

Ontario Telemedicine Network

AODA

Multi Year Accessibility Plan

December 2013



*This document can be made available in alternate formats, upon request.
Please contact us at 1-866-454-6861 or by email: customersupport@otn.ca.*

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MULTI - YEAR ACCESSIBILITY PLAN FOR ONTARIO TELEMEDICINE NETWORK

This 2014-21 accessibility plan outlines the policies and actions that will be put in place to improve opportunities for people with disabilities.

INTRODUCTION

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act (the “AODA”). It is the goal of the Ontario government to make Ontario accessible by 2025. The Integrated Accessibility Standards Regulations (“IASR”) under the AODA requires that, Ontario Telemedicine Network (“OTN”) establish, implement, maintain and document a multi-year accessibility plan which outlines the organization’s strategy to prevent and remove barriers for persons with disabilities and to meet its requirements under the IASR.

Under the AODA, the following accessibility standards set certain requirements that are applicable to OTN:

- Customer Service;
- Information and Communications;
- Employment; and
- Proposed Accessibility Standards for the Built Environment.

This multi-year plan outlines OTN’s strategy to prevent and remove barriers to address the current and future requirements of the AODA, and in order to fulfill OTN’s commitment as outlined in the [Accessibility Policy](#).

STATEMENT OF COMMITMENT

OTN 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 Accessibility for Ontarians with Disabilities Act.

ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE

OTN has been in compliance with the Accessible Customer Service Standard under the AODA and will continue to comply with that regulation.

OTN is committed to excellence in serving all customers, including persons with disabilities, and it will carry out its functions in a manner which delivers an accessible customer service experience.

OTN is committed to providing its services in a way that respects the dignity and independence of persons with disabilities. This commitment will be integrated wherever possible and will ensure that persons with disabilities will benefit from the same services, in the same place and in a similar way as other customers.

The following measures have been implemented by OTN:

- Ensuring all persons who, on behalf of OTN, deal with the public and all others providing services to our customers, are trained to communicate and provide the best possible

- customer service to all customers, including persons with disabilities;
- Ensuring completion of accessibility training is tracked and recorded;
 - Providing fully-accessible telephone service to customers, offering to communicate with customers by TTY if telephone communication is not suitable to their needs;
 - Ensuring that if a person with a disability is accompanied by a support person, the support person is accommodated;
 - Ensuring that if a person is accompanied by a guide dog or other service animal, they are accommodated;
 - Continuing to welcome and appreciate feedback from persons with disabilities through multiple communication channels;
 - The addition of an “Accessibility tab” at the footer of OTN’s website www.otn.ca , to communicate OTN’s policy regarding Providing Goods and Services to persons with disabilities.

Accessible Emergency Information

OTN is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

TRAINING

OTN will provide training to employees, volunteers and other staff members on Ontario’s accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

OTN will take the following steps to ensure employees are provided with the training needed to meet Ontario’s accessible laws by January 1, 2015.

- Continue to provide online training tool on Customer Service Standards to all OTN employees.
- Determine and ensure that appropriate training on requirements of IASR and on Ontario Human Rights Code as it pertains to person with disabilities is provided to all employees of OTN.
- Ensure that training is provided as soon as practicable.
- Keep and maintain a record of the training provided, including the number of individuals to whom it was provided.

INFORMATION AND COMMUNICATIONS

OTN is committed to meeting the communication needs of people with disabilities. OTN will consult with people with disabilities to determine their information and communication needs.

Starting January 1, 2014, OTN will ensure that all new websites will conform with WCAG 2.0, Level A by meeting the Success Criteria established by the World Wide Web Consortium (W3C) here: <http://www.w3.org/WAI/WCAG20/quickref/>.

OTN’s ultimate goal is to meet and surpass customer expectations while serving customers with

disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way OTN provides goods and services to people with disabilities can be made by calling 1-866-454-6861. Complaints will be addressed/responded to in accordance to OTN's complaint management procedure.

