



Section: **Corporate Policies**

Created by: Human Resources

Subject: **Multi-Year Accessibility Plan**

Effective Date: 01-Feb-2017

Page 1 of 19

STATEMENT OF COMMITMENT

The Ottawa Fertility Centre (OFC) is committed to providing a barrier-free environment for all stakeholders including our patients, personnel, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services.

As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*, the *Ontario Regulation 191/11 Integrated Accessibility Standards Regulations (IASR)* and the *Ontario Human Rights Code (OHRC)*. OFC 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.

OFC understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We will review these policies and practices annually, the multi-year accessibility plan every five years, as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.

Providing an accessible and barrier-free environment is a shared effort, and as an organization, OFC is committed to working with the necessary parties to make accessibility for all a reality. For more detailed information on our accessibility policies, plans, and training programs, please contact the Human Resources department at HR@conceive.ca.

PURPOSE

This multi-year accessibility plan outlines the policies, processes, procedures and actions that the Ottawa Fertility Centre (OFC) has or will put into place in order to improve opportunities for persons with disabilities. The plan has been written in accordance with *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Regulation 191/11 Integrated Accessibility Standards Regulations (IASR)*.

ACCESSIBILITY PLAN

With a target date of 2025 for a fully accessible Ontario, OFC has provided a framework through which timelines and objectives are to be met across various aspects of daily life. The way in which this can be achieved is by identifying barriers to accessibility and removing them. OFC is committed to achieve this to the point of undue hardship.

Under the IASR we are required to develop a multi-year plan and for OFC these include:

- a. Customer Service Standard
- b. Information and Communications Standard
- c. Employment Standard
- d. Design of Public Spaces Standard

Revision Date:

Approved by: OFC Executive Committee

Approved on:



Section: **Corporate Policies**

Created by: Human Resources

Subject: **Multi-Year Accessibility Plan**

Effective Date: 01-Feb-2017

Page 2 of 19

BARRIER ASSESSMENT

A “barrier” is anything that prevents a person with a disability from participating fully as a result of a disability. Barriers are defined as:

- a. **Physical/Architectural** – The design of a building or area that may cause problems for people with a disability.
- b. **Attitudinal** – How people with disabilities are treated, perceptions and interactions.
- c. **Informational/Communication** – Something that prevents or makes it difficult for a person with disability to provide, receive or understand information.
- d. **Systematic** – Organizational policies or practices that restrict the participation of persons with disabilities.
- e. **Technological** – Equipment that is not accessible by someone with a disability.

OFC liaises with multiple stakeholders in its processes to determine what accessibility barriers exist and how we can remove them. When the expertise for removing a barrier does not exist within OFC, we will consult with experts to determine how best to proceed and will liaise with the person making the request throughout the process.

PROGRESS TO DATE

OFC has made considerable progress in removing many barriers and these include, but are not limited to:

- Ensuring our job advertisements, selection and hiring process and offers of employment, and other contracts include the ability to request accommodation.
- OFC supports staff in their return to work, and disability management/accommodation requirements.
- Our Customer Service Standard has been written and is available upon request.
- Training is provided on the ISAR, Customer Service Standard, and the Ontario Human Rights.
- OFC has developed a process for providing individualized Emergency Evacuation, Accommodation and Return to Work plans.

MULTI-YEAR ACCESSIBILITY PLAN

OFC’s Multi-Year Accessibility Plan is published and updated every five years. For more information on the Multi-Year Accessibility Plan, our Customer Service Standard or any other related documents/information, please contact:

The Human Resources Manager
Ottawa Fertility Centre
100-955 Green Valley Crescent, Ottawa, Ontario K2C 3V4
Tel: 613-686-3378 ext. 211
Fax: 613-225-9736

HR@conceive.ca

Accessible formats of this document are available free upon request from the HR Department

Revision Date:

Approved by: OFC Executive Committee

Approved on:



Section: **Corporate Policies** Created by: Human Resources
 Subject: **Multi-Year Accessibility Plan** Effective Date: 01-Feb-2017
 Page 3 of 19

