

VICTORIAN ORDER OF NURSES FOR CANADA – ONTARIO BRANCH

Multi-Year Accessibility Action Plan 2014-2025

Current Update of Plan – July 2021



In accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (IASR).

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Guiding Legislation

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) requires employers and organizations in Ontario to develop and implement Accessibility Standards as they relate to Customer Service, Employment, Information and Communications, Transportation and Design of public spaces (Built Environment). These requirements are to be phased in between 2005 and 2025.

Revoked Customer Service Standard – [ONTARIO REGULATION 165/16](#)

The first standard to be implemented under the AODA, the customer service standard ensures that persons with disabilities can receive goods and services in a manner that takes into account their disability.

The customer service standard requires all organizations to train staff and volunteers that provide goods or services on their behalf on this first standard of the AODA.

The original ONTARIO REGULATION 429/07 was revoked July 1, 2016 by the passing of regulation 165/16 which incorporates the Customer Service Standard into the Integrated Accessibility Standards Regulation (IASR) ONTARIO REGULATION 191/11.

Integrated Accessibility Standards – [ONTARIO REGULATION 191/11](#)

The Integrated Accessibility Standards Regulation (IASR) requires every employer with 50 or more employees to develop and post a multi-year accessibility plan on their website by January 1, 2014.

This regulation applies to the areas of Information & Communications Standards, Employment Standards, Transportation Standards, Design of Public Spaces Standards (Built Environment) and Customer Service Standards. Organizations are required to implement accessibility policies and strategies to ensure compliance with the legislation.

Built Environment Standard

The Built Environment Standard is the final standard of the AODA and pertains to the design of public spaces. VON understands and acknowledges the importance of an accessible built environment that allows for independence and participation for persons of all abilities.

This standard is incorporated into the Integrated Accessibility Standards - regulation 191/11.

Objectives of the VON Multi-Year Accessibility Action Plan

The VON is dedicated to treating accessibility as a long-term change initiative that involves employees. The Accessibility Action Plan describes the measures that the Victorian Order of Nurses for Canada – Ontario Branch will take to identify, remove and prevent barriers to persons with disabilities who utilize the facilities and services of the VON.

Annually a status report will be completed that will outline the progress taken towards implementing the Accessibility Action Plan. An annual review of the plan will also be conducted that will incorporate updates as required. New identified priority action items will be incorporated into the plan as well as any legislative changes.

Mission Statement

VON will be Canada's leading charitable organization, addressing community, health and social needs.

VON is committed to being the best place to work and volunteer and is engaged in the expansion of accessibility for employees, volunteers, clients and customers. As such, VON has a long-standing regard for the inclusion and engagement of persons with disabilities. VON is committed to supporting the progressive and meaningful implementation of its Accessibility Action Plan.

Statement of Commitment

The Victorian Order of Nurses for Canada – Ontario Branch is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in the principles integration and equal opportunity for all of our staff, volunteers, customers and clients. We are committed to meeting the needs of persons 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 (AODA) and the Integrated Accessibility Standards Regulation (IASR).

Background and Purpose – An Introduction to the AODA

Persons with disabilities represent a significant and growing part of our population. The purpose of the AODA is to develop, implement and enforce accessibility standards to prevent their exclusion from everyday life. It is intended to institute inclusivity and accessibility for all, regardless of a known or unknown disability. As a leading healthcare provider, VON will provide Community Support Services and Homecare Services in a manner that takes into account and has regard for employees, volunteers, customers and clients with disabilities.

Accessibility relates to the degree in which persons with disabilities encounter barriers in their daily lives. There are a multitude of disabilities including, but not limited to: vision, hearing, physical, intellectual, developmental, learning, mental health and speech or language.

Accessibility has historically been about accommodating exceptions on an individual basis, however it now means inclusiveness. The Victorian Order of Nurses for Canada – Ontario Branch, (VON) is committed to the removal of all visible and invisible barriers and accommodation of persons with disabilities. The VON is dedicated to the provision of accessibility principles as an extension of health and safety policies and procedures.

Principles of Accessibility

VON is committed to ensuring that the policies of its organization comply with the AODA and are consistent with the principles of:

- Dignity
- Independence
- Integration*
- Equal Opportunity

* except when alternate measures are necessary to meet the needs of people with disabilities

Barrier Removal – AODA / IASR Compliance Strategy

VON recognizes that identifying and removing barriers to accessibility is crucial to meeting the requirements of the AODA as well as creating a culture of accessibility within its organization. Staff, clients and customers as well as members of the community will be able to provide feedback and assist with the identification of barriers to accessibility.

