

# Accessibility Plan and Policies for GoldCare

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This 2014 – 21 accessibility plan outlines the policies and actions that GoldCare has or will put in place to improve opportunities for people with disabilities.

## Statement of Commitment

GoldCare 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. We are committed to meeting the needs of people 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.

## Accessible Emergency Information

GoldCare is committed to providing our customers and clients with publicly available emergency information in an accessible way upon request.

GoldCare will provide employees with disabilities with individualized emergency response information when necessary.

## Training

GoldCare trains all staff members on providing accessible customer service.

GoldCare will take the following steps to ensure employees are provided with the additional training needed to comply with Ontario's accessibility laws by January 1, 2015:

- Update existing training materials for Accessible Customer Service to more generally apply to all people with disabilities, and to include information on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. (June 2014)
- Ensure that all employees complete the updated training by January 1, 2015

Training will be provided in a way that best suits the duties of employees.

## Kiosks

GoldCare does not have kiosks.

## Information and communications

GoldCare is committed to meeting the communication needs of people with disabilities, and will consult with individuals with disabilities to determine their information and communication needs.

GoldCare will ensure that all future work on our websites conforms with WCAG 2.0, Level A January 1, 2014:

GoldCare will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015:

- Assess all internal and external feedback processes during 2014
- Make all internal and external feedback vehicles available in alternative formats by January 2015

GoldCare will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016:

- Conduct research to determine the best communication vehicles to use when disseminating information for consumption by people with disabilities (Jan 2015)
- Provide education to Corporate Communications staff on alternative communication formats (March 2015)
- Review all publicly available information to determine suitability for and ease of converting materials to an accessible format (June 2015)
- Develop a protocol for addressing issues for instances where agreement on accessibility cannot be met (June 2015)
- Provide a notice on the GoldCare website about accessible formats or communication support (January 2016)

GoldCare will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by January 1, 2021:

- Evaluate all GoldCare websites and content to identify areas where improvements are required to meet all WCAG 2.0 level AA requirements (December 2014)
- Develop a five-year plan for a staged update of GoldCare websites and content (December 2015)
- Implement year 1 updates (January 2016)
- Implement year 2 updates (January 2017)
- Implement year 3 updates (January 2018)
- Implement year 4 updates (January 2019)
- Implement year 5 updates (January 2020)

## Employment

GoldCare is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, GoldCare will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Update our careers page, brochure and job postings to indicate that accommodations for applicants with disabilities will be provided on request (March 2014)
- Update our internal recruiting and hiring procedures ensure hiring managers advise applicants who are invited to an interview or selection process that accommodations are available on request, and consult with job applicants to identify the supports they might need (April 2014)
- Provide sensitivity and awareness training to all hiring managers (January 2016)

GoldCare will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- Document policies and procedures for developing individual accommodation and/or return to work plans for employees with disabilities (June 2015)
- Create an accommodation plan template to guide the development of individual accommodation plans (June 2015)

GoldCare will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account as part of the current performance management process.

- Identify current employees with disabilities that may impact their ability to participate fully in the current performance management process (February 2015)
- Review the current process with each individual to identify accommodations required (March 2015)

When putting in place future processes for Career Development and/or Redeployment, GoldCare will ensure that such processes take into account the accessibility needs employees with disabilities.

## Design of Public Spaces

GoldCare is committed to making all public spaces accessible.

GoldCare will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

## For more information

For more information on this plan, or to receive this document in accessible format, please contact Elaine Ruddock

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