



Accessibility Policy

The Victorian Order of Nurses for Canada – Ontario Branch

This accessibility plan outlines the policies and actions that the Victorian Order of Nurses for Canada – Ontario branch has put in place to improve opportunities for persons with disabilities. As a leading national Canadian home and community care provider, the Victorian Order of Nurses for Canada is committed to being the best place to work and volunteer.

Statement of Commitment

The Victorian Order of Nurses for Canada – Ontario Branch (VON), is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in the principle of integration and equal opportunity for all of our staff, volunteers, customers and clients. We are committed to meeting the needs of persons 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) and the Integrated Accessibility Standards Regulation (IASR).

In June of 2005, the Ontario government passed the *Accessibility for Ontarians with Disabilities Act (AODA)*. The purpose of the Act is to develop, implement and enforce standards of accessibility for all Ontarians. The Victorian Order of Nurses for Canada's Accessibility Policy is consistent with the AODA, 2005 and the Customer Service Accessibility Standards under the Act.

For further information on the VON's Multi-Year Accessibility Action Plan, please visit our [website at von.ca](http://www.von.ca)

Purpose

The purpose of this policy is to identify and outline the practices and procedures in place at the VON in order to identify and remove barriers that may impede a person's ability to access our services and care.



Application

This policy applies to all Ontario employees, volunteers and to any individuals or organizations that provide goods or services to the public on behalf of the VON – Ontario branch in accordance with the AODA and IASR.

Principles

VON services, programs and facilities are to be available to persons with disabilities in a manner that:

- Is free from discrimination;
- Provides accessible formats and communication supports;
- Seeks to provide integrated service(s);
- Provides an opportunity equitable to others to obtain, use and benefit from the goods or services available, and;
- Takes into consideration a person's abilities.

Procedure

The VON will ensure that barriers to accessibility are removed for employees, volunteers, customers and clients that access our care and / or services in Ontario. This will be done by:

- Encouraging persons with disabilities to use their own personal assistive devices when accessing our care and / or services;
- Enable persons with disabilities to access our care and services by offering assistive devices and measures;
- Communicating with persons with disabilities in a manner that considers their disability;
- Allowing persons with disabilities to bring their service animal with them to areas on premises that are open to the public;
- Permit persons with disabilities whom use a support person to accompany them and ensure that the person has access to their support person while on VON premises;
- Train staff and volunteers about the key principles and accessibility strategies and tools;



- Provide notice when facilities or services that persons with disabilities rely upon are temporarily inaccessible or encounter service disruptions;
- Establish a process to provide feedback on our care and service delivery;
- Explaining within the feedback process how the VON will respond to any feedback as well as actions to be taken, and;
- It is the responsibility of every staff member and volunteer to be attentive and responsive to the concerns of our customers and clients, their families, caregivers and visitors to resolve concerns related to accessibility.

Customer Service Standard

For information on the Customer Service Standard for the Victorian Order of Nurses for Canada – Ontario branch, please see the information under the *Customer Service Standard* in the *Multi-Year Accessibility Action Plan* available on our website or in alternative formats upon request.

Training

The Victorian Order of Nurses for Canada – Ontario Branch, will provide training to employees, volunteers and on Ontario's accessibility laws and on the Human Rights Code as it relates to persons with disabilities and the removal of barriers. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members as needed to perform the duties of their jobs. Training will be implemented and overseen by the Human Resources Department on an on-going basis and in conjunction with managers and directors responsible for supervising staff.

The Victorian Order of Nurses for Canada – Ontario Branch has taken the following steps to ensure employees are provided with the training needed to meet Ontario's accessibility laws by January 1, 2015:

- Train all staff and volunteers in a manner that best corresponds with their function;
- Maintain electronic records of training for participants that participate in education including the dates on when they were trained and the number of individuals that received the training;
- Integrate the AODA training as a core component of the new hire package orientation;



- Train all persons who participate in developing the organization’s policies, and;
- Ensure that all other persons who provide goods and services on behalf of the organization have received training in compliance with the requirements of the AODA and IASR.