VON is committed to integration and equal opportunities for all people, in order to allow them to maintain their dignity and independence.

Commitments to Accessibility:

- Promote public awareness and sensitivity to all persons with disabilities;
- To encourage cooperation between all staff and external agencies;
- To identify and document relevant matters and concerns from customers and / or clients;
- To embrace the concept of accessibility as it relates to the aging population, and prevent barriers that may impact employees and customers;
- To ensure that the policies, practices and procedures of VON Canada encourage, implement and foster accessibility;
- Meet the needs of persons with disabilities in a timely manner;
- To encourage public participation and community engagement, through activities that are accessible to all.

Challenges Identified

The VON recognizes the following challenges to accessibility compliance:

- Geographic challenges
- Provincial scope of the Acts
- Unanticipated training expenses
- Financial forecasting of the costs associated for implementation of AODA / IASR regulations
- Large volunteer base that is subject to turnover
- Some programs / activities primarily volunteer led

Accessibility Advisory Committee

A task force of staff representatives from key functional and operational areas within VON has been established to develop and implement the Accessibility Action Plan. Task force members provide the expertise required to implement and adhere to the standards of the AODA and IASR. In order to ensure continuity, the task force has implemented succession planning to ensure that all standards are implemented smoothly until full implementation in 2025.

VON will ensure that adequate resources are afforded on an as-needed basis to implement the requirements of the AODA as guided by the Accessibility Action Plan. In keeping with the mandate to implement, maintain and enhance accessibility for a person in a manner that respects their dignity and independence, VON will carry out the actions identified within the multi-year Accessibility Action Plan.

Training will be provided on an on-going basis to staff and volunteers on policies and procedures to ensure that VON as a leader in its field, leads the way in accessibility. Staff will partner wisely and ensure that functional and senior managers are informed of on-going needs and legislative requirements.

VON's multi-year accessibility action plan, in accordance with the AODA and ISAR, outlines a comprehensive strategy to prevent and remove barriers to accessibility for staff, volunteers, customers and clients. The accessibility action plan identifies an implementation schedule and actions to be taken to ensure compliance.

Responsibilities of the Accessibility Advisory Committee

The Accessibility Advisory Committee is responsible for:

- Ensuring implementation of the AODA / IASR regulatory requirements
- Advising staff completing accessibility compliance documents to LHIN and other funders
- Drafting compliance documents for sign-off from subcontractors
- Advising staff obtaining compliance sign-off from subcontractors
- Review and / respond to accessibility feedback from staff, the public, clients or external agencies
- Consultation activities within the organization
- Reviewing legislation for changes

Customer Services Standard

The Victorian Order of Nurses for Canada – Ontario Branch, Customer Service Policy has been in effect since January 1, 2012.

The VON continues to meet its obligation under the AODA Customer Service Standard by employing online training through the form of a module for all new staff and volunteers.

The Victorian Order of Nurses for Canada – Ontario Branch has:

- Established policies, practices and procedures on how VON provides goods and services to people with disabilities;
- Set a policy on allowing people to use their own personal assistive devices to access VON's services and about any other measures the organization offers to enable access to services;
- Used reasonable efforts to ensure that the policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity;
- Established a process for persons to provide feedback on how VON provides services to people with disabilities and how VON will respond to any feedback and take action on any complaints. The information about the feedback process is made readily available to the public;
- Mandated that all staff and volunteers will communicate with persons with disabilities in a manner that takes into account their disability;
- Trained staff and volunteers, whom are involved in developing our policies, practices and procedures and involved with the provision of goods or services as outlined in the customer service standard;
- Allowed and continues to allow persons with disabilities to be accompanied by their guide dog or service animal in those areas of the premises that VON owns or operates that are open to the public, unless the animal is excluded by another law. If a service animal is excluded by law, use other measures to provide services to the person with a disability;
- Permit persons with disabilities who use a support person to bring that person with them while accessing services in premises open to the public or third parties;
- Where admission fees are charged, provides notice ahead of time on what admission, if any, would be charged for a support person of a person with a disability;
- Provides notice when facilities or services that people with disabilities rely on to access or use VON's services are temporarily disrupted;
- Ensures that subcontracted service providers have received training on the AODA Customer Service Standard prior to seeing customers and clients of the VON.

