

Section 4: Strategies and actions planned to 2019

v1.2

Action	Timeline	2014	2015	2016	2017	2018	2019
General							
Ongwanada will update its Policy and guidelines on disability and the duty to accommodate to promote and advance the understanding of human rights law and principles as required throughout the plan years.	2014-2019	Policy on websites updated		AODA Plng Comm	AODA Plng Comm	AODA Plng Comm	AODA Plng Comm
Parking Lot - Paint area for accessible buses	2014	Complete					
Accessible vans - Purchase new wheelchair van and used accessible ambulatory van	2014	Complete					
Visiting Nurses Area - install accessible countertops and sinks	2014	Complete					
Elevator - Install emergency return in elevator	2014	Complete					
Pharmacy - Install new counseling room which is wheelchair accessible	2014	Complete					
Ongwanada will take steps to ensure that its workspaces and common areas are accessible for persons with disabilities. Ongwanada will perform an inclusive design review of its Ministry-funded projects to make sure that they are accessible for visitors and employees with disabilities. Projects that could be included are;							
o Some entranceways need to be reviewed and updated for accessibility i.e. Pharmacy	2014-2019			x			
o Reception desk needs to be accessible	2014-2019		Complete				
o Pharmacy desk needs to be accessible	2014-2019			x			
o X-ray desk needs to be accessible	2014-2019				x		

Action	Timeline Commitment	2014	2015	2016	2017	2018	2019
o Doors going into X-ray are quite heavy; weight should be reduced or doors should be motorized?	2014-2019					x	
o Parking lot requires repainting and perhaps expansion for compliance	2014-2019					x	
o Handrails throughout the ORC	2014-2019						x
o Improve accessibility at all entranceways	2014-2019						x
o Bilingual directional signage is required to several areas in the building (i.e. x-ray, pool, elevator)	2014-2019		Signs that were replaced are accessible and bilingual	x	x	x	x
o General information board needs to be more accessible	2014-2019			x			

Customer Service

Ongwanada will amend Procurement and Purchasing staff email signatures to include information about the policy on providing goods and services to people with disabilities.	2014	Purchasing email includes "Committed to Accessible Quality Services "
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Ongwanada will include feedback opportunities at the end of education and training sessions, through revision to the existing form, to understand how well accommodation needs of participants are being met and will consider opportunities for improvement.	2016-2019			X	X	X	X
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Information and Communications

Ongwanada will amend the after-hours telephone script to improve accessibility by removing superfluous pre-recorded information.	2014	Complete message reviewed				
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Action	Timeline Commitment	2014	2015	2016	2017	2018	2019
Ongwanada AODA Planning Committee will conduct reviews to identify and address any barriers that make information less accessible. Ongwanada will continue to review website accessibility with external providers and persons with disabilities to maintain the highest possible level of accessibility for users with disabilities and to keep up with emerging trends and technologies.	2014-2019	Website updated to Level AA		x	x	x	x
Ongwanada is committed to ensuring that the Resource Centre is as accessible as possible to persons with disabilities, while considering the principles of dignity, independence, integration and equal opportunity of persons with disabilities through improvements to the;							

Parking Lot Signage	2014-2019	Improved by Painting and signage			x	x	x
Way leading/directional signs	2014-2019		Signs that were replaced are accessible and bilingual	x	x	x	x
Website Compliance	2014-2019	Complies		x	x	x	x
Develop alternate communication methods to ensure accessibility of printed materials i.e. brochures, cafeteria menus, emergency supplies i.e. first aid kit	2014-2019			x	x	x	x
Provide alternate communication methods i.e. wi-fi connections for accessible technology	2014-2019	Wifi is available at ORC	Expansion of wifi at ORC completed	x	x	x	x

Action	Timeline Commitment	2014	2015	2016	2017	2018	2019
Provide alternate communication methods for persons with disabilities i.e. ASL, social media; twitter, Facebook, TTY phones	2014-2019	Capabilities exist through social media, Twitter, Facebook. Upon request, TTY phones and ASL are available			x	x	x

Procurement

Ongwanada will identify accessibility requirements in all procurement activities including, but not limited to; project terms of reference, requests for proposals and contracts with third-party service providers.	2014-2019	Purchasing identifies accessibility requirement in all procurement activities		x	x	x	x
Where necessary, staff with disabilities may be consulted about any accessibility considerations at the outset of the procurement so that they are included in the contract.	2014-2019	n/a	n/a	x	x	x	x

Action	Timeline Commitment	2014	2015	2016	2017	2018	2019
Employment							
Ongwanada will adhere to its policies and procedures on employment accommodation for both current and prospective employees with disabilities, as well as to the standards outlined in the IASR.	2014-2019	Adhered to policies and procedures on Accommodation		x	x	x	x
Ongwanada is committed to ensuring that the recruitment process for new staff is accessible. Ongwanada will ensure that prospective employees are told that accommodations are available throughout the interview process. Ongwanada will also explore ways to advise candidates about the type of testing that they will be expected to do during the interview process so that job applicants can request an appropriate accommodation for their disability.	2014-2019	Recruitment process for new staff is accessible and prospective employees are made aware of it.		x	x	x	x
Ongwanada will maintain an accessible quiet room for staff and visitors. This will improve accessibility for persons with disabilities who may require, for example, the room to take medication or to rest.	2014-2019	Quiet room was maintained in Occupational Health Area		x	x	x	x

Action	Timeline Commitment	2014	2015	2016	2017	2018	2019
In accordance with Sections 12 and 26 of the IASR, Ongwanada will review the software and systems it uses to manage and store information to identify and address barriers for employees with disabilities. These reviews will be done in consultation with employees with disabilities, and may result in changes to Ongwanada business rules or recommendations to explore new software.	2014-2019		Reviews are completed with employee when the organization is notified.	x	x	x	x
Ongwanada will communicate to the existing employees that accommodation plans will be developed for those employees who self-identify their disabilities. Ongwanada will document all accommodation plans.	2014	Employees were encouraged to self-identify through the Source. Accommodation plans are documented		x		x	

Accessibility Training

Ongwanada will continue to provide training on Evacuation Plans and continue to encourage employees to self-identify any requirements for a formal accommodation for the Evacuation Plan	2014-2019	Training was provided to employees			x	x	x
Ongwanada will continue to provide training on disability and the duty to accommodate to all staff including training on disability and the duty to accommodate employees, clients, visitors, and individuals within the community. Ongwanada's sensitivity training and education will include;	2014-2019	Training was provided to employees	Training was provided to employees		x	x	x

Action	Timeline Commitment	2014	2015	2016	2017	2018	2019
Review of the purposes of the Accessibility for Ontarians with Disabilities Act 2005	2014-2019	Reviewed by Committee					
Review of the requirements of the customer service standard	2014-2019	Reviewed by Committee					
Provide instruction on how to;	2014-2019	Training was provided by Committee					
o interact and communicate with people who have various types of disabilities	2014-2019	Training was provided by Committee					
o interact with people with various types of disabilities who use assistive devices	2014-2019	Training was provided by Committee					
o use equipment or assistive devices available on the premises, or that may otherwise be provided, that may help in the provision of goods or services to people with disabilities	2014-2019	Training was provided by Committee					
o interact with people with disabilities who have a guide dog or other service animal	2014-2019	Training was provided by Committee					

Action	Timeline Commitment	2014	2015	2016	2017	2018	2019
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Section 5: Feedback Process

Develop online Complaint Form and closed loop process to ensure AODA Planning Committee review of all complaints	2016			x			
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