



Community
Health Centre
Centre de santé
communautaire

**Carlington Community Health Centre
Multi-year Accessibility Plan 2013-2018**

in compliance with the

**Accessibility for Ontarians with Disabilities Act,
2005 (“AODA”)**

Developed October 2013

Updated August 2014

Updated November 2015

Updated November 2016

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SECTION 1: INTRODUCTION

Carlington Community Health Centre (“CCHC”) 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 (AODA).

Carlington welcomes and encourages people with disabilities to use programs and services. CCHC will provide access to programs and services for people with disabilities in a way that respects their rights to dignity, independence, and integration.

This commitment is consistent with CCHC’s mission to deliver services in a welcoming and supportive environment and with CCHC’s core value of equity, accessibility, diversity, and fairness in the treatment of all individuals.

CCHC will establish policies, practices, and procedures which support the accessibility standards established under the AODA on customer service, information and communication, employment, and the built environment.

CCHC will establish, implement, and maintain a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements. The multi-year accessibility plan will indicate how CCHC intends to implement the requirements of the Integrated Accessibility Standards Regulation (IASR) within legislated timelines. It will also address the identification, removal and prevention of barriers to people with disabilities in the organization.

Specifically, the multi-year plan will:

- a) Provide a framework for developing cohesive accessibility initiatives which identify, remove, and prevent barriers
- b) Set annual goals for specific improvements to accessibility
- c) Establish action plans for meeting those goals and initiating accountability at various levels
- d) Seek input and suggestions from the wider organizational community

This document is the third in a series of successive plans. The document retains a progressive plan of activities that forecast full implementation of the AODA standards by 2025. This Plan will be updated annually to reflect progress made towards full compliance with the AODA.

SECTION 2: AREAS OF ACCESS TO BE ADDRESSED

In 2005, the provincial government enacted the Accessibility for Ontarians with Disabilities Act, (AODA). The goal of this Act is to make Ontario fully accessible to persons with disabilities by 2025.

The following categories arise from the AODA and shall also be reported in Carlington's annual plan*:

- 1) Customer Service Standard
- 2) Integrated Accessibility Standards Regulation (IASR)
 - a. Employment
 - b. Information and Communication Systems
 - c. Transportation
 - d. Built Environment

As each of the above standards of the AODA are established as regulations, the annual Accessibility Plan will compare its accomplishments with the formal requirements of each standard.

*Please note that in 2016 the CSS and IASR were combined. This plan reflects those changes.

SECTION 3: CARLINGTON ACCESSIBILITY PLAN

3a) This portion of the Accessibility Plan reflects those initiatives that are contained in the standards currently finalized and in force.

3a 1) Customer Service Standard

AODA References and Initiative/ Action	AODA Compliance Date / Status	Description of Regulation	Initiatives / Activities	Activities Status
<p>Customer Service Standard O. Reg 191/11 S 80.46</p> <p>Was 429/07: S 3: Establishment of Policies, Practices and Procedures</p>	<p>January 1, 2013 / Compliant</p>	<p>(2) Policies and Practices must be compatible with the following principles: 1. Respect for dignity and independence 2. Integration 3. Equality 4. Accessible communication</p>	<p>None</p>	<p>Completed December 2012</p>

AODA References and Initiative/ Action	AODA Compliance Date / Status	Description of Regulation	Initiatives / Activities	Activities Status
S 7, 80.49: Training (was S 5)	January 1, 2010 (for City of Ottawa programs) January 1, 2013 / Compliant	Customer Service training must be provided for: <ul style="list-style-type: none"> ○ Those who interact with members of the public on behalf of the Centre: ○ All staff, students, and volunteers of the centre ○ Persons who participate in developing CCHC's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties. 	Keep training updated -- HR Training available on shared drive for staff and students at orientation Volunteers trained at orientation	Ongoing for training
S 11, 80.50: Feedback Process (was S 7)	January 1, 2014 / Compliant	Establish an accessible process for receiving and responding to feedback about the manner in which CCHC provides goods or services to persons with disabilities. Feedback on whether the feedback process is accessible will be solicited. The feedback process will specify how a complaint will be addressed. The information about the process will be readily available to the public and in an accessible format upon request.	<ul style="list-style-type: none"> ✓ White mailboxes established winter 2013. ✓ Website allows people to register complaints, give feedback. ✓ Question to be added to client survey April 2017. ✓ Include info on complaints on web site 	Ongoing and to be completed by Dec 31, 2016

3a 2) Integrated Accessibility Standard Regulation (IASR)