Starting January 1, 2021, OTN will ensure that all websites created between January 1, 2012-December 31, 2020 and all new websites will conform with WCAG 2.0, Level AA by meeting the Success Criteria established by the World Wide Web Consortium (W3C) here: <http://www.w3.org/WAI/WCAG20/quickref/>. In order to make existing websites compliant, OTN will undertake the following:

- January 1, 2018 onward – all new OTN websites are built to Level AA compliance
- January 1, 2020 onward – all OTN websites created between January 1, 2012-December 31, 2017 are made Level AA compliant

EMPLOYMENT

OTN is committed to fair and accessible employment practices that attract and retain employees with disabilities. This includes providing accessibility across all stages of the employment cycle.

Recruitment

OTN will take the following steps to notify the public and staff that, when requested, will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- A review and as necessary, modification of existing recruitment policies, procedures and processes;
- Specifying that accommodation is available for applicants with disabilities on OTN's job postings;
- Include availability of accommodation notice as part of the scheduling of an interview and/or assessment;
- If a selected applicant requests an accommodation, consult with the applicant and arrange for provision of suitable accommodations in a manner that takes into account the applicant's accessibility needs due to disability;
- When making offers of employment, OTN will notify the successful applicant of its policies for accommodating employees with disabilities.

Informing Employees of Supports

OTN will inform all employees of policies that support employees with disabilities, including, but not limited to, policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability. This will include:

- Informing current employees and new hires of OTN's policies supporting employees with disabilities, including, but not limited to, policies on the provision of job accommodation that takes into account an employee's needs due to disability;
- Providing information under this section as soon as practicable after the new employee begins employment, specifically during the orientation process;

- Keeping employees up to date on changes to existing policies on job accommodations with respect to disability;
- Where an employee with a disability so requests it, OTN will provide or arrange for provision of suitable accessible formats and communication supports for:
 - » Information that is needed in order to perform the employee's job
 - » Information that is generally available to all employees in the workplace

OTN will consult with the requesting employees in determining the suitability of an accessible format or communication support.

Individual Accommodation Plans/Return to Work Process

OTN will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- Ensure that the employee requesting accommodation can participate in the development of the plan;
- Include in the process the manner in which OTN can request an evaluation by an outside medical or other expert, at OTN's expense to assist in determining if and how accommodation can be achieved;
- Ensure that steps are in place to protect the privacy of the employee's personal information;
- Outline the frequency in which individual accommodation plans will be reviewed and updated for each employee requiring accommodation;
- Include in the process the means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs;
- If individual accommodation plans are established, ensure that they include the following:
 - » Individualized workplace emergency workplace response information that is required;
 - » Any information regarding accessible formats and communication supports that have been provided for or arranged, in order to provide the employee with;
 - » Information that is needed in order to perform the employee's job;
- Identify any other accommodation that is to be provided to the employee.

OTN will ensure that the return to work process outlines the steps OTN will take to facilitate the employee's return to work after a disability-related absence, that it outlines the development of a written individualized return to work plan for such employees and that it requires the use of individual accommodation plans in the return to work processes.

Performance Management, Career Development and Redeployment Processes

We will take the following steps to ensure that the accessibility needs of employees with disabilities are taken into account when using performance management, career development and redeployment processes.

- OTN will take the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans, into account when:
 - » Assessing performance
 - » Managing career development and advancement

- » Redeployment is required
- Review, assess and as necessary, include in Performance Management workshops, accessibility criteria;
- Take into account the accessibility needs of employees when providing career development and advancement to its employees with disabilities, including notification of the ability to provide accommodations on internal job postings;
- Take into account the accessibility needs of employees with disabilities when redeploying employees.

ACCESSIBLE FACILITIES

OTN will work with the building management to ensure that they will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. OTN will focus on removing barriers which may exist in our buildings and facilities, while ensuring that new buildings, leases, and renovations do not create any new barriers.

Feedback and Contacts

Members of the public are encouraged to make comments on OTN's Multi-Year Accessibility Plan and accessibility matters in general. We want to hear from you! There are a number of ways you can contact OTN to express your accessibility related comments.

Online

Use our [Online Question or Comment](#) form to contact us by email. If you request a follow-up, one of our staff will respond to your email as quickly as possible.

Phone

Contact us at 1-866-454-6861 for information on a variety of OTN's services.

TTY (Teletypewriter service)

Dial 1-855-368-6889

Fax

Use our general fax number: 416-446-4139.

In Person/Mail

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