

## **ACCESSIBILITY PLAN**

### **Legislative Background**

The *Ontarians with Disabilities Act (ODA)* was enacted in 2001. The purpose of the ODA was to establish a legislative framework that will allow Ontario to improve opportunities for people with disabilities. In doing so the framework would encourage and provide for people with disabilities to be involved in the identification, removal and prevention of barriers throughout the province.

In 2005, *The Accessibility for Ontarians with Disabilities Act (AODA)* came into effect. The AODA legislation improves upon the ODA by developing, implementing and enforcing standards that regulate organizations, with the goal of creating an Ontario that is accessible for all. The standards set out the requirements for all Ontario organizations with varying timelines and criteria dependent upon the size and type of organization.

As of July 2013 all accessibility standards have been enacted into law as amendments to the AODA. Accessibility Standards for Customer Service are set out in Regulation 429/07. The Integrated Accessibility Standards Regulation (IASR), defined in Regulation 191/11, contains requirements that affect procurement and have generalized standards as well as specific criteria that affect Information and Communications, Employment and Transportation. The third Regulation, 413/12, amended the IASR to include the design of public outdoor spaces.

Under the ODA, hospitals are required to develop annual accessibility plans that provide a framework for making policies, practices, services and buildings more accessible to people with disabilities. These plans must be made available to the public. Under the AODA, public hospitals must develop multi-year plans which set out timelines for specific criteria to be met.

## **Ontario Shores Centre for Mental Health Sciences**

Ontario Shores has a tradition of providing mental health care that is based on the principles of acceptance and inclusion. We apply those same principles towards accessibility to ensure patients, staff, families and visitors with disabilities feel accepted and included.

### **Statement of Commitment**

Ontario Shores 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 AODA.

### **Barrier Identification and Removal**

We recognize that barrier prevention, identification, and removal are integral to meeting the needs of people with disabilities. It is an important part of our ongoing processes at Ontario Shores.

**Definition:** A barrier is anything that prevents a person from fully participating in all aspects of society because of his or her disability. This includes a physical or architectural barrier, an informational or communication barrier, an attitudinal barrier, a technological barrier, or a policy or practice which creates a barrier. Most of us think of physical or architectural barriers, but it is often the other barriers that are most difficult to address.

## Barrier Removal

Since divestment in 2006, Ontario Shores has done much to address barriers identified in our initial program and building audit, via our original Accessibility Plan e.g. increasing the number of accessible parking spaces, bathroom modifications to reflect current standards for accessibility, and widening doorways in key areas such as our Gift Shop and Main Street Café to improve wheelchair access. We have also addressed gaps identified in patient services by revising recreational programming and therapeutic groups to better reflect the needs of our clients.

Ontario Shores will continue to address and remove barriers identified through our internal barrier identification and removal process. We have established criteria to assist with prioritization of requests including: number of people impacted, patient impact, feasibility, legislative requirement or directive and cost / benefit analysis.

In the table below we have documented our ongoing efforts and action plans to achieve barrier removal.

<b>Enhancing Services and Removing Environmental Barriers</b>		
<b>Barrier</b>	<b>Description</b>	<b>Status</b>
Way Finding	Concerns have been raised regarding way finding. These have been identified through patient / family feedback and focus groups.	<p>Work is ongoing in this area.</p> <p>In 2017 we updated our external wayfinding, including parking and building signage, as well as road signage leading to the facility.</p> <p>In 2018 we will improve internal wayfinding, including universal washroom signage, updated maps, and more intuitive room numbering.</p>
Lack of Knowledge / Use of Mental Health Services	Non-clinical staff, both at Ontario Shores and in other corporations may not know how to deal with mental health issues and / or crisis.	<p>We have started to deliver Mental Health First Aid (MHFA) training to staff and other corporations.</p> <p>The MHFA training course teaches staff</p>