Identification of Barriers

Methodology:

In accordance with the AODA, and with VON's commitment to treating people in a way that allows them to maintain their independence and dignity, this plan seeks to prevent and remove barriers to accessibility.

The objective of the multi-year accessibility plan is to support VON's compliance with the AODA and ISAR in order to achieve the commitments made to implementing and endorsing a culture of accessibility. VON believes in integration and respect for individuals regardless of their abilities.

Barriers Defined

A "barrier" is anything that prevents a person with a disability from fully participating in all aspects of society as a result of his / her disability. The common types of barriers include, but are not limited to physical / architectural, attitudinal, information / communications, systemic and technological barriers.

Physical / Architectural: design elements or features of a building or space that restrict or impede physical access.

Attitudinal: assumptions or pre-judgments that directly or indirectly discriminate against a persons with disabilities.

Informational / Communication: obstacles that prevent or hinder the processing, transmitting or interpreting of information.

Systemic: organizational policies, practices and procedures that restrict the participation of persons with disabilities and / or do not take accessibility into consideration.

Technological: when technology cannot be or is not modified to support persons with disabilities or their assistive devices and / or software.

Barriers

The following barriers to accessibility have been identified and do not purport to be an exhaustive list:

- Attitudinal - fear
- Cultural – ignorance, prejudice
- Architectural / Physical – height, slope, width, turning radii, weight, handles
- Information
- Technological
- Organizational
- Systemic
- Complicated language
- Colour Contrast
- Odors

Measures are in place to identify further barriers and remove them as part of the undertaking of the Accessibility Advisory Committee.

The VON has instituted a policy making all VON locations scent-free environments and regularly reminds employees to protect those that are particularly sensitive to scents.

Assessment of Barriers

When assessing and determine barriers to accessibility, the VON Accessibility Advisory Committee considered the following key questions:

- What are the barriers?
- What are the impacts of the barriers?
- What is the unintended consequence of the barrier?
- What can be done to mitigate / eliminate the barrier?
- What are the resources available to assist with mitigating / eliminating the barriers?
- How can future barriers be prevented?

Information and Communications

The Victorian Order of Nurses for Canada – Ontario Branch is committed to creating, providing and receiving information and communications in ways that are accessible for persons with disabilities. As VON continues to review any updates to the obligations under this standard, revised processes will be established to assist with ensuring the accessibility of both print and online content and platforms. Accessible formats and communications support are in effect in accordance with the AODA and IASR.

Accessible Formats and Communication Supports

When requested, the VON will provide information and communications documents to persons with disabilities in a way that takes into account their disability, in accordance with the Ontario Human Rights Code.

When requested, the VON will provide communications supports as it relates to the effective facilitation of communications to staff, volunteers, customers and clients in a manner that takes into account their disability. The VON will ensure that documents are available in an alternate format upon request and utilize plain language for ease of understanding.

The VON will, in accordance with the AODA:

- Provide information and communications requested in an accessible format in a timely manner and in a way that takes into account the person's accessibility needs; and
- Provide the information or communications at a cost that is not more than would be charged to other persons.

Public Notification

The VON will post availability of accessible formats and communications on its website in accordance with the requirements of the AODA.

Feedback

The VON will ensure that the processes for receiving and responding to feedback from employees, customers, the general public and clients is accessible to persons with disabilities by providing or arranging for accessible formats and communications supports upon request.

Exceptions

Where information or communications are unconvertible to an accessible format, the VON will provide the person requesting the information or communication with:

- An explanation as to why the information or communications are unconvertible; and
- A summary of the unconvertible information or communications.

If it is not technically feasible to convert the information or communications and / or if the technology to convert the information or communications is not readily available, the VON will provide this information to the requestor.

Employment

The Victorian Order of Nurses for Canada – Ontario Branch is committed to fair and accessible employment practices. The VON will accommodate employees with disabilities on an individualized basis as their needs relate to:

- Recruitment, assessment and selection
- Accessible formats and communication supports for employees
- Workplace emergency response information
- Documented individual accommodation plans
- Return to work process
- Performance management
- Career development and advancement
- Redeployment

The requirements of the AODA and IASR further enable the VON to be the best place to work, assist employees in establishing individualized workplace accommodation plans, individualized workplace emergency response plans as well as performance management and career development plans.