PART I: GENERAL REQUIREMENTS

Initiative	ISAR Requirement	Plan to Meet Requirements	Results	Responsible Authority	Due Date
1.1 Establishment of Policy	<p>Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the Accessibility Standards referred to in this Regulation.</p> <p>This policy is to be made available to public and is to be provided in an accessible format upon request.</p>	<ul style="list-style-type: none"> Written policy to be completed by the end of January 2017, and to be reviewed by the Management Team by end of February 2017. 	In progress	Human Resources	January 1, 2014
1.2 Accessibility Plans	<p>Large organizations shall,</p> <ul style="list-style-type: none"> (a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation; (b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and (c) review and update the accessibility plan at least once every five years. 	<ul style="list-style-type: none"> Plan to be completed by the end of February 2017. Accessible formats are available upon request. Plan will be reviewed once every five years. 	In progress	Human Resources	January 1, 2015

Revision Date: _____ Approved by: OFC Executive Committee
 _____ Approved on: _____



Section: **Corporate Policies** Created by: Human Resources
 Subject: **Multi-Year Accessibility Plan** Effective Date: 01-Feb-2017
 Page 4 of 19

1.3 Training	<p>Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities to,</p> <ul style="list-style-type: none"> (a) all employees, and volunteers; (b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization. 	<ul style="list-style-type: none"> • All personnel upon appointment or hire, who are in Ontario (and within one month), will be trained in the requirements of the AODA in respect of the IASR requirements, including Human Rights, irrespective of their position. • The training is provided through a combination of on-line, in person, or in presentation format and include: <ul style="list-style-type: none"> ○ An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the standards including Information and Communications, Employment, Public Spaces and Customer Service. ○ OFC's plans and policies related to IASR. ○ Training will include Ontario's accessibility laws and training 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 personnel. • OFC has taken all the required steps to ensure personnel are provided with the training needed to meet Ontario's accessibility laws. 	Ongoing	Human Resources	January 1, 2015
	Training documentation.	<ul style="list-style-type: none"> • Training is documented and records are maintained. The information includes: <ul style="list-style-type: none"> ○ Name ○ Training Received ○ Training Date ○ Training Provider 	Ongoing	Human Resources	January 1, 2015

Revision Date: Approved by: OFC Executive Committee
 Approved on:



Section: **Corporate Policies** Created by: Human Resources
 Subject: **Multi-Year Accessibility Plan** Effective Date: 01-Feb-2017
 Page 5 of 19

PART II: INFORMATION AND COMMUNICATIONS STANDARD

Initiative	ISAR Requirement	Plan to Meet Requirements	Results	Responsible Authority	Due Date
2.1 Feedback Process	Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communication supports, upon request.	<ul style="list-style-type: none"> • OFC welcomes feedback and it can be provided in a variety of ways including: <ul style="list-style-type: none"> ○ By email via our Contact Us page on the OFC website; ○ By telephone at 613-686-3387 ext. 210; ○ In person at 100-955 Green Valley Crescent, Ottawa, ON ○ In writing to Ottawa Fertility Centre, 100-955 Green Valley Crescent, Ottawa, ON K2C 3V4 	Ongoing	Business Operations Director	January 1, 2015
2.2 Accessible Formats & Communication Supports	Ensure accessible formats and communication supports are available upon request at a cost that is no more than that charged to others.	<ul style="list-style-type: none"> • OFC can provide information to individuals in accessible formats, and with the appropriate communication supports when requested, that take into account their disabilities. This may include, but not limited to: <ul style="list-style-type: none"> ○ Large print ○ Electronic formats ○ Electronic files ○ Recorded audio 	In progress	Human Resources Generalist	January 1, 2016

Revision Date: Approved by: OFC Executive Committee
 Approved on:



Section: **Corporate Policies** Created by: Human Resources
 Subject: **Multi-Year Accessibility Plan** Effective Date: 01-Feb-2017
 Page 6 of 19

	<ul style="list-style-type: none"> ○ Captioning ○ Exchange notes ○ Reading information out loud • OFC will provide accessible formats and communication supports for job or workplace related information upon request, at no charge. • For other information accessible formats and communication supports will be provided at a cost no greater than that charged for regular persons. 			
Exceptions	<ul style="list-style-type: none"> • OFC provides accessible formats and communication supports when requests (where possible). • Accessible formats and communication supports are provided at a cost no greater than that charged for regular persons. However, information or communication may be unconvertible if: <ul style="list-style-type: none"> ○ It is not technically feasible to convert the information or communications; or ○ The technology to convert the information or communications is not readily available. • The person making the request will be liaised with in a manner that takes into consideration their disability, and a full explanation will be provided in order to find an alternative solution. 	Ongoing	Human Resources	January 1, 2016
Meeting requests in a timely manner	<ul style="list-style-type: none"> • OFC will endeavor to respond to all requests within 2 working days (where possible). 	Ongoing	Human Resources	January 1, 2016

