



## **Multi Year Accessibility Plan 2023-2028**

The Albany Medical Clinic both serves and employs persons with disabilities. For our Clinic to be successful, we must ensure our services are accessible to those that we seek to serve, and that our team of staff and physicians are able to deliver and guide our patients through accessible service channels.

### **Introduction**

In 2005, the Ontario government passed the Accessibility for Ontarians with Disabilities Act (AODA), with the goal of making Ontario fully accessible by 2025. The Integrated Accessibility Standards Regulation (IASR), under the AODA, requires the Albany Medical Clinic to develop and maintain a multi-year accessibility plan which outlines our strategy for improving opportunities and accessibility for people with disabilities, while removing and preventing barriers, as required under the IASR.

The Albany Medical Clinic is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. The Clinic aims to provide all patients, family members, staff members, health care practitioners, and general members of the community the opportunity to identify their accessibility needs and to ensure that these needs are accommodated in a manner that supports and respects the dignity of persons with disabilities.

This accessibility plan outlines the steps we have taken from our previous plan and outlines our commitment and strategy for improving opportunities for people with disabilities, while removing and preventing accessibility barriers and meeting Ontario's accessibility laws. This plan is reviewed and updated at least once every 5 years.

### **Statement of Commitment**

The Albany Medical Clinic is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by striving to remove and prevent barriers to accessibility and by meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act AODA and applicable regulations. We strive to provide a positive experience for each patient. We are committed to making sure everyone is able to communicate with us and can access our services. Under the AODA and applicable regulations, the following standards are applicable to the Albany Medical Clinic:

- Customer Service
- Information and Communications
- Employment
- Self-service kiosks



## Completed Accessibility Initiatives

From our previous Accessibility Plans, the Albany Medical Clinic has completed the following accessibility initiatives:

### Customer Service

- The Clinic's Customer Service Accessibility Policy and Procedure was reviewed and updated annually. The Policy is accessible to the public upon request.
- Installed hearing assistive window intercom systems at our high traffic areas (Walk-in clinic and Diagnostic Imaging) to assist all patients with communication through plexi-glass barriers. With integrated induction loop technology, patients can switch their hearing aids to the T position for an even more enhanced level of audio delivery.
- Broadened options for patients to obtain service and communicate with the Clinic
  - Implemented online appointment booking from our website to assist patients with accessing their primary health care provider
  - Implemented secure messaging that allows patients to communicate with the Clinic regarding their health care needs including the ability to send and receive documents.
- All new staff, either prior to onboarding or within 30 days of starting, completed online eLearning courses on Customer Service Accessibility with records maintained of all completed training.
- Existing Clinic staff completed refresher training; records tracked and maintained
- Training material on patient consent for use for all patients was updated and reviewed with all staff

### Information and Communications

- When giving documents required under the Customer Service Standard to a person with a disability, provided the information in a format that considers the person's disability.
- Implemented our accessible patient feedback process where feedback can be provided by phone or email.
- Acted on patient feedback that identified accessibility barriers and implemented barrier removal to the extent feasible.



## **Multi Year Accessibility Plan 2023-2028**

### **Strategies and Actions**

The multi-year initiatives set out in this plan continue the foundational work of previous plans and incorporate new initiatives to address persistent barriers to accessibility.

#### **Customer Service**

The Albany Medical Clinic is committed to providing accessible customer service to people with disabilities. We strive to provide services and facilities to people with disabilities with the same high quality and timeliness of others and be proactive in identifying, removing and preventing barriers to ensure that everyone can participate fully in our services.

The Albany Medical Clinic is committed to providing training to our staff in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities. The Albany Medical Clinic is committed to providing a work environment that is free from discrimination, systemic discrimination, harassment, and where the dignity and value of every individual is respected. This is reflected in both our Accessibility training and also our Workplace Discrimination and Harassment Policy, both of which adhere to the tenets of the Ontario Human Rights Code.

#### **New and Ongoing**

- Assistive devices and service animals will continue to be permitted on Clinic premises.
- Support persons that accompany a person with a disability continue to be welcome on Clinic premises.
- Patients will continue to be notified as efficiently as possible (phone calls, emails, website posting, twitter) when accessible services are temporarily unavailable – particularly when elevators are not available to bring patients to upper floors.
- We will continue to require all new staff to complete an online accessibility course and keep records of their completion. If any changes are made to the course, all staff will be required to retake it.
- We will continue to require refresher accessibility training to all staff at least on a biannual basis and keep records of completion.
- An online Ontario Human Rights Code training course will become part of the basic orientation and refresher training packages.
- We will continue developing digital services with accessibility at its core, striving for all patients to have equal access to information and functionality.



### **Information and Communications**

The Albany Medical Clinic is committed to making our information and communications accessible to people with disabilities with accessible formats, accessible websites and content as well as our feedback processes.

#### **New and Ongoing**

- The Clinic is in process of significantly upgrading its website ([www.albanyclinic.ca](http://www.albanyclinic.ca)) to be more accessible to people with disabilities and make new web-site material compliant with WCAG 2.0 Level AA. (other than live captions and audio descriptions).
- The Clinic will continue to improve our processes for patients and families to provide feedback on accessible services.
- We will continue to provide accessible formats and communication supports in a timely manner that takes into account the person's accessibility needs due to disability and we will continue to consult the person making the request to determine suitability of format;
- We will continue to post a statement on the website about accessibility and the availability of accessible formats and communication supports.

### **Employment**

The Albany Medical Clinic is committed to fair and accessible employment practices from recruitment to ongoing support information for our employees.

#### **New and Ongoing**

##### **Recruitment**

- The Clinic will develop and implement recruitment strategies to help increase the representation of persons with disabilities throughout the Clinic.
- All future job postings on third party sites will inform applicants that the Albany Medical Clinic accommodates people with disabilities during the recruitment, assessment and selection process.
- We will consult with applicants and arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs, if the selected applicant requests an accommodation;
- When making an offer of employment, we will notify the successful applicant of our policy for accommodating employees with disabilities.
- The Clinic will post on its website that the Clinic offers alternative and accessible methods to discuss job postings, interviews and other selection process discussions.



### **Support Information for Employees including documented individualized plans**

- After becoming aware of the need, the Clinic will continue to develop individual accommodation plans for any employee who has a disability and requires accommodation in accordance with our Workplace Accommodation Policy.
- The Clinic will continue to customize individual emergency response information for employees with disabilities when identified and we will ensure that these individual emergency plans are reviewed when the general emergency plans are reviewed and updated annually.
- We will canvas employees to identify new employees requiring workplace emergency response assistance.
- We will provide accessible formats and communication supports to any employee(s) who requests them. If requested, we will consult with the employee to provide or arrange for the provision of accessible formats and communication supports

### **Self-service kiosks**

The Albany Medical Clinic is committed to incorporating accessibility features/considering accessibility to for people with disabilities when designing, procuring or acquiring self-service kiosks.

#### **New and Ongoing**

- We will consider accessibility criteria and features when acquiring and using self-service kiosks, except where it is not practical to do so;
- We will work with potential vendors to incorporate accessible features for future offerings.
- Where self-service kiosks are implemented, accessible services will continue to be available for people with disabilities.