Recruitment

The VON will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process by stating so in job postings and on its website. VON will notify selected applicants that where needed, recruitment-related accommodations for disabilities are available upon request. VON will consult with selected applicants to determine the best way to provide or arrange for suitable accommodations.

Notice of Selection

The VON will when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.

Workplace Emergency Response Information

The VON as an employer is required to provide individualized workplace emergency response information to employees who have a disability.

If the individual with the emergency response plan consents, the VON will provide the workplace emergency response information to the person designated to provide assistance to the employee.

Individual Workplace Emergency Plans

Individualized workplace emergency response information will be provided to an employee that provides the VON with the necessary information about their disability in order to create one and make VON staff aware of their need for accommodation as a result of their disability.

The Victorian Order of Nurses for Canada – Ontario Branch, has created a template to be used in order to develop individualized workplace emergency response plans with employee(s) and the emergency staff personnel at each site.

VON employees that have expressed the need for individualized workplace emergency response information and / or plans have received accommodation and assistance where necessary.

Staff members that share and identify their disabilities as requiring emergency or evacuation plans, receive consultation and assistance in developing an individualized plan.

Return to Work Process

The VON has an established return to work process that includes a process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

The VON has incorporated the components of accessibility and accommodation into its current return to work policy.

Training

The Victorian Order of Nurses for Canada – Ontario Branch will ensure that every employee and volunteer is provided with training in accordance with the AODA and IASR and in accordance with the Human Rights Code as it pertains to persons with disabilities.

Every staff member and volunteer in accordance with their duties will be trained on the AODA and IASR as soon as is practicable after hire/assignment. Employees and volunteers will receive further training on any policy or regulatory changes.

Electronic records including the date on which employees and volunteers received the training will be kept in accordance with the requirements of the AODA / IASR standards.

The Victorian Order of Nurses for Canada – Ontario Branch has updated this action plan to include mandatory completion by all Ontario employees and volunteers of the AODA self-learning education module to reinforce the principals of the legislation and the VON Accessibility policy and update on the status of VON's compliance.

Transportation

The Victorian Order of Nurses for Canada – Ontario Branch is not required under the Transportation Standard to implement the requirements of the AODA.

As a transportation provider in several capacities throughout Ontario, VON staff and volunteers provide accessible transportation for customers and clients.

Staff and volunteers of the VON

- Identify the process for estimating the demand for specialized transportation services; and
- Develop steps to reduce wait times for specialized transportation services.

Multi-Year Accessibility Action Plan

Legislative Timelines

Standard	Requirement	Compliance Date	Status
Accessible Customer Service	Implement the Accessible Customer Service standard	January 1, 2012	Completed
Employment	Workplace Emergency Response Information	January 1, 2012	Completed
Accessibility Policies	Develop Accessibility Policy	January 1, 2014	Completed
Multi-Year Accessibility Plan	Develop and implement a multi-year Accessibility Action Plan	January 1, 2014	Completed
Information and Communications	Websites and web content to conform with WCAG 2.0 Level A	January 1, 2014	Completed
Accessibility Reports	Submission of accessibility compliance reports to the Ministry of Seniors and Accessibility	December 31, 2014	Ongoing every 3 years
Training	Train all staff and volunteers on AODA IASR and Human Rights Code related to accessibility	January 1, 2015	Completed and ongoing upon hire
Information and Communications	Feedback Processes	January 1, 2015	Completed
Employment	<ul style="list-style-type: none"> ○ All components of the standard ○ Accommodation plans for employees with disabilities ○ Standards for recruitment, processes and performance management 	January 1, 2016	Completed
Transportation	Not applicable to VON	January 1, 2016	N/A
Built Environment	Review that any new or redeveloped (after January 1, 2013) public spaces in VON Ontario sites meet accessibility standards	January 1, 2017	Completed
Accessibility Reports	File accessibility compliance report	January 1, 2020 Extended to June 30, 2021	Completed
Information and Communications	Websites and web content to conform with WCAG Level 2.0 AA	January 1, 2021	Completed
Training refresher	All Ontario employees and volunteers to complete updated Self-learning education module	March 31, 2022	In progress – starting Sept/2021
Accessibility Reports	File accessibility compliance report	December 31, 2023	