To find our more information please see the information under Training in the *Multi- Year Accessibility Action Plan* available on our website or in alternative formats upon request.

Implementing the Requirement:

The Victorian Order of Nurses for Canada – Ontario Branch will provide training on the requirements of the Integrated Accessibility Standards Regulation and on the disability-related obligations under the Ontario Human Rights Code.

The Victorian Order of Nurses for Canada – Ontario Branch will ensure that the training includes information about achieving accessibility by 2025 and highlights the requirements of the following standards as they relate to the organization’s business:

- The Customer Service Standard
- Information and Communication Standard
- Employment Standard
- Transportation Standard
- Design of Public Spaces

Kiosks:

The Victorian Order of Nurses for Canada – Ontario Branch does not currently use or own self-service kiosks. If self-service kiosks are procured at VON locations within Ontario, the organization will have regard for accessibility features and ensure that these kiosks comply with AODA legislation and IASR standards.

Information and Communications

The Victorian Order of Nurses for Canada – Ontario Branch, is committed to meeting the communication needs of persons with disabilities. The Information and Communications Standard contained herein outlines how VON will create, provide and receive information and communications in ways that are accessible for persons with disabilities. VON will consult with persons with disabilities to determine their information and communications needs.



The Victorian Order of Nurses for Canada – Ontario Branch, has taken the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by January 2014:

- Notify the public via the new VON website about the availability of accessible formats and communication supports;
- Provide upon request accessible formats and communication support to persons that make requests and consult them to determine their accessibility needs, and;
- Provide accessible formats and communication supports in a timely manner and at a cost that is not more than the regular cost charged to others.

Where it is not possible to convert the requested material to an alternate format the following will occur:

- An explanation will be provided as to why the information or communications are unconvertible, and;
- A summary of the information and / or communications will be provided to the requestor.

The Victorian Order of Nurses for Canada – Ontario Branch, has taken the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015:

- Revised feedback procedures to ensure they are accessible;
- Make surveys, comment cards or other feedback processes accessible upon request;
- Have feedback contact information available on the website, and;
- Post an electronic feedback form on the website.

The Victorian Order of Nurses for Canada – Ontario Branch, has taken the following steps to ensure all publicly available information is made accessible upon request by January 1, 2016:

- Continue to review and update the VON website to ensure accessibility compliance.

The Victorian Order of Nurses for Canada – Ontario Branch, has taken the following steps to make all websites and content conform to WCAG 2.0, Level AA by January 1, 2021:

- Adopt a standards compliance policy across the organization, and;
- Continue to review and update the VON website to ensure accessibility compliance.



The IT and Marketing departments will be responsible for oversight and implementation of these measures and actions to ensure accessibility compliance is achieved.

For more information on the Information and Communications roll-out, please see our *Multi-Year Accessibility Action Plan* as posted on our website or available in an alternate format upon request.

Employment

The Victorian Order of Nurses for Canada – Ontario Branch is committed to fair and accessible employment practices and will meet the accommodation needs of employees with disabilities to the point of undue hardship as mandated by the Ontario Human Rights Code. The Human Resources Department in conjunction with managers and directors responsible for supervising staff will be responsible for implementing and maintaining the accessible employment practices of the organization. The Victorian Order of Nurses for Canada – Ontario Branch did implement these accessible employment practices by the goal date of January 1, 2016.

The Human Resources department under the scope of their human resources responsibilities will be responsible for the development, oversight and implementation of these policies. The Victorian Order of Nurses for Canada – Ontario Branch will accommodate people with disabilities during the recruitment and assessment process and when people are hired had the process in place by the goal date of January 1, 2016:

- Make employment practices more accessible as they relate to hiring and retaining staff
- Provide career development opportunities for all staff that take into consideration their disabilities where applicable

Notice to Successful Applicants

When making offers of employment to successful applicants, The Victorian Order of Nurses for Canada – Ontario Branch will notify the successful applicant of its policies for accommodating employees with disabilities.



Accessible Emergency Information

The Victorian Order of Nurses for Canada – Ontario Branch, is committed to providing our customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary. Our Human Resources department will work with employees with disabilities to ensure employees have access to and assistance in creating accessible emergency plans.