AODA References and Initiative/ Action	AODA Compliance Date / Status	Description of Regulation	Initiatives / Activities	Activities Status
<p>IAS-R O. Reg. 191/11, Part I, General S. 3: Establishment of Accessibility Policies</p>	<p>January 1, 2013 / Compliant</p>	<p>s. 3(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation</p> <p>(2) Obligated organizations, other than small organizations, shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies.</p>	<p>2012 and ongoing</p> <p>CCHC Accessibility Policy is available at: http://www.carlington.n.ochc.org/about/accessibility/</p>	<p>Completed December 2012</p> <p>Policies updated August 2014</p>
<p>IAS-R O. Reg. 191/11, S. 4: Accessibility Plans</p>	<p>January 1, 2013 / Compliant with establishment of plan</p>	<p>s. 4(1) Large organizations shall,</p> <p>(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;</p> <p>(b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and</p> <p>(c) review and update the accessibility plan at least once every five years</p>	<ul style="list-style-type: none"> ✓ Have established plan ✓ Implemented ✓ Posted on website ✓ Produced accessible format <input type="checkbox"/> Review annually for progress 	<p>Ongoing</p> <p>Full update by Jan 1, 2018</p>

AODA References and Initiative/ Action	AODA Compliance Date / Status	Description of Regulation	Initiatives / Activities	Activities Status
<p>IAS-R O. Reg. 191/11, S. 4: Delete Accessibility Plans</p>		<p>s. 4(2) *Designated public sector organizations shall establish, review and update their accessibility plans <u>in consultation with persons with disabilities</u> and if they have established an accessibility advisory committee, they shall consult with the committee.</p> <p>s. 4(3) Designated public sector organizations shall,</p> <p>(a) *prepare <u>an annual status report</u> on the progress of measures taken to implement the strategy referenced in clause (1)(a); and</p> <p>(b) *<u>post the status report on their website</u>, if any, and provide the report in an accessible format upon request.</p>		
<p>IAS-R O. Reg. 191/11, S. 5 – delete Procuring or acquiring goods, services or facilities</p> <p>S 6: Kiosks</p>		<p>s. 5(1) *Designated public sector organizations shall incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.</p> <p>s. 5(2) If a designated public sector organization determines that it is not practicable to incorporate accessibility criteria and features when procuring or acquiring good, services or facilities, it shall provide, upon request, an explanation.</p> <p>s. 6. Without limiting the generality of section 5 designated public sector organizations shall incorporate accessibility features when designing, procuring or acquiring self-service kiosks.¹</p>		

AODA References and Initiative/ Action	AODA Compliance Date / Status	Description of Regulation	Initiatives / Activities	Activities Status
IAS-R O. Reg. 191/11, S. 6: Self-service Kiosks	January 1, 2014 Pertinent if we get a kiosk	s. 6(2) Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks. <i>“kiosk” means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both</i>		
IAS-R O. Reg. 191/11, S. 7: Training	January 1, 2014 / Compliant	s. 7(1) 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, (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.	Keep training updated -- HR ✓ Training available on shared drive for staff ✓ Documenting in relevant file	Ongoing –

AODA References and Initiative/ Action	AODA Compliance Date / Status	Description of Regulation	Initiatives / Activities	Activities Status
IAS-R O. Reg. 191/11, S. 7: Training (continued)	January 1, 2014 / Compliant	S. 7(2) The training on the requirements of the accessibility standards and on the <i>Human Rights Code</i> referred to in subsection (1) shall be appropriate to the duties of the employees, volunteers and other persons.	<ul style="list-style-type: none"> ✓ Have different versions for staff, supervisors, volunteers. ✓ Students do staff training version. 	
IAS-R O. Reg. 191/11, Part II, Information and Communi- cation Standards S. 11: Feedback	January 1, 2015 / Compliant	<p>s. 11 (1) 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 the provision of accessible formats and communications supports, upon request.</p> <p>s.11 (2) The organization shall notify the public about the availability of accessible formats and communication supports with respect to the feedback process.</p>	<ul style="list-style-type: none"> ✓ Website allows people to register complaints, give feedback. ✓ Met with main reception and medical reception, AAs to ensure process. Large format forms available. 	Ongoing