Accomplishments to Date

To date the VON has achieved:

- Trained all staff and volunteers on the AODA and IASR;
- Trained all staff and volunteers on the Human Rights Code as it relates to accessibility;
- Established an Accessibility Advisory Committee;
- Developed a multi-year Accessibility Action Plan;
- Implemented the required accessibility standards required to date;
- Completed the process of developing a new and accessible website with accessible web content;
- Developed accessibility policies as they relate to employment for revision and implementation;
- Revised and updated Multi-Year Accessibility Action Plan;
- Developed schedule for accessibility polices for routine review/revision at the quarterly Accessibility Advisory Committee;
- Updated all documents and forms related to the AODA and IASR.

Appendix A: Accessibility Policies

This 2014-2025 accessibility plan outlines the policies and actions that the Victorian Order of Nurses for Canada – Ontario branch will put in place to improve opportunities for people with disabilities.

Statement of Commitment

The Victorian Order of Nurses for Canada – Ontario Branch is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in the principles of integration and equal opportunity for all of our staff, volunteers, customers and clients. We are committed to meeting the needs of persons 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 (AODA) and the Integrated Accessibility Standards Regulation (IASR).

Training

The Victorian Order of Nurses for Canada – Ontario Branch will provide training to employees, and volunteers on Ontario's accessibility laws and on the Human Rights Code as it relates to persons with disabilities and the removal of barriers. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members as needed to perform the duties of their jobs. Training will be implemented and overseen by the Human Resources Department on an on-going basis and in conjunction with managers and directors responsible for supervising staff.

The Victorian Order of Nurses for Canada – Ontario Branch has taken the following steps to ensure employees are provided with the training needed to meet Ontario's accessibility laws by January 1, 2015:

- Train all staff and volunteers in a manner that best corresponds with their function;
- Maintain electronic records of training for participants that participate in education including the dates on when they were trained and the number of individuals that received the training;
- Integrate the AODA training as a core component of the new hire package orientation
- Train all persons who participate in developing the organization's policies; and
- Ensure that all other persons who provide goods and services on behalf of the organization have received training and that compliance of this requirement is adhered to.

Implementing the Requirements:

The Victorian Order of Nurses for Canada – Ontario Branch will provide training on the requirements of the Integrated Accessibility Standards Regulation and on the disability-related obligations under the Ontario Human Rights Code.

The Victorian Order of Nurses for Canada – Ontario Branch will ensure that the training includes information about achieving accessibility by 2025 and highlights the requirements of the following standards as they relate to the organization’s business:

- The Customer Service Standard
- Information and Communication Standard
- Employment Standard
- Transportation Standard
- Design of Public Spaces (Built Environment)

Kiosks:

The Victorian Order of Nurses for Canada – Ontario Branch does not currently use or own self-service kiosks. If self-service kiosks are procured at VON locations within Ontario, the organization will have regard for accessibility features and ensure that these kiosks comply with AODA legislation and IASR standards.

Information and Communications

The Victorian Order of Nurses for Canada – Ontario Branch is committed to meeting the communication needs of people with disabilities. The Information and Communications Standard contained herein outlines how VON will create, provide and receive information and communications in ways that are accessible for persons with disabilities. VON will consult with persons with disabilities to determine their information and communications needs.

The Victorian Order of Nurses for Canada – Ontario Branch has taken the following steps to make all new websites and content on those sites conform to WCAG 2.0, Level A by January 2014:

- Notify the public via the new VON website about the availability of accessible formats and communication supports;
- Provide upon request accessible formats and communication support to persons that make requests and consult them to determine their accessibility needs;
- Provide accessible formats and communication supports in a timely manner and at a cost that is not more than the regular cost charged to others.

Where it is not possible to convert the requested material to an alternate format the following will occur:

- An explanation will be provided as to why the information or communications are unconvertible;
- A summary of the information and / or communications will be provided to the requestor.

The Victorian Order of Nurses for Canada – Ontario Branch has taken the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015:

- Revised feedback procedures to ensure they are accessible;
- Make surveys, comment cards or other feedback processes (PDF) accessible upon request.

The Victorian Order of Nurses for Canada – Ontario Branch has taken the following steps to ensure all publicly available information is made accessible upon request by January 1, 2016:

- Continue to review and update the VON website to ensure accessibility compliance.

