provided.

### **Review**

This policy will be reviewed regularly to ensure that it is reflective of Weeneebayko Area Health Authority's current practices and legislative requirements.

<b>Original Date:</b> April 1, 2016	<b>Review dates:</b> April 1, 2017	<b>Revised Date:</b>
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