Enhancing Services and Removing Environmental Barriers		
Barrier	Description	Status
		<p>how to identify the signs, and provide initial help, to colleagues facing mental health problems or crises. It also helps staff know how to access mental health services.</p> <p>Topics include:</p> <ul style="list-style-type: none"> <li>• symptoms of common mental health problems;</li> <li>• a step-by-step model to provide MHFA;</li> <li>• information about effective interventions and treatments;</li> <li>• and how to access professional help in your area.</li> </ul>
Reduce Stigma by Increasing Knowledge within the Community about Mental Health	Although improving, there is still significant stigma associated with mental health issues.	<p>We hold an annual conference for academics to share research and best practice.</p> <p>We provide education to patients, families and the public through conferences and the Family Resource Centre.</p> <p>We continue to engage in community events (music concerts, charity runs), and produce podcasts which often feature patient experience, all ways to reduce stigma.</p>
Expanding Services to Increase Access to Care	<p>There is more demand for mental health services than are provided.</p> <p>We partnered with the Ministry of Health to expand services in our Outpatient clinics and enhance our Geriatric and Neuropsychiatric inpatient populations</p>	<p>We expanded outpatient services including the introduction of Cognitive Behaviour Therapists in primary care settings.</p> <p>We renovated our Geriatric Dementia Unit to better meet the needs of that program. This included an improved outdoor courtyard, continuous oxygen in patient rooms, ceiling lifts, a walking</p>

<b>Enhancing Services and Removing Environmental Barriers</b>		
<b>Barrier</b>	<b>Description</b>	<b>Status</b>
		path etc.  A new Geriatric Transition Unit was opened in Feb. 2018 expanding access to specialized service.
Exterior Door upgrades	Some entrances are not as accessible as desired.	The East Entrance and Loading Dock doors were replaced. Both doors now provide a barrier free experience to those entering or exiting.
Facilities – Universal Washroom.	We do not have a publicly accessible universal washroom.	A publicly accessible universal washroom will be installed by April 2018.
Accommodation Supports	We want to optimize the equipment we offer staff to meet accommodations.	A third party provider has been engaged to assist us with providing the best equipment to meet accommodation requirements e.g. sit, stand seating.
Exterior Grounds	Picnic tables were not accessible.	To meet and exceed IASR requirements, new accessible picnic tables were purchased for use in our patient courtyards and public areas.

## Multi-year Accessibility Plan

Our multi-year plan, a requirement of the Integrated Standard appears below and outlines the requirements applicable to our organization along with our action plans. This, together with our barrier removal table, will be a living document, updated on an ongoing basis as targets are met and new goals are set.

### Part 1: General Standards – Section 3

AODA Standards Regulation 191/11 Section 3	Accessibility Policies Compliance Deadline: January 1, 2013 - Complete		
	DELIVERABLES	COMPLETED ACTION	RESPONSIBILITY
<b>3.1</b> Establish accessibility policies	Policies to achieve accessibility through meeting the IAS requirements are developed, implemented and maintained.	Policy updated to incorporate new requirements. Incorporate requirements into other policies, practices and procedures as required.	Accessibility Lead Policy Lead
<b>3.2</b> Statement of organizational commitment	Statement of organizational commitment to meet the accessibility needs of persons with disabilities included in policy.	Embedded in policy.	Accessibility Lead
<b>3.3</b> Make policy documents publicly available	Written policy documents are publicly available and in accessible format upon request.	Policy posted on external web site. Policy will be available in alternate formats on request.	Accessibility Lead Communications