The Victorian Order of Nurses for Canada – Ontario Branch has taken the following steps to make all websites and content conform to WCAG 2.0, Level AA by January 1, 2021:

- Adopt a standards compliance policy across the organization;
- Continue to review and update the VON website to ensure accessibility compliance.

The IT and Marketing departments will be responsible for oversight and implementation of these measures and actions to ensure accessibility compliance is achieved.

Employment

The Victorian Order of Nurses for Canada – Ontario Branch is committed to fair and accessible employment practices and will meet the accommodation needs of employees with disabilities to the point of undue hardship as mandated by the Ontario Human Rights Code. The Human Resources Department in conjunction with managers and directors responsible for supervising staff will be responsible for implementing and maintaining the accessible employment practices of the organization. The Victorian Order of Nurses for Canada – Ontario Branch did implement these accessible employment practices by the goal date of January 1, 2016.

The Human Resources department under the scope of their human resources responsibilities will be responsible for the development, oversight and implementation of these policies. The Victorian Order of Nurses for Canada – Ontario Branch will accommodate people with disabilities during the recruitment and assessment process and when people are hired and had the process in place by the goal date of January 1, 2016:

- Make employment practices more accessible as they relate to hiring and retaining staff
- Provide career development opportunities for all staff that take into consideration their disabilities where applicable

Accessible Emergency Information

The Victorian Order of Nurses for Canada – Ontario Branch is committed to providing our 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. Our Human Resources department will work with employees with disabilities to ensure employees have access to and assistance in creating accessible emergency plans.

Recruitment, Assessment or Selection Process

The Victorian Order of Nurses for Canada – Ontario Branch will adhere to the following as they relate to recruitment, assessment and selection of staff:

- When advertising job positions, notify employees and the public that accommodations for job applicants with disabilities are available upon request for the recruitment process
- Inform job applications that accessibility accommodations are available during the selection process, and inform job applicants that accessibility accommodations are available upon request for interviews and other components of the selection process
- When offering a job position to a successful applicant, inform them of The Victorian Order of Nurses for Canada – Ontario Branch policy on accommodating employees with disabilities

Informing Employees of Supports

The Victorian Order of Nurses for Canada – Ontario Branch will support its employees with disabilities and provide job accommodations that take into account an employee’s accessibility needs due to a disability. Information for employee supports was made available by January 1, 2016. The Victorian Order of Nurses for Canada – Ontario Branch provides job accommodations that take into account an employee’s accessibility needs due to a disability.

Information regarding accommodation of accessibility needs due to a disability will be provided to the employee as soon as practicable after they begin their employment.

Updated information will be provided to employees when a change is made to existing policy on the provision of job accommodations that take into account an employee’s accessibility needs due to a disability. All employees will be made aware of how the organization will support them if they have a disability or should they acquire a disability later in their career.

The Victorian Order of Nurses for Canada – Ontario Branch will take the following steps to develop and put in place a process for developing individual accommodation plans, stay-at-work plans and return- to-work policies for employees that have been absent due to a disability:

- Work with the employee to accommodate their disability up to the point of undue hardship;
- Accommodate staff on return-to-work and stay-at-work plans in a way that is respectful and mindful of their disability.

Accessible Formats and Communication supports for Employees

The Victorian Order of Nurses for Canada – Ontario Branch will adhere to the following as they relate to accommodation of staff with disabilities:

- Consult with employees to determine their accessibility needs and how best to accommodate them
- Accessible formats and communication supports can be requested for information required for the employee to perform the duties of their job
- Accessible formats and communication supports will also be generally available to all staff

Documented Individual Accommodation Plans

Individualized accommodation plans will be developed with employees with disabilities that identify the need for a plan to be documented. A policy for the development and implementation of documented individual accommodation plans was established and in place by January 1, 2016.

Workplace Emergency Response Information

The Victorian Order of Nurses for Canada – Ontario Branch will adhere to the following as they relate to emergency response information for employees with disabilities:

- Provide individualized workplace emergency response information to employees with disabilities if their disability makes this necessary and the employer is aware of their disability
- With the employee's consent, ensure that information is shared with designated emergency staff personnel to assist them in an emergency
- Review the information if the employee moves to a different location within the organization
- Review the employee's overall accommodation needs on an as-needed basis
- Review the organization's emergency response policies on an annual basis

Employees with disabilities that require accommodation in the form of an individualized workplace emergency response plan are expected to provide the VON with this information. The VON is unable to provide a plan to an employee if the employee does not make the VON aware of their disability.