AODA References and Initiative/ Action	AODA Compliance Date / Status	Description of Regulation	Initiatives / Activities	Activities Status
IAS-R O. Reg. 191/11, S. 12: Accessible formats and Communication Supports	January 1, 2016 / Compliant	<p>s. 12 (1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,</p> <p style="padding-left: 40px;">(a) in a timely manner that takes into account the person's accessibility needs due to disability; and</p> <p style="padding-left: 40px;">(b) at a cost that is no more than the regular cost charged to other persons.</p> <p>(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p> <p>(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	<ul style="list-style-type: none"> ✓ Met with main reception and medical reception, AAs to ensure process. ✓ Central log to determine frequency and kind of requests on F: drive ✓ Public notified on posters, web site 	Completed
IAS-R O. Reg. 191/11, S. 13: Emergency procedure plans, or public safety information	January 1, 2012 / Compliant	s. 13 (1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	<ul style="list-style-type: none"> ✓ Safety info updated in larger format 	Completed

AODA References and Initiative/ Action	AODA Compliance Date / Status	Description of Regulation	Initiatives / Activities	Activities Status
<p>IAS-R O. Reg. 191/11, S. 14: Accessible websites and web content</p>	<p>New content must be compliant as of January 1, 2012.</p> <p>Entire web site must be compliant as of January 1, 2021</p> <p>Compliant</p>	<p>s. 14 (2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA.</p> <p>S. 14(4) Large organizations for their internet websites shall meet the requirements of this section in accordance with the following schedule:</p> <p>2. By January 1, 2021, all internet websites and web content must conform with WCAG 2.0 Level AA, other than, i. success criteria 1.2.4 Captions (Live), and ii. success criteria 1.2.5 Audio Descriptions (Pre-recorded). O. Reg. 191/11, s. 14 (4).</p> <p>(5) Except where meeting the requirement is not practicable, this section applies,</p> <p>(a) to websites and web content, including web-based applications, that an organization controls directly or through a contractual relationship that allows for modification of the product; and</p> <p>(b) to web content published on a website after January 1, 2012.</p>	<p>✓ Have certificate of compliance from web developer</p> <p>□ Need to run periodic tests to ensure stay in compliance</p>	<p>New web site completed November 2015.</p>

AODA References and Initiative/ Action	AODA Compliance Date / Status	Description of Regulation	Initiatives / Activities	Activities Status
<p>IAS-R O. Reg. 191/11,</p> <p>Part III, Employment Standards</p> <p>s. 22: Recruitment, general</p>	<p>January 1, 2016 / Compliant</p>	<p>s. 22 Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.</p> <p>Note: The standards set out in this Part apply to obligated organizations that are employers and,</p> <p style="padding-left: 40px;">(a) apply in respect of employees; and</p> <p style="padding-left: 40px;">(b) do not apply in respect of volunteers and other non-paid individuals</p>	<ul style="list-style-type: none"> ✓ Have added language to auto-reply on HR email for applications ✓ Have notified staff in training ✓ Have added language to all job ads 	
<p>IAS-R O. Reg. 191/11, S. 23: Recruitment, assessment or selection process</p>	<p>January 1, 2016 / Compliant</p>	<p>s. 23 (1) During a recruitment process, an employer shall 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 used.</p> <p>(2) If a selected applicant requests an 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 account the applicant's accessibility needs due to disability.</p>	<ul style="list-style-type: none"> ✓ Have script for all staff who participate in selection process and talk to candidates ✓ Have log for requests for accommodation and document process 	

AODA References and Initiative/ Action	AODA Compliance Date / Status	Description of Regulation	Initiatives / Activities	Activities Status
IAS-R O. Reg. 191/11, S. 24: Notice to successful applicants	January 1, 2016 / Compliant	s. 24 Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	✓ Have script for all staff who participate in selection process and talk to candidates	
IAS-R O. Reg. 191/11, S. 25: Informing employees of supports	January 1, 2016 / Compliant	<p>s. 25 (1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p> <p>s. 25 (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</p> <p>s. 25 (3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p>	<p>✓ Have notified staff in training</p> <p>✓ Emergency response form updated for new staff</p> <p>✓ Will continue to mention this in staff meetings when doing AODA updates, new training. E.g., June 18, 2015 update on 10 years of progress</p>	

AODA References and Initiative/ Action	AODA Compliance Date / Status	Description of Regulation	Initiatives / Activities	Activities Status
IAS-R O. Reg. 191/11, S. 26: Accessible formats and communication supports for employees	January 1, 2016 / Compliant	<p>s. 26 (1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,</p> <p style="padding-left: 40px;">(a) information that is needed in order to perform the employee’s job; and</p> <p style="padding-left: 40px;">(b) information that is generally available to employees in the workplace</p> <p>s. 26 (2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	<ul style="list-style-type: none"> ✓ Have policies ✓ Have process to document (see S. 28, accommodation) <input type="checkbox"/> Need to develop process to keep track of these and follow up as needed 	