**Part I: General Standards – Section 4**

<b>AODA Standards Regulation 191/11 Section 4</b>	<b>Multi-Year Accessibility Plans Compliance Deadline: January 1, 2013 - Complete</b>		
	<b>DELIVERABLES</b>	<b>COMPLETED ACTION</b>	<b>RESPONSIBILITY</b>
<b>4.1</b> Establish multi-year accessibility plan	A multi-year accessibility plan outlining strategies to identify, remove and prevent barriers and meet requirements of the IAS is established, implemented, maintained and documented.	Created; updated on an ongoing basis and if new information becomes available or legislative compliance required updated to reflect that target.	Accessibility Lead
	The accessibility plan is posted on the website and provided in an accessible format upon request.	The plan is posted on the external website and will be provided in accessible formats upon request.	Accessibility Lead
	The plan is reviewed and updated at least once every 5 years.	The plan will be reviewed and revised annually. A new plan will be posted whenever there is significant change.	Accessibility Lead
<b>4.2</b> Conduct consultation with persons with disabilities	Consultation with persons with disabilities and if one exists, an accessibility advisory committee.	Our primary source of barrier identification is derived from feedback obtained through various surveys, and our feedback processes. We gather information from patients, their families, staff, visitors and others who use our facilities and services.	Accessibility Lead Patient Relations
<b>4.3</b> Prepare annual status report	Report on the year's progress toward goals and targets identified in multi-year accessibility plan is prepared	The multi-year plan will be reviewed regularly and updated as appropriate; posting will be at minimum every 2 years.	Accessibility Lead
	The report is posted on the website and provided in an accessible format upon request.	The plan is posted on the external website.	Communications

**Part I: General Standards – Section 5**

AODA Standards Regulation 191/11 Section 5	Procuring or Acquiring Goods, Services or Facilities Compliance Deadline: January 1, 2013 - Complete		
	DELIVERABLES	COMPLETED ACTION	RESPONSIBILITY
<b>5.1</b> Incorporate accessibility criteria and features into procurement process	Accessibility criteria are embedded into the purchasing process.	Accessibility is an important criterion in the purchasing process and it is included in our Request for Proposal process. It is also an important consideration in our business case process.	Purchasing
<b>5.2</b> Provide explanation if impracticable, upon request	Provide explanation, upon request, if accessible alternatives are not practicable.	The procurement process will provide an explanation if an accessible item is considered impracticable, upon request.	Purchasing Finance

**Part I: General Standards – Section 6**

AODA Standards Regulation 191/11, Section 6	Self-Service Kiosks Compliance Deadline: January 1, 2013 - Complete		
	DELIVERABLES	COMPLETED ACTION	RESPONSIBILITY
<b>6.1</b> Self-service kiosks	When procuring or acquiring self-serve kiosks, ensure they provide accessibility features.	At this time onsite kiosks (parking meters and bank machines) are not the property of Ontario Shores. Any new item secured through a service contract or purchase order will be subject to our updated procurement process which has accessibility embedded.	Support Services Purchasing

**Part I: General Standards – Section 7**

AODA Standards Regulation 191/11 Section 7	Training Compliance Deadline: January 1, 2014 – Complete		
	DELIVERABLES	COMPLETED / PLANNED ACTION	RESPONSIBILITY
<p><b>7.1</b> Provide training on IAS and Human Rights Code</p>	<p>All employees, volunteers, persons who develop policy and persons who provide goods, services or facilities on behalf of the organization, receive training.</p>	<p>All staff were trained on the customer service standards in 2009. Accessibility training was incorporated into General Orientation in December 2009 and into our nursing student training.</p> <p>As of Nov. 1, 2014 an online comprehensive training module was launched that meets requirements of the AODA and its various standards. It incorporates in-house policies, with the requirements of the Integrated and Customer Service Standard, as well as provides an overview of the legislation and its background.</p> <p>Effective Aug. 2015 the online module has been made available to all students and volunteers</p> <p>Our compliance rate in Dec. 2015 was 99%.</p>	<p>Accessibility Lead Organizational Development</p>

