



RNS Health Care Services Inc.

RNS HEALTH CARE SERVICES INC. MULTI-YEAR ACCESSIBILITY PLAN 2012-2021



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 2021 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: 2014 - 2021

Compliance Deadline	Accessibility Requirement	Action/ Next Steps	Status	Responsibility	Anticipated Timeline
Integrated Accessibility Standard					
2012	<p>Provide Accessible Customer Service</p> <ol style="list-style-type: none"> 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
	<p>Provide Accessible Emergency and Public Safety Information</p> <p>When asked, provide publicly available emergency information, like evacuation plans or brochures, in an accessible format.</p>	N/A	Compliant.	Human Resources	Completed
	<p>Provide Accessible Emergency Information to Staff</p> <p>When necessary, provide accessible customized emergency information.</p>	N/A	Compliant.	Human Resources	Completed
2014	<p>Multi-Year Plan & Accessibility Policies</p> <ol style="list-style-type: none"> 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. 	<p>Monitor</p> <ul style="list-style-type: none"> - 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

	<p>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.</p>	N/A	Compliant.	Procurement/ Purchasing	N/A
	<p>Make websites accessible Includes only new websites that are significantly updated and newly created web content.</p>	Currently updating intranet	Ongoing	IT	Jack/IT
	<p>File an Accessibility Compliance Report by December 31, 2014</p>				
2015	<p>Train Staff on Ontario's Accessibility Laws Train all employees and volunteers on accessibility requirements that apply to their job duties and organization.</p>	Monitor - Continue educational programs and information gathering to review job descriptions and identify specific training for employees	Compliant	Human Resources	Completed
	<p>Make It Easy for People with Disabilities to Provide Feedback This includes surveys or comment cards.</p>	Continue to provide alternate ways for people with disabilities to provide feedback.	Compliant	Human Resources	Completed
2016	<p>Make Your Public Information Accessible When Asked Work with the person to identify how to meet their needs as soon as possible.</p>	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>	<ul style="list-style-type: none"> •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 •Employees have the responsibility to request to Human Resources any significant information as it relates to an Accommodation request 	Compliant	Human Resources	Completed
2019	Review the Multi-Year Accessibility Plan		Completed	HR	Completed
2020	Review the Multi-Year Accessibility Plan		Completed	HR, EA, IT	Completed
2021	New Public Website and Web Content Ensure all new public websites and web content conforms with WCAG 2.0 Level A.	Currently Updating Web Content	Ongoing	IT	Jack/IT
2021	Review the Multi-Year Accessibility Plan			HR, EA, IT	