AODA References and Initiative/ Action	AODA Compliance Date / Status	Description of Regulation	Initiatives / Activities	Activities Status
IAS-R O. Reg. 191/11, S. 27: Workplace emergency response information	January 1, 2012 / Compliant	<p>s. 27 (1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.</p> <p>s. 27 (2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p> <p>s. 27 (3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability</p> <p>s. 27 (4) Every employer shall review the individualized workplace emergency response information,</p> <p style="padding-left: 40px;">(a) when the employee moves to a different location in the organization;</p> <p style="padding-left: 40px;">(b) when the employee's overall accommodations needs or plans are reviewed; and</p> <p style="padding-left: 40px;">(c) when the employer reviews its general emergency response policies.</p>	<ul style="list-style-type: none"> ✓ Have forms in place for new staff ✓ Have notified existing staff Dec 2012 presentation and IASR training, October 2013 <input type="checkbox"/> Will continue to mention this in staff meetings when doing AODA updates, new training <input type="checkbox"/> Will need to develop process to keep track of these and follow up as needed 	

AODA References and Initiative/ Action	AODA Compliance Date / Status	Description of Regulation	Initiatives / Activities	Activities Status
<p>IAS-R O. Reg. 191/11, S. 28: Documented individual accommodation plans</p>	<p>January 1, 2016 / Compliant</p>	<p>s. 28 (1) Employers shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>s. 28 (2) The process for the development of documented individual accommodation plans (IAP) shall include the following elements:</p> <ol style="list-style-type: none"> 1. The manner in which an employee requesting accommodation can participate in the development of IAP. 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 an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how. 4. The manner in which the employee can request the participation of a representative from the workplace in the development of the accommodation plan. 5. The steps taken to protect the privacy of the employee's personal information 6. The frequency with which IAP will be reviewed and updated and the manner in which it will be done. 	<ul style="list-style-type: none"> ✓ Have policies ✓ Have process to document <input type="checkbox"/> Need to develop process to keep track of these and follow up as needed 	

AODA References and Initiative/ Action	AODA Compliance Date / Status	Description of Regulation	Initiatives / Activities	Activities Status
IAS-R O. Reg. 191/11, S. 28: Documented individual accommodation plans (continued)		<p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.8. The means of providing IAP in a format that takes into account the employee’s accessibility needs due to disability.</p> <p>S. 28 (3) 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 individualized workplace emergency response information, as described in section 27; and</p> <p>(c) identify any other accommodation that is to be provided.</p>		

AODA References and Initiative/ Action	AODA Compliance Date / Status	Description of Regulation	Initiatives / Activities	Activities Status
IAS-R O. Reg. 191/11, S. 29: Return to work process	January 1, 2016 / Compliant	<p>s. 29 (1) Every employer, other than an employer that is a small organization,</p> <p style="padding-left: 40px;">(a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and</p> <p style="padding-left: 40px;">(b) shall document the process.</p> <p>s. 29 (2) The return to work process shall,</p> <p style="padding-left: 40px;">(a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</p> <p style="padding-left: 40px;">(b) use documented individual accommodation plans, as described in section 28, as part of the process.</p> <p>s. 29(3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute</p>	<ul style="list-style-type: none"> ✓ Have policies ✓ Have process to document <input type="checkbox"/> Need to develop process to keep track of these and follow up as needed 	
IAS-R O. Reg. 191/11, S. 30: Performance management	January 1, 2016 / Compliant	s. 30 (1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	✓ PA process online and on paper, easily adapted.	

AODA References and Initiative/ Action	AODA Compliance Date / Status	Description of Regulation	Initiatives / Activities	Activities Status
IAS-R O. Reg. 191/11, S. 31: Career development and advancement	January 1, 2016 / Compliant	s. 31 (1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	✓ Supervisors determine on case by case basis – part of accommodation process	
IAS-R O. Reg. 191/11, s. 32: Redeployment	January 1, 2016 / Compliant	s. 32 (1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	✓ Do not redeploy	
IAS-R O. Reg. 191/11,	Part IV, Transportation Standards We are not designated, doesn't apply	<i>s. 76 (1) Designated public sector organizations described in paragraphs 2, 3 and 4 of Schedule 1 that are not primarily in the business of transportation, but that provide transportation services, shall provide accessible vehicles or equivalent services upon request</i>		