AODA Standards Regulation 191/11 Section 7	Training Compliance Deadline: January 1, 2014 – Complete		
	DELIVERABLES	COMPLETED / PLANNED ACTION	RESPONSIBILITY
		<p>On an ongoing basis all current staff will complete this module at least once, and we are working on introducing refresher training for all staff, students and volunteers that have already completed the first module. The refresher training will be available in Oct. 2016.</p> <p>Changes made to the IASR allow us to minimize the mandatory content. This change in addition to new design features in our infrastructure will allow us to reassess the content of our module and offer new improved AODA training, Review to be complete by Sept 2018, new content by March 2019.</p> <p>The training modules will be reviewed annually and updated as necessary.</p>	
<p><b>7.2</b> Training is appropriate to duties</p>	<p>Training is appropriate to the duties of the employee.</p>	<p>Where appropriate, key staff or groups of staff, will be provided with additional training, specific to their job.</p> <p>A specific Module for staff that interact directly with the</p>	<p>Accessibility Lead Manager of Responsible Department Organizational Development Team</p>

AODA Standards Regulation 191/11 Section 7	Training Compliance Deadline: January 1, 2014 – Complete		
	DELIVERABLES	COMPLETED / PLANNED ACTION	RESPONSIBILITY
		<p>public will be part of the content improvement targeted for March 2019.</p> <p>This group would include our third party “Security” provider.</p>	
<p><b>7.3</b> As soon as practicable</p>	Training is delivered as soon as practicable.	Training is part of orientation and bi-annually thereafter. Additional training is provided in specific areas when needed.	Accessibility Lead Organizational Development
<p><b>7.4</b> Training regarding policy changes</p>	Training with respect of any changes to the policy described in Section 3 is provided	The content of the training will cover material in Section 3, outlined above.	Accessibility Lead Organizational Development
<p><b>7.5</b> Record of Training</p>	A record of training, including dates of training and names of those present, will be kept	<p>The learning management system (online training system) captures a record of training for staff.</p> <p>Previously student/volunteer records were kept by independent third parties, as of Aug. 2015 the system will capture all statistics.</p>	Organizational Development Knowledge Research and Translation Management

## Part II: Information and Communication Standards – Section 11

AODA Standards Regulation 191/11 Section 11	Feedback Process Compliance Deadline: January 1, 2014 – Complete		
	DELIVERABLES	COMPLETED ACTION	RESPONSIBILITY
11.1 Feedback process	Ensure feedback processes are accessible, with accessible formats and / or communication supports available upon request.	Feedback is encouraged in a variety of formats. Accessible formats and or communication supports are available on request.	Support Services  Patient Experience
11.3 Accessible formats and communication supports	Notify the public via various means of the availability of accessible formats and communication supports.	Information regarding the availability of accessible formats is posted on the internet, intranet, and via other communication methods e.g. information desks etc.	Accessibility Lead Communications and Public Affairs

## Part II: Information and Communication Standards – Section 12

AODA Standards Regulation 191/11 Section 12	Accessible Formats and Communication Supports Compliance Deadline: January 1, 2015 – Complete		
	DELIVERABLES	ACTION PLAN	RESPONSIBILITY
<b>12.1</b> Provide accessible formats and communication supports for information	<p>Accessible formats and communication supports will be provided:</p> <ul style="list-style-type: none"> <li>• in a timely manner that takes into account the person's accessibility needs due to disability and</li> <li>• at a cost that is no more than the regular cost charged to other persons</li> </ul>	The request will be documented and the format requested/required confirmed. Support has been provided to affected managers who can guide staff re this process. The Accessibility Lead is also a resource in handling requests.	Communications Accessibility Lead
<b>12.2</b> Consultation	Consultation will occur with the person requesting alternate formats.	The format will be confirmed in consultation with the requestor.	Accessibility Lead Human Resources Communications Patient Experience
<b>12.3</b> Notification of public	The public will be notified of the availability of these alternatives.	A general statement of availability of accessible formats and communications support is on our external web site. Patient Experience and the Family Resource Centre also communicate that these supports are available.	Communications Patient Experience Family Resource Centre