The VON respects the privacy of their employees and will not provide information on an employee's disability without their consent. If an employee's disability is such that it may require assistance when evacuating the workplace in emergencies, the employee may wish to consent to provide enough information that is reasonable to allow a designated person to assist them.

Performance Management, Career Development and Advancement and Redeployment

The Victorian Order of Nurses for Canada – Ontario Branch will adhere to the following as they relate to the performance management, career development, advancement and redeployment of employees with disabilities:

- Ensure that the accessibility needs of employees with disabilities are taken into account
- Provide accessible formats and communications supports upon request by the employee
- Take the employee's disability into account when measuring performance, productivity, effectiveness in order to facilitate the employee's success

The Victorian Order of Nurses for Canada – Ontario Branch has taken the following steps to prevent and remove other accessibility barriers as identified:

- Respond to and identify barriers to accessibility in the employee’s job and work to implement accessible solutions based on the employee’s individual needs
- Ensure that employment practices are mindful of the employee’s disability when made aware that such disability exists

Design of Public Spaces

The Victorian Order of Nurses for Canada – Ontario Branch will have regard for the Accessibility Standards for the Design of Public Spaces when building or make major modifications to public spaces including:

- Building new public spaces
- Making planned significant alterations to existing public spaces

The Victorian Order of Nurses for Canada – Ontario Branch will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

- In the event of a planned service disruption, The Victorian Order of Nurses for Canada – Ontario Branch will notify the public of the service disruption and alternatives available.

Alerting the public to a notice of service disruption will be the responsibility of the site manager or District Executive Director within their area of service.

For More Information

For more information on this accessibility plan

Telephone	1-888-866-2273, option 5, Human Resources
Mail	VON CANADA – ACCESSIBILITY COMPLIANCE OFFICER 2315 St. Laurent Blvd., Suite 100, Ottawa ON K1G 4J8
Email	accessibility@von.ca

Accessible formats of this document are available free upon request from

Appendix B: Subcontract Service Provider Compliance Agreement

As it pertains to the Accessibility for Ontarians with Disabilities Act (AODA) 2005 and the Integrated Accessibility Standard, Ontario Regulation 191/11, we certify as a sub-contracted service of The Victorian Order of Nurses for Canada – Ontario Branch, that our staff have received training in compliance with the above noted legislations.

Please return the completed by_____.

Name of Service Provider:

Date Report Completed:

I confirm that our organization has met the training requirement as set out in Section 7 of the Integrated Accessibility Standard Regulation under the Accessibility for Ontarians with Disabilities Act.

Signature of Person completing this Report: _____

Number of staff who work on behalf of VON:_____

Appendix C – Implementation of Alternative Formats and Communication Supports

Definitions:

Accessible formats → are alternatives to standard print.

Communication Supports → methods to assist communication.

Some examples of alternatives formats include but are not limited to:

- Accessible electronic formats – HTML and MS Word
- Braille
- Accessible audio formats
- Large print
- Texts transcripts of visual and audio information
- Reading the written information to the person directly
- Exchanging hand-written notes
- Captioning or audio description
- Assistive living systems
- Sign language interpretation and intervener services
- Repeating, clarifying or restating information

The requirement only applies to information and communications that an organization controls directly or indirectly through contractual relationships. The requirement does not apply to information one organization may be sharing on behalf of another organization.

Appendix D – Employment Standard

Employers are required to provide for accessibility across all stages of the employment life cycle. This standard will integrate accessibility into regular workplace processes.

Full implementation of all employment standards under the IASR was completed by January 1, 2016.

Ontario Human Rights Code

The Ontario Human Rights Code requires organizations to accommodate persons with disabilities to the point of undue hardship.

The IASR requirements do not replace or affect legal rights or obligations that arise under the Ontario Human Rights Code and other laws relating to the accommodation of persons with disabilities. Other application legislation may require additional accommodation measures that are different from the standards established by the regulations of the AODA.

Individual Workplace Emergency Response Information

The Victorian Order of Nurses for Canada – Ontario Branch is unable to provide employees with individualized workplace emergency information for disabilities of which they are unaware.