Revision Date: Approved by: OFC Executive Committee
 Approved on:



Section: **Corporate Policies** Created by: Human Resources
 Subject: **Multi-Year Accessibility Plan** Effective Date: 01-Feb-2017
 Page 7 of 19

2.3 Accessible Websites & Web Content	<p>Large organizations shall make their internet websites and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.</p>	<ul style="list-style-type: none"> • Conduct an assessment of current web functionality to ensure compliance and adequate accessibility features. • Ensure Technology and Content Owners (IT and Marketing) are aware of ISAR requirements for existing web content effective January 2012. 	In progress	Business Operations Director	<p>January 1, 2014 New internet websites and web content on those sites must conform to WCAG 2.0 Level A.</p> <p>January 1, 2021 All internet websites and web content must conform to WCAG 2.0 Level AA, other than:</p> <ul style="list-style-type: none"> • Success criteria 1.2.4 Captions (Live) • Success criteria 1.2.5 Audio Descriptions (Pre-recorded)
2.4 Emergency Procedures, Plans or Public Safety Information	<p>Provide safety information in an accessible format upon request.</p>	<ul style="list-style-type: none"> • Emergency information will be provided in an accessible format or with appropriate communication supports, as soon as possible, upon request. • Information is made available to all personnel as and when changes occur. When communication with persons with disabilities, we ensure that we communicate in a manner that takes into consideration their accessibility requirements. 	In progress	Human Resources	January 1, 2012

Revision Date: _____ Approved by: OFC Executive Committee
 Approved on: _____



Section: **Corporate Policies** Created by: Human Resources
 Subject: **Multi-Year Accessibility Plan** Effective Date: 01-Feb-2017
 Page 8 of 19

PART III – EMPLOYMENT STANDARDS

Initiative	IASR Requirements	Plan to Meet Requirements	Results	Responsible Authority	Due Date
3.1 Recruitment, General	During the recruitment process notify internal and external job applicants, that where needed accommodations for disabilities will be provided on request to support their participation in all respects of the recruitment process.	<ul style="list-style-type: none"> Review of all mechanisms for posting OFC positions (website, Facebook Page, etc.). Incorporate language on postings and OFC career websites to make applicants (internal/external) aware that in accordance with AODA accommodation is available. 	Ongoing	Human Resources	January 1, 2016
3.2 Notice to Successful Applicants	Notify selected job applicants of the availability of accommodations upon request in relation to the materials or processes used for assessment and/or selection. If a selected applicant requests accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into consideration the needs of the applicant due to a disability.	<ul style="list-style-type: none"> We include this information in any correspondence or communications including telephone calls as follows: <ul style="list-style-type: none"> We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be utilized. We consult with job applicants who request accommodation to support them through the recruitment, selection and/or assessment process and take into consideration their needs. 	Ongoing	Human Resources	January 1, 2016
3.3 Offer of Employment	When making offers of employment, inform the successful candidate about the policies for accommodating employees with disabilities.	<ul style="list-style-type: none"> Offers of Employment include a notice about the availability of accommodation and that policies are available. We liaise with individuals as necessary and ensure that the individual's needs are taken into consideration. 	Ongoing	Human Resources	January 1, 2016

Revision Date: _____ Approved by: OFC Executive Committee
 _____ Approved on: _____



Section: **Corporate Policies** Created by: Human Resources
 Subject: **Multi-Year Accessibility Plan** Effective Date: 01-Feb-2017
 Page 9 of 19