AODA References and Initiative/ Action	AODA Compliance Date / Status	Description of Regulation	Initiatives / Activities	Activities Status
IAS-R O. Reg. 191/11, PART IV.1 DESIGN OF PUBLIC SPACES STANDARDS (STANDARDS FOR THE BUILT ENVIRON- MENT)	January 1, 2017 Will apply to new building	Application <u>80.2 (1)</u> Except as otherwise specified, this Part applies to public spaces that are newly constructed or redeveloped on and after the dates set out in the schedule in section 80.5 and that are covered by this Part. (2) Except as otherwise specified, this Part applies to obligated organizations. (3) In this Part where in a standard or requirement there is a reference to an obligated organization, it is a reference to the obligated organization that constructs or redevelops any public space to which this Part applies and not to any other obligated organization that may have provided a permit, approval or other authorization or that may have an interest in the land where the thing to which the standard or requirement applies is located.		
	Outdoor public use eating areas	<u>80.16 (1)</u> The requirements in section 80.17 apply to newly constructed and redeveloped outdoor public use eating areas that an obligated organization, other than a small organization, intends to maintain and that fall within the description set out in subsection (2). O. Reg. 413/12, s. 6. (2) The outdoor public use eating areas to which subsection (1) applies consist of tables that are found in public areas, such as in public parks, on hospital grounds and on university campuses and are specifically intended for use by the public as a place to consume food		

AODA References and Initiative/ Action	AODA Compliance Date / Status	Description of Regulation	Initiatives / Activities	Activities Status
	Outdoor play spaces, application	<p><u>80.18</u> (1) This Part applies to newly constructed and redeveloped outdoor play spaces that an obligated organization, other than a small organization, intends to maintain and that fall within the description set out in subsection (2). O. Reg. 413/12, s. 6.</p> <p>(2) The outdoor play spaces to which subsection (1) applies consist of an area that includes play equipment, such as swings, or features such as logs, rocks, sand or water, where the equipment or features are designed and placed to provide play opportunities and experiences for children and caregivers</p>		
	off-street parking	<p><u>80.32</u> Obligated organizations shall ensure that when constructing new or redeveloping off-street parking facilities that they intend to maintain, the off-street parking facilities meet the requirements set out in this Part</p>		
	service counters and fixed queuing guides	<p><u>80.40</u> (1) Obligated organizations shall meet the requirements set out in this Part in respect of the following:</p> <ol style="list-style-type: none"> 1. All newly constructed service counters and fixed queuing guides. 2. All newly constructed or redeveloped waiting areas. 		

AODA References and Initiative/ Action	AODA Compliance Date / Status	Description of Regulation	Initiatives / Activities	Activities Status
	Maintenance of accessible elements	<p>80.44 In addition to the accessibility plan requirements set out in section 4, obligated organizations, other than small organizations, shall ensure that their multi-year accessibility plans include the following:</p> <ol style="list-style-type: none"> 1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part. 2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order. 		

~~Section 3: Proposed Standards~~

~~3 (b) This portion of the Accessibility Plan provides an overview of the proposed standards that are not yet finalized or in force. This section reflects that despite the lack of final detail, Carlington is aware of actions and initiatives, broadly speaking, required to meet the standards once they are finalized.~~

Proposed Built Environment Standard

~~As of September 2012, the Built Environment Standard for the interior spaces is still under development. However in August 2012, a proposed regulation for (exterior) Public Spaces was circulated for comment. Most notable about this draft are the requirements related to Accessible Parking, outdoor public eating areas, and service counters and waiting areas in locations where services are provided.~~

~~The Built Environment standard relevant to interior spaces is still being developed by the Ministry, and will likely be closely related to the Building Code. In the meantime, CCHC continues to address accessibility issues that may fall be related to the Built Environment Standard on an as-needed basis.~~

The built environment standard is in force and is part of the IASR: DESIGN OF PUBLIC SPACES STANDARDS (ACCESSIBILITY STANDARDS FOR THE BUILT ENVIRONMENT) http://www.e-laws.gov.on.ca/html/regs/english/elaws_regs_110191_e.htm#BK14

SECTION 4: CCHC ACCESSIBILITY ACTIVITIES AND REPORT CARD

Activities and progress are documented in Appendix A. Available upon request.

SECTION 5: CONCLUSION

The Board, Management, and staff of Carlington recognize that further steps need to be taken to help CCHC become completely barrier free, physically, attitudinally, and socially. The Annual Plan presented above reflects a commitment to initiatives with the expectation that Carlington will be free of attitudinal, physical and social barriers by the year 2025.