



## **Accessibility for Ontarian with Disabilities**

### **Multi-Year Accessibility Plan**

This 2014-2019 Accessibility Plan outlines the actions that Ornge will put in place to improve opportunities for people with disabilities. This plan is created pursuant to the *Accessibility for Ontarians with Disabilities Act, 2005*. The Ornge commitment to accessibility is stated in its Accessibility Policy and this Multi-year Accessibility Plan. It includes goals which encompass the principles of dignity, independence, integration and equal opportunity.

#### **Introduction and Background Information**

In 2005, the province of Ontario developed the Accessibility for Ontarians with Disabilities Act (AODA). The Act is available at the [Government of Ontario e-Laws website](#).

The goal of the Act is to make Ontario an accessible province for persons with disabilities by 2025 through the development, implementation and enforcement of accessibility standards. AODA applies to every person and organization in the public, private and not-for-profit sectors of Ontario who:

- Provide goods and services or facilities
- Employs one or more persons
- Offers accommodation
- Owns or occupies a building, structure, or premises.

The Integrated Accessibility Standards Regulation (IARS) of AODA became law in June 2011, and now requires organizations to produce multi-year accessibility plans that include targets and timelines for compliance with multiple requirements of IARS, in addition to their activities relating to both the Customer Service Standard of AOHA and locally-identified barriers in by-laws, policies, programs, practices, and services.

Ornge is Ontario's provider of air ambulance and related services. Ornge operates twenty-four hours per day and seven days per week, providing timely patient transportation involving high quality paramedic services.

This plan will be reviewed on an annual basis and changes will be made accordingly in keeping with legislative requirements.



## **Statement of Commitment**

Ornge is committed to the provision of services to people with disabilities in a manner consistent with principles of dignity, independence, integration, and equal opportunity. Ornge will use reasonable efforts to live up to these principles, while taking into account the emergency nature of its business and its paramount commitment to patient and aviation safety.

Furthermore, such services will be provided in accordance with applicable legislation including the *Accessibility for Ontarians with Disabilities Act, 2005*, the *Human Rights Code*, the *Occupational Health and Safety Act*, and the *Building Code*.

## **2014 Requirements:**

### **IASR General Requirements**

#### **Accessibility Policy and Multi-year Accessibility Plan**

The *Ornge Accessibility Standard for Customer Service – Accessibility for Ontarians with Disability Act Policy* is posted on the internal and external websites. Print copies and alternate formats are available upon request.

### **Accessible Emergency Information**

Ornge meets the requirements of Section 27 of the Accessible Employment Standards within the Integrated Accessibility Standards Regulation (IASR). Under this section, we are required to provide individualized workplace emergency response information to employees who have a disability. If an employee requires assistance in case of an emergency, and has consented to have information about his or her accommodation needs shared, the Manager of the employee will develop an individual emergency accommodation with the employee. The manager will provide the information required as soon as practicable after he or she becomes aware of the need for accommodation due to the employee's disability. Revisions will be made to the plans for existing employees if their accommodation needs change.

### **Self-Service Kiosks**

Ornge shall have regard to accessibility for persons with disabilities when and if designing, procuring or acquiring self-service kiosks.



## **Information and Communication Standard**

### **Accessible Websites and Web Content:**

Beginning January 1, 2015, all new internet websites or websites undergoing a major refresh, and web content on those sites must conform to Web Content Accessibility Guidelines or WCAG at the 2.0A level.

- Internal expertise is being developed for maintaining on-going accessibility requirements for all intranet websites and content.
- Ornge will contract external website expertise as required.

### **2015 Requirements:**

#### **Training**

Ornge will provide training by 2015 on the accessibility standards referred to in this Regulation and on the Human Rights Code. The training will target all Employees and volunteers, who could reasonably be expected to interact with the public or third parties on behalf of Ornge. Also, all those who are involved in the development, approval monitoring or implementation of Ornge customer service policies, practices and procedures about the provisions of services to the public and/or third parties.

- Ornge will provide the required training to its employees, as appropriate, based on the duties of that employee.
- Ornge will maintain records of training including the dates and number of people trained.
- New employees and volunteers will receive training on the Accessibility Standards for Customer Service Regulations, the Integrated Accessibility Standards Regulation, and the Human Rights Code during their orientation period.

#### **Accessible Information and Communications**

##### **Feedback**

Section 11 of the Standard requires that by January 1<sup>st</sup>, 2015, all Ornge feedback processes be accessible to persons with disabilities. Ornge will use the Patient Advocate system for receiving and responding to feedback from anyone about the manner in which it provides services to persons with disabilities. Information about this process is available on the Ornge website ([www.ornge.ca](http://www.ornge.ca)) This feedback process permits persons to provide their feedback in person, by telephone, in writing, or by electronic means.



In response to a complaint under the *Accessibility Standard for Customer Service Policy*, Ornge will provide feedback, including, where applicable, any actions that are taken by Ornge in response to a complaint.