3.4 Informing Employees of Supports	Inform current members of staff of the policies that support staff with disabilities.	<ul style="list-style-type: none"> We provide training on current policies and the IASR, including Employment during the on boarding process. Information about the policies that are available is also communicated via email. 	Ongoing	Human Resources	January 1, 2016
	Inform new members of staff about the policies that support staff as soon as practicable after their employment begins.	<ul style="list-style-type: none"> We inform staff that accommodation is available during the contract phase, we also provide policies upon request and we include this in the orientation process. 	Ongoing	Human Resources	January 1, 2016
	Provide updated information on accommodation policies to employees when changes are made.	<ul style="list-style-type: none"> We ensure any changes are communicated to all staff as and when changes are made via email. 	In progress	Human Resources	January 1, 2016
3.5 Accessible Formats and Communication Supports for Employees	Provide accessible formats or communication supports for job or workplace information upon request.	<ul style="list-style-type: none"> OFC will provide information needed in order for the individual to perform his/her job. OFC will provide information that is generally available in the workplace in accessible formats or with communication supports upon request without cost. 	In progress	Human Resources	January 1, 2016
	Consult with the member of staff to determine a suitable format or communication support which is required.	<ul style="list-style-type: none"> OFC will liaise with the individual to ensure that individual needs are known and identified. Advice may be sought from independent 3rd parties as required, and consultation is maintained throughout. 	In progress	Human Resources	January 1, 2016

Revision Date: _____ Approved by: OFC Executive Committee
 Approved on: _____



Section: **Corporate Policies** Created by: Human Resources
 Subject: **Multi-Year Accessibility Plan** Effective Date: 01-Feb-2017
 Page 10 of 19

3.6 Workplace Emergency Response Information	Provide individualized emergency workplace information to employees with disabilities as necessary.	<ul style="list-style-type: none"> Individualized plans are to be provided as required and are written in consultation with the individual. 	Ongoing	Joint Health and Safety Committee	January 1, 2012
	Provide information to a person assigned to provide assistance	<ul style="list-style-type: none"> With the consent of the individual who requires assistance, information that is needed to assist with evacuation from the workplace to be provided to others as necessary. 	Ongoing	Joint Health and Safety Committee	January 1, 2012
	Provide information as soon as practicable after becoming aware of the need for accommodation.	<ul style="list-style-type: none"> Upon becoming aware of or being informed of a need the appropriate actions/information is provided within two working days (where possible). Liaison with the individual making the request ensures an appropriate format is provided. 	Ongoing	Joint Health and Safety Committee	January 1, 2012
	Review individual emergency response information: <ul style="list-style-type: none"> (a) When an employee moves to a different location who has an individual plan; (b) When the employee's overall accommodations need or plans are reviewed; and (c) When OFC reviews general emergency policies or plans. 	<ul style="list-style-type: none"> Information will be reviewed as required. 	Ongoing	Joint Health and Safety Committee	January 1, 2012

Revision Date: Approved by: OFC Executive Committee
 Approved on:



Section: **Corporate Policies** Created by: Human Resources
 Subject: **Multi-Year Accessibility Plan** Effective Date: 01-Feb-2017
 Page 11 of 19

3.7 Documented Individual Accommodation Plans	Develop a documented accommodation process which are to include: <ol style="list-style-type: none"> 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 3. The manner in which the employer can request an evaluation by and outside medical or other expert, at the employer's expense, to determine if accommodation can be achieved and, if so, how accommodation can be achieved. 4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan. 5. The steps taken to protect the privacy of the employee's personal information. 	<ul style="list-style-type: none"> • Review of current accommodation processes and practices. • Develop and operationalize a standard process for the development of individualized accommodation plans; in accordance with AODA. 	Ongoing	Human Resources	January 1, 2016
--	---	---	---------	-----------------	-----------------

Revision Date: Approved by: OFC Executive Committee
 Approved on:



Section: Corporate Policies	Created by: Human Resources
Subject: Multi-Year Accessibility Plan	Effective Date: 01-Feb-2017
	Page 12 of 19

<p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p> <p>Individual accommodation plans shall:</p> <p>(a) If requested, include any information regarding accessible formats and communications supports provided, as described in section 26;</p> <p>(b) If required, include any individualized workplace emergency response information, as describe in section27; and</p> <p>(c) Identify any other accommodation that is to be provided. O. Reg. 191/11, s. 28 (2).</p>				
--	--	--	--	--

Revision Date:	Approved by: OFC Executive Committee
	Approved on:



Section: **Corporate Policies** Created by: Human Resources
 Subject: **Multi-Year Accessibility Plan** Effective Date: 01-Feb-2017
 Page 13 of 19