**Part II: Information and Communication Standards – Section 13**

<b>AODA Standards Regulation 191/11 Section 13</b>	<b>II: Emergency Procedure Plans and Public Safety Information Compliance Deadline: January 1st, 2012 - Complete</b>		
	<b>DELIVERABLES</b>	<b>ACTION PLAN</b>	<b>RESPONSIBILITY</b>
<b>13.1</b> Emergency procedures and public safety information	Provide emergency procedure and public safety information in accessible formats, or with communication supports, as soon as practicable, upon request.	<p>Ontario Shores has emergency services and evacuation protocol information available in all public spaces.</p> <p>External groups are provided with this information when booking our facilities.</p> <p>Should questions or concerns arise with the information provided, personal orientation will be provided, or some other mutually agreed upon method, to ensure the information is accessible.</p> <p>For more information about Accessible Emergency Information please see the Government of Ontario's website on" <a href="#">"How to provide accessible emergency information to staff.</a></p>	Support Services Conference Place Recreational Services

## Part II: Information and Communication Standards – Section 14

AODA Standards Regulation 191/11 Section 14	Accessible Web Sites and Web Content Compliance Deadline: January 1, 2014 and January 1, 2021 – Complete regarding 2014 requirements		
	DELIVERABLES	ACTION PLAN	RESPONSIBILITY
14.1 Web Sites	<p>Ensure internet/ intranet websites and web content conform to WCAG 2.0 guidelines (Web Content Accessibility Guidelines) at the following levels:</p> <ul style="list-style-type: none"> <li>• New websites/ web content to Level A by January 1, 2014.</li> <li>• All websites/ web content to Level AA by January 1, 2021 (except live captions and audio descriptions)</li> </ul>	<p>Our internet and intranet websites reflect the required standards.</p> <p>We will meet our Level AA requirement in the time parameter specified.</p>	Communications

## Part III: Employment Standards – Section 22

AODA Standards Regulation 191/11 Section 22	Recruitment, General Compliance Deadline: January 1, 2014 - Complete		
	DELIVERABLES	ACTION PLAN	RESPONSIBILITY
22.0 Recruitment process	<p>All employees and the public are notified about the availability of accommodation for applicants with disabilities in the recruitment process.</p>	<p>Our Recruitment policy has been updated to reflect new requirements. Communication regarding these policies will be strengthened in 2015.</p>	Human Resources

### Part III: Employment Standards – Section 23

AODA Standards / Regulation Reference O. Reg.191/11, s. 23	Recruitment, Assessment or Selection Process Compliance Deadline: January 1, 2014 - Complete		
	DELIVERABLES	ACTION PLAN	RESPONSIBILITY
23.1 Recruitment selection	Notify selected job applicants of the availability of accommodations upon request, in relation to the materials or processes used for selection, in a manner that takes into account the applicant's accessibility needs.	Our recruitment and selection policy has been updated to reflect new criteria; appropriate staff has been trained to ensure compliance.	Human Resources Organizational Development
23.2 Consult with selected applicant	Consult with selected applicant and provide/arrange for suitable accommodation in a manner that takes into account the applicant's accessibility needs.	Our Human Resources process has been updated to reflect requirements and appropriate staff has been trained on the appropriate means of interaction and consultation.	Human Resources Organizational Development Accessibility Lead

### Part III: Employment Standards – Section 24

AODA Standards Regulation 191/11 Section 24	Notice to Successful Applicants Compliance Deadline: January 1, 2014 – Complete		
	DELIVERABLES	ACTION PLAN	RESPONSIBILITY
24.0 Offers of employment.	When making offers of employment, notify successful applicant of policies for accommodating employees with disabilities.	Offer letter includes statement of commitment and information regarding applicable policy location.	Human Resources

