



Storefront Humber Inc.



West Toronto Community Health Services

# AODA MULTI-YEAR ACCESSIBILITY PLAN

Approved by Management:  
November 19, 2024

## CSS-HC AODA Multi-year Accessibility Plan

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## Section 1: Preamble

West Toronto Community Health Services, now CommunitiCare Health (CCH) is committed to creating an inclusive environment that accommodates all individuals, including those with disabilities. We are committed to ensuring our clients can access the information in a format that meets the needs of the client. We have established policies and practices that adhere to the accessibility standards as set out in the *Accessibility for Ontarians with Disability Act (AODA)* and applicable requirements of the Integrated Accessibility Standards Regulation (IASR)

### Multi-year Accessibility Plan

The following is CommunitiCare’s Multi- year Accessibility Plan for our Community Support Services and Home Care service area (CSS/HC) which outlines our approaches to prevent and remove barriers for persons with disabilities so they can fully participate in the organization and receive CCH’s services, supports and programs.

This plan is reviewed at least every five years or as required.

<b>Accessibility Requirement</b>	<b>Action</b>	<b>Status</b>	<b>Legislated Date</b>
<u>Customer Service</u> Ensure services and facilities to people with disabilities with the same high quality and timeliness as others.	Develop and implement policies of Organization commitment. Policies are available for internal staff on-line and in printed form  Make policies publicly available in an	Completed- reviewed every 2 years  Completed  Completed	2014

	<p>accessible format when requested</p> <p>Establish an accessible process to provide feedback and complaints on services provided to those with disabilities</p> <p>Process is accessible on the website</p>		
Information and Communications	<p>Website format is accessible format (WCAG 2.0 Level AA)</p> <p>Accessibility plan posted to website</p>	<p>Completed</p> <p>Completed: Website is assessable and indicates that Accessibility Plan is available upon request</p>	2014
Training	<p>All new staff and volunteers are required to complete module on AODA IASR and Human Rights Code related to accessibility</p> <p>All new staff to review all policies related to accessibility</p> <p>Current staff must review AODA IASR module and Human Rights Code related to accessibility annually</p>	<p>Completed On-going</p> <p>Completed On-going</p> <p>Completed On-going</p>	2015

	Records are maintained on all training		
Employment and Recruitment	All postings reflect commitment to accommodations for applicants with disabilities if required and if applicable to the position.	Completed On-going	2016
	Website reflects availability of accommodation for applicants with disabilities	Completed	
	Recruitment process includes accommodating formats for applicants with disabilities if requested	Completed On-going	
	Develop policies on accommodating employees with disabilities	Completed On-going	
	Develop a return-to-work process	Outstanding	June, 2025
	Develop Workplace emergency response	Outstanding	June, 2025
	Performance management, career development and redeployment policies and process include	Outstanding	June, 2025

	accessibility needs if required		
Transportation	Accessible vehicles available for transportation services	Completed	
	Vehicles and equipment purchased with input from clients with disabilities	Completed	
	Drivers trained on using modification devices such as walkers	Completed On-going	
	Drivers trained on safe use of accessibility equipment (i.e. lift) and what to do in the event of equipment failure	Completed On-going	
Public spaces	Maintenance of ramps and elevator to make space accessible	Completed	
	Planned service interruptions will be posted on website and made public	Completed	



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