3.8 Return to Work Process	Develop a return to work process for employee who have been absent from work due to a disability and who requires disability-related accommodations in order to return to work; and document the process.	<ul style="list-style-type: none"> • Develop a full Return to Work policy process, as soon as possible, it will encompass many areas, including: <ul style="list-style-type: none"> ○ Consultation with the individual, the steps to be taken in order to manage the return to work; ○ Consideration about 3rd party input, including medical advice; ○ This process applies to personnel who are also experiencing a temporary need for accommodation; and ○ Follow ups and progress meetings. 	In progress	Human Resources	January 1, 2016
3.9 Performance Management	Include accessibility considerations in performance management processes. Performance management means activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employees' success.	<ul style="list-style-type: none"> • Access current performance review processes to ensure accessibility features are incorporated (i.e. forms accessibility, conversations in plain text). • Ensure updated/new performance management processes to be rolled out incorporate accessibility features. • Ensure training or communications to performance managers provides awareness on effective communication strategies, timing to allow for employees to review and understand feedback prior to meeting, and reasonable accommodation. 	In progress	Human Resources	January 1, 2016

Revision Date: _____ Approved by: OFC Executive Committee
 Approved on: _____



Section: **Corporate Policies** Created by: Human Resources
 Subject: **Multi-Year Accessibility Plan** Effective Date: 01-Feb-2017
 Page 14 of 19

<p>3.10 Career Development & Advancement</p>	<p>Include accessibility consideration, and individual accommodation plans in career development and advancement opportunities.</p> <p>Career development and advancement includes providing additional responsibilities within an employee's current position and the movement of an employee from one job to another in an organization that may be higher in pay, provide greater responsibility or be at a higher level in the organization or any combination of them and, for both additional responsibilities and employee movement, is usually based on merit and seniority, or a combination of both.</p>	<ul style="list-style-type: none"> • OFC will review individual requirements and plans when looking at career development, as required. • We will liaise with individuals and 3rd parties as required. 	<p>Ongoing</p>	<p>Human Resources</p>	<p>January 1, 2016</p>
---	--	---	----------------	------------------------	------------------------

Revision Date: Approved by: OFC Executive Committee
 Approved on:



Section: **Corporate Policies**

Created by: Human Resources

Subject: **Multi-Year Accessibility Plan**

Effective Date: 01-Feb-2017

Page 15 of 19

PART IV – DESIGN OF PUBLIC SPACES STANDARDS

Initiative	IASR Requirements	Plan to Meet Requirements	Results	Responsible Authority	Due Date
4.1 Service Counters, Queuing Lines and Waiting Areas	Employers are required to make services counters, queuing lines and waiting areas accessible.	<ul style="list-style-type: none"> OFC has designed both lower modified service counters, as well as standard service counters for all patients and personnel. OFC will ensure that the queuing lines and waiting areas are fully accessible to people with disabilities and all persons. 	Completed	Business Operations Director	January 1, 2017
4.2 Public Spaces	Public spaces that are newly constructed or which are redeveloped after January 1, 2017 must comply with the Standard.	<ul style="list-style-type: none"> OFC has met its requirements of having accessible doors for our leased suites. OFC will post a notice on our website if disruptions do/are scheduled to occur. 	Completed / Ongoing	Building Owner (Morguard)	January 1, 2017

Revision Date: _____ Approved by: OFC Executive Committee

Approved on: _____



Section: **Corporate Policies** Created by: Human Resources
 Subject: **Multi-Year Accessibility Plan** Effective Date: 01-Feb-2017
 Page 16 of 19