**Part III: Employment Standards – Section 25**

AODA Standards Regulation 191/11 Section 25	Informing Employees of Supports Compliance Deadline: January 1, 2014 – Complete		
	DELIVERABLES	ACTION PLAN	RESPONSIBILITY
<p><b>25.1</b> Policy notification</p>	<p>Inform employees of policies supporting employees with disabilities.</p>	<p>Information is provided to employees in the recruitment process and via online training as part of the orientation process.</p> <p>The Attendance at Work policy has been updated to reflect accommodation commitments and processes.</p> <p>Other policies (e.g. Diversity) have been updated for any additions necessary to reflect AODA commitments.</p>	<p>Human Resources</p>
<p><b>25.2</b> Hire notification</p>	<p>Provide this information to new employees as soon as practicable after hiring.</p>	<p>Information is provided to employees via online training as part of the orientation</p>	<p>Human Resources Accessibility Lead</p>

AODA Standards Regulation 191/11 Section 25	Informing Employees of Supports Compliance Deadline: January 1, 2014 – Complete		
	DELIVERABLES	ACTION PLAN	RESPONSIBILITY
		process.	
<b>25.3</b> Policy changes	Provide updated information on accommodations policies to employees when changes occur.	The online training tool will be updated as policy changes occur. Updated policies are also communicated to staff.	Human Resources

## Part III: Employment Standards – Section 26

AODA Standards Regulation 191/11 Section 26	Accessible Formats and Communication Supports for Employees Compliance Deadline: January 1, 2014 – Complete		
	DELIVERABLES	ACTION PLAN	RESPONSIBILITY
<p><b>26.1</b> Workplace information</p>	<p>All information that is:</p> <ul style="list-style-type: none"> <li>needed in order to perform the employee’s job</li> <li>generally available to employees in the workplace</li> </ul> <p>Is provided to employees in alternate format or with communication supports, upon request.</p>	<p>As the accommodation required will be individualized, this information will be captured as part of the accommodation plan.</p> <p>A third party has been engaged to ensure equity and expedite matters for staff with need for accommodation.</p> <p>Employment letters and the Human Resources website have been updated to ensure employees are aware of this entitlement</p>	Human Resources
<p><b>26.2</b> Employee consultation</p>	<p>Consultation with employees will occur to determine the suitability of accessible formats or communication supports.</p>	<p>Request for accommodation will be made through the Attendance at Work policy.</p> <p>Occupational Health will play a pivotal role in the process and will maintain accommodation plans</p>	Human Resources

## Part III: Employment Standards – Section 27

AODA Standards / Regulation 191/11 Section 27	III: Workplace Emergency Response Information Compliance Deadline: January 1st, 2012 - Complete		
	DELIVERABLES	ACTION PLAN	RESPONSIBILITY
<b>27.1</b> Individual workplace emergency response	Provide individualized workplace emergency response information to employees who have a disability.	Accommodation includes the consideration of individualized safety plans. Occupational Health will reach out to Health and Safety, as well as to Security as necessary, with the employee's consent to develop the plan. Where individuals consent to the release of the information to specific individuals, Occupational Health will facilitate the process.	Occupational Health and Wellness
<b>27.2</b> Designated persons	Provide information to person designated to provide assistance upon consent.	Accommodation plans will be retained. Where individuals consent to the release of the information to specific individuals, Occupational Health will facilitate the release.	Occupational Health and Wellness
<b>27.3</b> Timely manner	Provide information as soon as practicable after becoming aware of the need.	Provided as soon as possible after the need is identified.	Occupational Health and Wellness
<b>27.4</b> Review	Review individualized workplace emergency response information when: <ul style="list-style-type: none"> <li>• employee moves location</li> <li>• individual plans are reviewed</li> <li>• general emergency occurs</li> </ul>	Plans are reviewed under these circumstances. It is the responsibility of the individual who is the subject of the accommodation to ensure this is flagged for updating where the employee moves locations, etc.	Occupational Health and Wellness