## **2016 Requirements:**

### **Information and Communication Standard**

#### **Accessible Formats and Communication Support:**

Section 12 of the IASR requires, by Jan 1, 2016, that all large organizations provide or arrange for information in accessible formats and communication support for persons with disabilities on request. Ornge will ensure that requested information is:

- Provided in a timely manner
- Provided at no extra cost
- Provided following consultation with the person making the request to determine the most appropriate format or support

### **Employment**

Ornge is committed to fair and accessible employment practice.

#### **Recruitment:**

In compliance with Section 22, 23, and 24:

- Ornge will notify its employees and the public about the availability of accommodations for applicants with disabilities during the interview process.
- Ornge makes every effort to ensure job postings are available electronically and are printable to ensure that potential applicants with accommodation needs are aware of the postings.
- Ornge will notify successful applicants of its policies for accommodating employees with disabilities when offering employment. This notice will be included in the letter of offer to the successful applicant.



## **Informing Employees with Disabilities of Available Support:**

In compliance with Section 25:

- Ornge will inform all employees of its policies for supporting employees with disabilities, including providing employment-related accommodations.
- New employees will receive this information during the orientation process
- All employees will be given updated information whenever there is a change to existing policies on the provision of job accommodations
- Employees will be assured that their privacy is respected and that any sharing of information about their accommodation needs will be discussed with them and plans for communication made with their consent.

## **Accessible Formats and Communication Support for Employees**

In compliance with Section 26:

- Ornge will consult with employees who have disabilities to provide them with the accessible formats and communication support they require to do their job effectively.

## **Individual Accommodation Plans:**

In compliance with Section 28, Ornge will develop written accommodation plans for employees with disabilities. The following will be considered when developing each plan:

- The inclusion of an employee requesting accommodation in the development of their individual accommodation plan.
- Assessing an employee on an individual basis.
- The role of an outside medical or other expert, at the employer's expense, to assist in determining if and how the accommodation can be achieved.
- The involvement of a representative from the workplace in the development of the accommodation plan, upon request of the employee.
- The privacy protection of the employee's personal information.
- The frequency and manner in which the individual accommodation plan will be reviewed and updated.



- The format of the individual accommodation plan based on the employee's accessibility needs due to disability.

All accommodation plans are private. Each plan will include information on accessible formats and communication supports required, individual emergency response requirements and any other accommodation needed.

### **Return to Work:**

In compliance with Section 29:

- Ornge has a return to work process.
- Throughout the process, we work closely with the employee and his or her Manager.
- Ornge ensures that Managers understand the accommodations being made as well as privacy/communication concerns and agreements around return to work accessibility requirements.
- Ornge will formally document this process in compliance with Section 29 of these standards.

### **Performance Management and Career Development:**

In compliance with Sections 30 and 31, 32:

- Ornge will review the accessibility needs of employees with disabilities with regard to performance management and career development – in ways that take their accessibility needs into account, including performance plans in accessible formats as requested.

## **2017 Requirements**

### **Design of Public Spaces**

#### **Exterior Paths of Travel:**

Ornge ensures:

- Outdoor sidewalks and walkways, ramps, stairs, and curb ramps follow minimum height requirements.
- Slopes and sidewalks will not exceed maximum ratio requirements.

- The surface area of ramps and stairs will be firm, stable and slip-resistant.

## **Accessible Parking**

Ornge will ensure off-street parking provides:

- Wider parking spaces for people who use mobility aids such as wheelchairs.
- Standard-width parking spaces for people who use mobility assistive devices such as canes, crutches and walkers.
- Availability of accessible parking spaces compliant with the total number of existing parking spaces.
- Access aisles to allow persons with disabilities to get in and out of their vehicles.

## **Obtaining Services**

### **Service Counters**

Ornge will ensure:

- At least one service counter is accessible to people who use mobility aids.
- Service counters are low enough for someone sitting in a mobility aid.
- Service counters have sufficient clear space for someone sitting in a mobility aid, including space for the person's knees.
- Accessible service counters are identified with accessible signage.

### **Waiting Areas**

Ornge will ensure:

- Within waiting areas with seating fixed to the floor at least three per cent of seating is accessible to someone using a mobility aid.
- All waiting areas have at least one accessible seating space.



## **Maintenance**

Ornge will ensure:

- Ornge's Multi-Year Accessibility Plan includes preventative and emergency maintenance procedures for the accessible parts of our public spaces, including posting of regular maintenance schedules and notifying people about alternatives.
- Procedures for handling temporary disruptions in service when an accessible part of our public spaces stops working are added to the Plan.

## **2018 & 2019 Requirements:**

### **A Summary of Accessibility Progress**

There are no new AODA requirements for Ornge in 2018. The Multi-Year Accessibility Plan will expire, and the company will prepare a new multi-year plan to begin in 2019.