Informing Employees of Supports

The Victorian Order of Nurses for Canada – Ontario Branch, will inform all employees, both new and existing of accessible employment practices. The Victorian Order of Nurses for Canada – Ontario Branch provides job accommodations that consider an employee's accessibility needs due to a disability. All employees will be made aware of how the organization will support them if they have a disability or should they acquire a disability later in their career.

The Victorian Order of Nurses for Canada – Ontario Branch, 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:

- Work with the employee to accommodate their disability up to the point of undue hardship, and;
- Accommodate staff on return-to-work plans in a way that is respectful and mindful of their disability.

Recruitment, Assessment or Selection Process

The Victorian Order of Nurses for Canada – Ontario Branch, will adhere to the following as they relate to recruitment, assessment and selection of staff:

- When advertising job positions, notify employees and the public that accommodations for job applicants with disabilities are available upon request for the recruitment process;
- Inform job applications that accessibility accommodations are available during the selection process, and inform job applicants that accessibility accommodations are



available upon request for interviews and other components of the selection process, and;

- When offering a job position to a successful applicant, inform them of The Victorian Order of Nurses for Canada – Ontario Branch policy on accommodating employees with disabilities.

Accessible formats and Communication support for Employees

The Victorian Order of Nurses for Canada – Ontario Branch, will adhere to the following as they relate to accommodation of staff with disabilities:

- Consult with employees and volunteers to determine their accessibility needs and how best to accommodate them;
- Make available accessible formats and communication supports as requested for information required for the employee to perform the duties of their job and / or volunteer work, and;
- Make accessible formats and communication supports generally available to all staff and volunteers.

For more information on the Employment standard please refer to the *Multi-Year Accessibility Action Plan* as posted on our website or available in an alternate format upon request.

Workplace Emergency Response Information

The Victorian Order of Nurses for Canada – Ontario Branch, will adhere to the following as they relate to emergency response information for employees with disabilities:

- Provide individualized workplace emergency response information to employees with disabilities if their disability makes this necessary and the employer is aware of their disability;
- With the employee's consent, ensure that information is shared with designated emergency staff personnel to assist them in an emergency;
- Review the information if the employee moves to a different location within the organization;
- Review the employee's overall accommodation needs on an as-needed basis, and;
- Review the organization's emergency response policies on an annual basis.



The Victorian Order of Nurses for Canada – Ontario Branch will maintain a written process for the development of documented individualized accommodation plans for employees with disabilities.

If it is requested, information regarding accessible formats and communications supports provided will be included in the individualized accommodation plans.

Performance Management, Career Development and Advancement and Redeployment

The Victorian Order of Nurses for Canada – Ontario Branch, will adhere to the following as they relate to the performance management, career development, advancement and redeployment of employees with disabilities:

Ensure that the accessibility needs of employees with disabilities are considered, and;

Provide accessible formats and communications supports upon request by the employee.

The Victorian Order of Nurses for Canada – Ontario Branch will take the following steps to prevent and remove other accessibility barriers as identified:

Respond to and identify barriers to accessibility in the employee's job and work to implement accessible solutions based on the employee's individual needs, and;

Ensure that employment practices are mindful of the employee's disability when made aware that such disability exists.

Design of Public Spaces

The Victorian Order of Nurses for Canada – Ontario Branch will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces including:

Building new public spaces, and;

Making planned significant alterations to existing public spaces.

The Victorian Order of Nurses for Canada – Ontario Branch will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.



In the event a planned service disruption, the Victorian Order of Nurses for Canada – Ontario Branch will notify the public of the service disruption and alternatives available, and;

Post notice to the website of planned service disruptions.

Alerting the public to a notice of service disruption will be the responsibility of the site manager or District Executive Director within their area of service.

For More Information

This policy has been developed and implemented to break down barriers of accessibility for all persons with disabilities that work or volunteer with the VON.

If you have questions or concerns about this policy or would like to obtain it in an alternative format, please contact us at:

Accessibility Compliance Officer:

Phone: 1-888-866-2273, option 5,

Email: accessibility@von.ca