PART V – CUSTOMER SERVICE STANDARDS

Initiative	IASR Requirements	Plan to Meet Requirements	Results	Responsible Authority	Due Date
5.1 Establishment of Policies	The goods, services or facilities must be provided in a manner that respects the dignity and independence of persons with disabilities. Every provider is to prepare one or more documents describing the policies established under this section and, on request, shall give a copy of any such document to any person. O. Reg. 165/16.	<ul style="list-style-type: none"> A Customer Service Standards policy has been written and is reviewed annually or when there are any changes to legislation. OFC aims to provide communication of the Policy's availability at both the first level Reception and second level Reception, in both official languages as this applies for all aspects of the Customer Service Standards, as well as provide a notice on our website. 	Completed	Human Resources	January 1, 2014
5.2 Use of Service Animals and Support Persons	If any person with a disability is accompanied by a service animal or a support person, the provider must give consideration to this when drafting their policy.	<ul style="list-style-type: none"> The Customer Service Standards policy has considered the full aspects of the requirements of this Standard when drafting it, including: <ul style="list-style-type: none"> Health and Safety Support Persons Identification of the Service Animal The policy is available upon request. 	Completed	Human Resources	January 1, 2014
5.3 Notice of Temporary Disruption	When the provider's goods, services or facilities are affected by a temporary disruption that affect the use of, or access to such goods, services or facilities, a notice of temporary disruption must be posted.	<ul style="list-style-type: none"> OFC will provide patients with notice in the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services available. This notice will be placed at all public entrances and at the point of disruption. 	Ongoing	Human Resources	January 1, 2014

Revision Date: _____ Approved by: OFC Executive Committee
 Approved on: _____



Section: **Corporate Policies** Created by: Human Resources
 Subject: **Multi-Year Accessibility Plan** Effective Date: 01-Feb-2017
 Page 17 of 19

		<ul style="list-style-type: none"> OFC will contact patients with appointments to make them aware of the temporary disruption in service. This notice will be provided in accessible formats, as required. 			
5.4 Training for Staff	<p>Every provider shall ensure that the following persons receive training about the provision of the provider's goods, services or facilities, as the case may be, to persons with disabilities:</p> <ul style="list-style-type: none"> Every person who is an employee of, or a volunteer with, the provider; Every person who participates in developing the provider's policies; and Every other person who provides goods, services or facilities on behalf of the provider. <p>O. Reg. 165/16, s. 16</p>	<ul style="list-style-type: none"> Training has been implemented for all personnel; the training includes a review of the purposed of the Act and the requirements of the Standard. It includes, but is not limited to: <ul style="list-style-type: none"> How to interact and communicate with persons with various types of disabilities. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person. How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of services to a person with a disability. What to do if a person with a type of disability is having difficulty accessing the provider's services or facilities. Training is provided during the orientation process, and annually. Changes in the policy are communicated via email. Training records are maintained and documented. 	Ongoing	Human Resources	January 1, 2014

Revision Date: Approved by: OFC Executive Committee
 Approved on:



Section: **Corporate Policies** Created by: Human Resources
 Subject: **Multi-Year Accessibility Plan** Effective Date: 01-Feb-2017
 Page 18 of 19

5.5 Feedback	<p>Every provider shall establish a process for receiving and responding to feedback.</p>	<ul style="list-style-type: none"> • OFC values feedback, the processes for receiving and responding to feedback have been incorporated in our Customer Service Standards Policy. A copy of which is available upon request. • Feedback including complaints and concerns will be responded to as soon as possible, by: <ul style="list-style-type: none"> ○ Contacting the Human Resource department by phone at 613-686-3378 ext. 211 ○ By email at HR@conceive.ca ○ By mail or in person at 100-955 Green Valley Crescent, Ottawa, ON ○ Via the OFC website Contact Us page • All feedback, including complaints, will be handled in the following manners: <ul style="list-style-type: none"> (a) The Human Resources Generalist will obtain all details, and will recommend and implement corrective measures. (b) The person submitting the feedback and/or complaints will be contacted as soon as possible. 	Ongoing	Human Resources	January 1, 2014
5.6 Formats and Documents	<p>If a provider is require by this Part to give a copy of a document to a person with a disability, the provider shall, upon request, provide or arrange for the provision of the document, or the information contained in the document, to the person in an accessible format or with communication support.</p>	<ul style="list-style-type: none"> • Documents that are requested will be provided in a timely manner that takes into consideration the person's accessibility needs due to disability. • OFC will consult with the person making the request in order to determine the suitability of an accessible format or communication support. 	Ongoing	Human Resources	January 1, 2014

Revision Date: _____ Approved by: OFC Executive Committee
 Approved on: _____



Section: **Corporate Policies**

Created by: Human Resources

Subject: **Multi-Year Accessibility Plan**

Effective Date: 01-Feb-2017

Page 19 of 19

Revision Dates	Summary of Revisions
----------------	----------------------

Revision Date:

Approved by: OFC Executive Committee

Approved on: