



RNS HEALTH CARE SERVICES INC. MULTI-YEAR ACCESSIBILITY PLAN 2012-2025



Executive Summary

RNS Health Care Services Inc. is committed to removing barriers for individuals with disabilities, so that they may participate fully in the community and workforce. RNS' Multi-Year Accessibility Plan outlines the actions and steps that RNS will undertake to ensure that its employees, clients, clients' family members and visitors are given the opportunity to participate in an inclusive environment.

The following Multi-Year Accessibility Plan provides an overview of the following:

- An overview of the requirements to maintain compliance with AODA
- Identification of potential barriers to access and RNS plan to mitigate these barriers
- Targeted dates and plans for mitigation

RNS Health Care Services Inc. remains fully committed to maintaining compliance with the *Accessibility for Ontarians with Disabilities Act (2005)* (AODA) in the design of its Multi-Year Accessibility Plan.

In 2025 we plan to review and update our existing plan.

References:

Policies HR-RS-08
HR-ER-47
HR-ER-59
HR-ER-60
Multi-Year Accessibility Plan

Multi-Year Accessibility Plan: 2012 - 2024

Compliance Deadline	Accessibility Requirement	Action/Next Steps	Status	Responsibility	Anticipated Timeline
2012	Provide Accessible Customer Service 1. Train staff and volunteers to serve customers of all abilities. 2. Keep a written record of training. 3. Create accessible ways for people to provide feedback. 4. Put an accessibility policy in place so your employees, volunteers and customers can know what to expect.	N/A	Compliant.	Human Resources	Completed
	Provide Accessible Emergency and Public Safety Information When asked, provide publicly available emergency information, like evacuation plans or brochures, in an accessible format.	N/A	Compliant.	Human Resources	Completed
	Provide Accessible Emergency Information to Staff When necessary, provide accessible customized emergency information.	N/A	Compliant.	Human Resources	Completed

2014	Multi-Year Plan & Accessibility Policies 1) Create policies and a multi-year accessibility plan to help you achieve your accessibility goals. 2) Tell your employees and customers about your policies. 3) Post the multi-year plan on your website in an accessible format.	Monitor - Continue educational programs and information gathering - Continue recruitment of employees to reflect cultural mix of the area. - Education of employees and clients on respecting differences	Ongoing	Human Resources	Completed
	Consider Accessibility when Purchasing or Designing Self-Service Kiosks This includes interactive electronic terminals that people use to pay parking fees, validate tickets, buy groceries and renew licenses.	N/A	Compliant.	Procurement/ Purchasing	N/A
	Make websites accessible Includes only new websites that are significantly updated and newly created web content.	Currently updating intranet	Ongoing	IT	Jack/IT
	File an Accessibility Compliance Report by December 31, 2014				

2015	Train Staff on Ontario's Accessibility Laws Train all employees and volunteers on accessibility requirements that apply to their job duties and organization.	Monitor - Continue educational programs and information gathering to review job descriptions and identify specific training for employees	Compliant	Human Resources	Completed
	Make It Easy for People with Disabilities to Provide Feedback This includes surveys or comment cards.	Continue to provide alternate ways for people with disabilities to provide feedback.	Compliant	Human Resources	Completed
2016	Make Your Public Information Accessible When Asked Work with the person to identify how to meet their needs as soon as possible.	Continue to ensure that communication is available; utilize new technologies as they emerge; monitor	Compliant	Human Resources	Completed

	<p>Make Your Employment Practices Accessible</p> <p>1) Make how you hire, retain and provide career development opportunities accessible.</p> <p>2) Document your processes for developing individual accommodation plan and return-to-work plans</p>	<p>•Employees have the responsibility to ensure the completion of the Employee Survey for Continuous Quality Improvement and forward any request to supervisors regarding Education request</p> <p>•Employees have the responsibility to request to Human Resources any significant information as it relates to an Accommodation request</p>	Compliant	Human Resources	Completed
2021	<p>New Public Website and Web Content</p> <p>Ensure all new public websites and web content conforms with WCAG 2.0 Level A.</p>	Updated Web Content	Compliant	IT	Completed
2022	<p>Introduction of Hybrid Remote/In Office Model for office employees</p>	Design a hybrid model – 3 days in office and 2 days remote	Completed	Executive team	Completed

2022	Introduction of Bamboo HR Improve employees access to time off requests, view employment entitlements, improvement access to RNS Resources	Implement Bamboo HR	Completed	IT/HR	Completed
2023	Implementation of AlayaCare Family Portal Remove barriers of clients and caregivers to access their schedules and care plans at times that are convenient for them. Implementation of Bi-Lingual IVR and Email Signatures for all Employees.	<ul style="list-style-type: none"> All client schedules to be updated as per visit times Informed Consent to be obtained from clients/POA Clients/POA to be registered for family portal 	Completed	Operations/IT	Completed – Summer 2024
2024		<ul style="list-style-type: none"> Clients and Employees have access to IVR system in English and French 	Completed	IT	Completed
			Completed	IT	Completed

2025	Implementation of Website Availability in Various Languages	<ul style="list-style-type: none"> Ability for clients and employees to access website in various languages 	In Progress	Marketing		
	Awareness of Affordability of Private Services	<ul style="list-style-type: none"> Make potential and existing clients aware of affordable private care options within the organization 				
	Training Module for Cultural Awareness and Diversity	<ul style="list-style-type: none"> Design and distribute a training for employees on cultural awareness 	In Progress	Human Resources		
	Newsletter Cultural Awareness Articles	<ul style="list-style-type: none"> Provide employees with information on the cultural practices of fellow employees and the 	In Progress	Marketing	In Progress	

		clients we service				
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