

## Multi-year Accessibility Plan

### Multi-Year Accessibility Plan Requirement

Regulation 191/11: Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act, 2005

requires organizations to create multi-year accessibility plans, update them at least once every five years and post them on their websites if they have one. An accessibility plan outlines what steps an organization will take to prevent and remove barriers to accessibility and when it will do so.

The law is flexible, so you can develop your accessibility plan in a way that works best for your organization. There is no right or wrong way. This form includes sample information to help you comply with section 4 of the Regulation.

This section applies to the Government of Ontario, Legislative Assembly of Ontario, Designated Public Sector organizations as well as business/non-profit organizations with 50 or more employees.

### General Disclaimer

This document is provided for general information only as a sample reference to assist organizations in meeting their obligations under the Accessibility for Ontarians with Disabilities Act, 2005. Each organization is responsible for understanding and complying with its legal obligations and developing its own policies, procedures and material based on its particular situation. Users are encouraged to seek independent advice and the Government of Ontario, in providing public information on accessibility is not responsible for its usage.

### Message from the CEO

Grand River Community Health Centre is committed to improving accessibility for all clients, staff, students and volunteers. Our plan illustrates our actions taken to receive customer feedback and complaints and to learn from feedback to make improvements. Our Equity Diversity and Inclusion committee is actively working to improve communications with the public both on site and in marketing/social media. Recently we have developed a digital lending program to support clients in accessing virtual services and supports.

GRCHC is an equal opportunity employer and committed to diversity in the workplace. We provide accommodation upon request. Over the past year all staff, students and volunteers participated in the updated AODA training. We have made several improvements to our building to prevent injuries and to increase accessibility. Lastly, we are in an accessible location close to the bus stop but also support accessibility by providing assistance with transportation as needed.

GRCHC is committed to continuing to make improvements as our plan details included in this plan.

## Multi-year Accessibility Plan

### Introduction

Grand River Community Health Centre (GRCHC) is one of 90+ community health centres in Ontario, founded in 2009. We are a not-for-profit charity organization with a community governance model and volunteer board of directors. GRCHC is accredited with the Canadian Centre for Accreditation.

Like other CHCs across Canada, GRCHC has adopted The Model of Health and Wellbeing (developed by the Alliance for Healthier Communities) which is an evidence-based model incorporating: population needs based planning, a community development approach, and a focus on the social determinants of health. GRCHC uses a health promotion and health equity lens to identify populations who are marginalized and/or face barriers to achieving health and wellbeing and to address community needs.

GRCHC provides a full scope of primary health care services, social services and health promotion programs/initiatives. In addition to primary care, our clients have access to a variety of wrap-around supports including: counselling, housing support, nutrition services, community navigation etc.

We also provide outreach services, in order to effectively serve marginalized community members in Brantford. During the COVID-19 pandemic, GRCHC launched a Shelter Health program in partnership with other local agencies. With the increasing amount of people experiencing homelessness within the last couple of years, our hope is to continue to increase our capacity to support the homeless population, and to increase their access to essential health services.

### Grand River Community Health Centre

strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

### Grand River Community Health Centre

is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

## Multi-year Accessibility Plan

### Section 1. Past Achievements to Remove and Prevent Barriers

In this section, you have the opportunity to highlight specific projects and programs your organization has implemented to improve accessibility for people with disabilities and to meet requirements of the Accessibility for Ontarians with Disabilities Act.

Under each heading, add an introductory paragraph, if you wish, and provide information in bullets. You may also want to add a paragraph describing the corporate approach to addressing barriers. Disregard any headings that do not apply.

#### Grand River Community Health Centre

has completed the following accessibility initiatives.

##### Customer Service

Provide information detailing actions your organization took to comply with the customer services standard. Include a statement confirming that your organization has remained in compliance with the Customer Service Standards, how customer feedback was submitted, actions to address the feedback received and actions your organization took to identify/address potential barriers that may prevent people from giving feedback.

Detail actions and list initiatives from past years.

GRCHC is committed to creating opportunities for clients to submit a report regarding a complaint/concern with the operation of the centre, care received or services provided. All complaints/concerns are valued and follow-up will be undertaken as appropriate.

- Feedback forms are available in multiple formats with communications support available upon request
- Customer feedback can be submitted online using our [Client Feedback/Complaint submission form](#). The feedback form allows the person to submit anonymously if they do not wish to be contacted with follow up questions or a resolution response. If the person would like to be contacted with a follow up regarding their submission, they can add their name and an email address or phone number.
- Paper versions of the complaint form are available in the reception waiting room and can be submitted within a locked drop box in the reception room
- Formal complaints will be responded to within 72 hours of receipt of complaint by the Director of Primary Care and Community Health
- The Director of Primary Care and Community Health will seek to understand the reason for the complaint with the client and staff explanation for the issue.
- The Director of Primary Care and Community Health will communicate back to client (unless it was anonymously submitted) the rationale for issue and where possible plans to improve the facility/service/care based on the complaint
- Grand River Community Health Centre has a policy for Client Complaint procedures
- If the complaint suggests the organization could be put at risk, the complaint will be discussed with the Executive Director

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- Visitors and clients who ask to submit feedback or a complaint are directed to the paper version or the online feedback form which is reviewed
- All service animals for a person with a disability are accommodated and permitted into the centre
- A notice of disruption to services is provided to clients through phone calls to announce the change and plans to reschedule the appointment. Group programs are announced through their preferred method of contact (email or phone) and a message is posted on social media regarding a closure or cancellation

## Information and Communications

Detail actions and list initiatives from past years.

- Equity Diversity and Inclusion (EDI) committee has reviewed language used on signage and intake forms within the centre and provided feedback on improvements
- Announcements and new program updates are posted online, on our accessible website, social media and printed to add around the centre for clients without access to the internet or with low digital literacy
- Clients can request information in various languages and GRCHC works closely with a translator service for different languages
- Digital lending program connects clients without a cellphone to a device they can borrow to assist with booking doctor appointments and other activities to support their health
- Marketing team meets monthly to review feedback and different methods of communicating material in accessible formats

## Employment

Detail actions and list initiatives from past years.

- The Grand River Community Health Centre is an equal opportunity employer, committed to employment equity and diversity in the workplace. We welcome applications from women, members of racialized groups, visible minorities, Indigenous persons, persons with disabilities, persons of all sexual orientation, and persons of any gender identity or gender expression. To ensure there is an equal opportunity during the recruitment and selection process, Grand River Community Health Centre provides accommodation for applicants with disabilities upon request.

## Procurement

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

N/A

## Self-service kiosks

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

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N/A

### Training

List initiatives from past years, if applicable.

- All new staff and students are required to complete the following trainings:
  - WSIB Health and Safety Awareness Training
  - AODA Training
  - WHMIS Training
  - Workplace D.V Harassment Training
  - Reading our Health and Safety, Human Resources and General Policies
- All Staff Training Week occurs once a year and provides training to staff regarding Equity, Diversity and Inclusion topics

### Design of Public Spaces

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

- The front and back entrances at GRCHC have carpet between the doors to eliminate the risk of slips and falls during wet weather
- GRCHC has an inclined ramp hallway in the building. The inclined ramp has handrails on both sides and a wall where the guard is provided
- Accessible parking is provided in the GRCHC parking lot located near the back entrance which are identifiable by the painted ground and signage at the front of the parking spot
- There are a total of 27 parking spots belonging to GRCHC of which 4 are accessibility parking spots and 1 is for families and expecting mothers
- Both of our service counters have a countertop height that makes it usable by a person seated in a mobility aid
- We have accessible automatic doors at the entrance that open when movement is detected. There are accessible automatic door buttons for the back entrance and doors throughout the building

### Transportation

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

- GRCHC is located near a bus stop. Clients are provided with bus tickets if needed to attend their appointments or programs and to get home after
- GRCHC has an account with a taxi company which covers the cost of clients coming in for their appointments as needed
- GRCHC has an account with Brantford Lift, an accessibility driving service that will pick up clients for appointments and bring them home after
- Client mobility aids are stored within the building while clients are in for their appointment

## Multi-year Accessibility Plan

### Other

If your organization implemented initiatives that do not apply to any of the above headings, please list them here.

### Section 2. Strategies and Actions

Identify the projects and programs your organization plans to accomplish to meet the requirements of the Accessibility for

Ontarians with Disabilities Act and to remove and prevent barriers to people with disabilities.

#### Customer Service

##### Grand River Community Health Centre

is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services

and facilities to people with disabilities with the same high quality and timeliness as others.

List the initiatives your organization is planning to continue in order to comply with the Customer Service Standard (e.g., training new staff) and specify the timeframe for each.

- By end of 2025, implement a process for language translator service via phone for languages that clients have indicated as their preferred language
- Continue developing an EDI work plan with the committee to develop a clear path and process for improving language used within our documents and improvements to centre accessibility

#### Information and Communications

##### Grand River Community Health Centre

is committed to making our information and communications accessible to people with disabilities.

List the initiatives your organization is planning and specify the timeframe for each.

- Continue hosting a monthly Marketing Team meeting to improve methods of communications with the goal of reaching clients who may not have access to traditional methods of communication such as phone or email.

#### Employment

##### Grand River Community Health Centre

is committed to fair and accessible employment practices.

List the initiatives your organization is planning and specify the timeframe for each.

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- Continuing as an equal opportunity employer, committed to employment equity and diversity in the workplace

### Procurement

#### Grand River Community Health Centre

is committed to fair and accessible employment practices.

List the initiatives your organization is planning and specify the timeframe for each, if applicable.

N/A

### Self-service kiosks

#### Grand River Community Health Centre

is committed to incorporating accessibility features/ considering accessibility for people with disabilities when designing,

procuring or acquiring self-service kiosks.

If applicable, list the initiatives your organization is planning and specify the timeframe for each.

N/A

### Training

#### Grand River Community Health Centre

is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

List initiatives your organization is planning and specify the timeframe for each.

- Continue monitoring and requiring comprehensive accessibility training for all new staff and students

### Design of Public Spaces

#### Grand River Community Health Centre

will meet accessibility laws when building or making major changes to public spaces.

If applicable, list initiatives your organization is planning and specify the timeframe for each.

N/A

#### Grand River Community Health Centre

will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

### Transportation

#### Grand River Community Health Centre

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is committed to accessible transportation services.

List the initiatives your organization is planning and specify the timeframe for each, if applicable

N/A

### Other

If your organization has planned initiatives that do not fit any of the above headings, list them here in bullet format and specify the timeframe.

### For More Information

For more information on this accessibility plan, please contact at:

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First Name: Carrie

Middle Initial:

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Our accessibility plan is publicly posted at: <https://grandriverchc.ca/en/who-we-are/accessibility.aspx>

Website and/or Social Media Addresses:

Facebook: [www.facebook.com/GrandRiverCHC](http://www.facebook.com/GrandRiverCHC)

Instagram: [www.instagram.com/grandriverchc/](http://www.instagram.com/grandriverchc/)

Standard and accessible formats of this document are free on request from:

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