

London InterCommunity Health Centre

2014 to 2023 Multi-Year Accessibility Plan

Integrated Accessibility Standards Regulation (IASR)

General Deliverables	Status	Actual Completion Date	Legislated Date (January)
Policies & Procedures			2014
Create Policies with Statement of Organizational Commitment in written form	Completed	Dec. 22/15	2014
Approval and Sign off	Completed	Dec.22/15	2014
Make available to the Public	Completed/Ongoing	Dec.22/15	2014
Available in Alternative Formats - upon request	Ongoing (as needed)	Dec.22/15	2014
Accessibility Plan - Multi Year			2014
Develop Accessibility Plan	Completed/Ongoing	Nov 27/15	2014
Accessibility Plans - Post to Web	Completed	Dec 30/15	2014
Continue to work on Accessibility Plan, review progress and update. Update regularly and every five years	Ongoing	Ongoing	2014-2018
Provide in alternative format	Completed	Nov 27/15	2014
Accessibility Self Service Kioks - have regard for accessibility when purchasing	Not Applicable	Not Applicable	2014
Training			2015
All employees & volunteers, policy developers, those providing goods or services on behalf of organization regarding Customer Service	Completed/Ongoing	Ongoing	2015
Decide on training delivery	Completed - updated in 2017	Nov 27/15	2015
Create training schedule for current staff and new staff	Completed/Ongoing	Dec 31/15	2015
Ensure record keeping	Ongoing	Dec 31/15	2015
Continue to train new staff as part of orientation	Ongoing	Yes	2015-2018
File Accessibility Compliance Report	Completed	Dec 30/15	Dec 31/14
File Accessibility Compliance Report	Completed	Nov 16 2017	Dec 31/17
File Accessibility Compliance Report	Completed	Dec 14 2020	Dec 31/20
File Accessibility Compliance Report			Dec 31/21
File Accessibility Compliance Report			Dec 31/23
Information & Communications	Proposed Implementation Date	Actual Completion Date	Legislated Date (January)
Emergency Procedure Plans or Public Safety Information - inventory and make accessible	Completed	Jun 1/00	2012
Feedback - ensure feedback system accessible	Completed	Mar 31/15	2015

Accessible formats and communication supports upon request (timely manner, no cost charged if none charged to other persons)	Ongoing (as needed)	Jan 1/16	2016
Create inventory of current documents	Completed/Ongoing	Jan 1/16	2016
Create Document renewal plan	Completed	Jan 1/16	2016
Create Strategic Communication Plan - create processes for flow of documents, who creates source documents, who ensures pdf's are accessible, who checks for accessibility before posting to website, decide on corporate wide fonts, staff training on accessible document creation, analysis of website content and new contact (no legislation - would be helpful)	Optional	Jan 1/16	2016
If creating a new Website WCAG 2.0 Level AA (other than closed caption Live pre-recorded audio)	Not Applicable	Not Applicable	2014
All internet websites and web content WCAG 2.0 Level AA	Completed	Sep-20	2021
Review all content on website back to 2012 to ensure everything is accessible	Completed	Sep-20	2021

Employment	Proposed Implementation Date	Actual Completion Date	Legislated Date (January)
Workplace Emergency Reponse for staff	Completed	Jan 1/12	2012
Recruitment - notify employees and public regarding availability of accomodation	Completed/Ongoing	Dec 22/15	2016
Notify applicant - availability of accomodation upon request for assessments or selection process	Completed/Ongoing	Dec 22/15	2016
Inform employee of policies regarding job accomodations	Completed	Dec 22/15	2016
Providing accessible formats and communiation supports available to perform job	Completed	Jan 1/16	2016
Have a documented Individual Accomodation Plan (IAP)	Ongoing (as needed)	Jan 1/16	2016
Have a return to work process	Completed	Jan 1/16	2016
Performance Management takes into account accessibility needs	Completed	Jan 1/16	2016
Career Development and Advancement process takes into account acessibility needs	Completed	Jan 1/16	2016
Redeployment process takes into account accessibility needs	Completed	Jan 1/16	2016
Continue to proactively remove barriers across employment life cycle allowing employees to reach their full potential	Completed/Ongoing	Ongoing	2016-2018

Public Spaces	Proposed Implementation Date	Actual Completion Date	Legislated Date (Janurary)
Incorporate Design of Public Spaces on newly developed or redeveloped recreationsal trails and beach access routes, outdoor public use eating areas, outdoor play spaces, exterior paths of travel, accessible parking and service related elements	Complete/Ongoing	Oct 20/17	2017
If developing recreational trails consult with public and persons with disabilities	Not Applicable	Not Applicable	2017
Provide maintenance and restoration	Complete/Ongoing	Oct 20/17	2017
Develop procedures for preventative and emergency maintenance of accessible elements in public spaces	Complete/Ongoing	Oct 20/17	2017
Develop procedures for dealing with temporary distruptions when accessible elements under public spaces not working	Complete/Ongoing	Oct 20/17	2017
Report on Public Spaces every three years	2023		2023
Ensure any redeveloped or new recreational trails and beach access routes, outdoor public use eating areas, outdoor play spaces, exterior paths, off-street parking lots, and service counters are accessible.	Ongoing	Ongoing	2017