## Employment Standards – Section 28

AODA Standards Regulation 191/11 Section 28	Documented Individual Accommodation Plans Compliance Deadline: January 1, 2014 - Complete		
	DELIVERABLES	ACTION PLAN	RESPONSIBILITY
<b>28.1</b> Written process	Develop written process for documented individual accommodation plans.	<p>A comprehensive Return to Work and Accommodation policy and process has been developed to provide consistent review and documentation. This is the transformed Attendance at Work Policy.</p> <p>All records related to accommodation, including workplace emergency plans will be kept in the Occupational Health and Wellness files.</p>	Occupational Health and Wellness
<b>28.2</b> Prescribed elements	Include prescribed elements in process: <ul style="list-style-type: none"> <li>• How employee can participate</li> <li>• How employee will be assessed</li> <li>• How employer can request assessment to determine accommodation</li> <li>• How employee can request participation of union representative</li> <li>• How employee's personal information will remain private</li> </ul>	The prescribed elements have been included in the process.	Occupational Health and Wellness

AODA Standards Regulation 191/11 Section 28	Documented Individual Accommodation Plans Compliance Deadline: January 1, 2014 - Complete		
	DELIVERABLES	ACTION PLAN	RESPONSIBILITY
	<ul style="list-style-type: none"> <li>• How, and how often, plan will be reviewed and updated</li> <li>• How reasons for denied request will be communicated</li> <li>• How plan will be provided to employee</li> </ul>		
<b>28.3</b> Individual accommodation plans	Individual accommodation plans shall: <ul style="list-style-type: none"> <li>• Include any information regarding accessible formats and communications supports provided, if requested</li> <li>• Include individualized workplace emergency response information, if required               <ul style="list-style-type: none"> <li>• Identify any other accommodation that is to be provided</li> </ul> </li> </ul>	All applicable records and data are included in the employees Occupational Health and Wellness file.	Occupational Health and Wellness

**Part III: Employment Standards – Section 29**

AODA Standards Regulation 191/11 Section 29	Return-to-Work Compliance Deadline: January 1, 2014 - Complete		
	DELIVERABLES	ACTION PLAN	RESPONSIBILITY
29.1 Return-to-work process	Develop a documented return-to-work process.	Ontario Shores has an applicable policy which we have modified to include current IAS standards.	Occupational Health and Wellness
29.2 Facilitate return-to-work	Include steps employer will take to facilitate return to work and use documented individual accommodation plans.	Included in existing policy with documentation to be retained.	Occupational Health and Wellness

### Part III: Employment Standards – Section 30

AODA Standards Regulation 191/11. Section 30	Performance Management Compliance Deadline: January 1, 2014 – Complete		
	DELIVERABLES	ACTION PLAN	RESPONSIBILITY
30.1 Performance management processes	The use of the performance management process takes into account the accessibility needs of employees with disabilities, including existing accommodation plans.	Any accommodation needed can be requested through Occupational Health or Human Resources. Accommodation will be provided.	Human Resources

### Part III: Employment Standards – Section 31

<b>AODA Standards Regulation 191/11 s. Section 31</b>	<b>III: Career Development Compliance Deadline: January 1, 2014 – Complete</b>		
	<b>DELIVERABLES</b>	<b>ACTION PLAN</b>	<b>RESPONSIBILITY</b>
<b>31.1</b> Career development	Include accessibility considerations and individual accommodation plans in career development and advancement, including additional responsibilities within current position.	Where accommodation is required, a review of the accommodation plans and need may be requested with respect to career development and advancement.	Human Resources

**Part III: Employment Standards – Section 32**

<b>AODA Standards Regulation 191/11 Section 32</b>	<b>Redeployment Compliance Deadline: January 1, 2014 – Complete</b>		
	<b>DELIVERABLES</b>	<b>ACTION PLAN</b>	<b>RESPONSIBILITY</b>
<b>32.1</b> Redeployment processes	Include accessibility considerations and individual accommodation plans in redeployment processes.	Consideration of all accessibility needs will be made in the redeployment processes.	Occupational Health and Wellness Human Resources