

WellFort AODA Plan 2023-2026










Commitment

WellFort Community Health Services is committed to excellence in serving all participants in an inclusive manner that reduces barriers, increases access and supports people with disabilities in all forms









Achievements from previous AODA plan

WellFort CHS has noted improvements as per the previous accessibility plan in the areas of telephone volumes to increase access for people with hearing impairments. Additionally, the physical space and accessibility at our Four Corners site has been noted as a physical space that supports independence for people with mobility challenges across all programs.

Initiative		Tasks	Timeframe	Notes
CUSTOMER SERVICE	Policies and Website	<ul style="list-style-type: none"> Accessibility policy and Accessibility Plan is posted on refreshed website. Review plan and policy at minimum of every two years 	September 2024 September 2026	
	Accessible Customer Service and Forms	<ul style="list-style-type: none"> Review and implement improved ASL translation services through exploration of added provider Review process of Intake forms to include client's requirement for disability accommodation. HR to ask interviewees if they require accommodation. To be added to New hiring checklist. Creating templates on how our posters to be created to accessible. Enhanced signs with braille, primary colours (for color blindness), and infographics 	Q4 2024/2025 Q1 2025/2026 Q4 2024/2025 2025/2026	Already noted as a statement in all recruitment, but add extra support through standardized process. Within next budget year and dedicated funding of branding review as new strategic plan is launched.

	Staff Training	<ul style="list-style-type: none">  HR to add sign language to the emergency forms hiring.  Start offering yearly training to be completed (https://accessforward.ca/) <ul style="list-style-type: none"> - Customer Service Standard - Information and Communications Standard Module Options to have the trainings done in team meetings. This should be offered to volunteers and peers as well  Protocol for service disruption “Notice of Temporary Disruption”. <ul style="list-style-type: none"> ✓ Office 365 able to connect each other. ✓ Notify answering service. ✓ Communication plan – internal and external <p>Prepare a written Protocol for service disruption “Notice of Temporary Disruption”. To be posted on our website. Clients to be aware to check website before coming for appointments.</p>	2024/2025 fiscal year	Leadership working on Emergency preparedness plan.
INFORMATION AND COMMUNICATION	Emergency and Public Safety Information	<ul style="list-style-type: none">  Emergency Plans to accommodate for a disability i.e.: fire escape.  Make accessible audio formats: for important emergency protocols. Can be presented on the screen in the waiting areas. Or can be posted on our website as pre-visit information. https://www.ontario.ca/page/how-make-information-accessible#section-2  Work on safety signs and maps to be printed in colorful, big formats to be visible to clients with impairment. <p>This includes:</p> <ul style="list-style-type: none"> - emergency plans and procedures - maps, warning signs and evacuation routes (e.g., a map pointing out emergency exits) - information about alarms or other emergency alerts (e.g., procedure that explains what to do if you hear a hotel fire alarm) 	Q4 2024/2025	
	Feedback Processes for Employees and the Public	<ul style="list-style-type: none">  Instead of providing only one method for feedback (e.g., hand-written letters) be ready to receive feedback in other ways (e.g. over the telephone, by email, questionnaires or comment cards). This includes all print documents and information provided to the public on web sites and handheld devices.  Leadership working on Incident Reporting and feedback process 	2025/2026	<ul style="list-style-type: none">  Feedback box implemented on the new website  Feedback forms through Medical Office Assistants (MOAs)

		<p>Types of accessible formats</p> <ul style="list-style-type: none"> ➤ HTML and Microsoft Word ➤ braille ➤ accessible audio formats ➤ large print ➤ text transcripts of visual and audio information ➤ Our clients with disabilities provided easy access to give feedback. ➤ Client surveys ➤ Check if feedback portal on website. ➤ Privacy Officer Phone number. ➤ Verbal feedback. ➤ Feedback form from feedback box ➤ Incident Reporting Form 		
	<p>Communication Supports</p>	<ul style="list-style-type: none"> ➤ Update and refresh website and ensure AODA compliance 	<p>Q2 2024/25</p>	
	<p>Tools to Make Information Accessible</p>	<p>Research Other tools to improve the accessibility of information include:</p> <ul style="list-style-type: none"> ➤ American Sign Language (ASL): Uses hand shapes, positions, facial expressions and body movements to convey meaning to people who are deaf or hard of hearing. ➤ Braille: Is a tactile system of raised dots representing letters or a combination of letters. It is used by people who are blind or deafblind and is produced using braille transcription software. Need to choose which signs we need ex. Washroom, exits etc. ➤ Captioning: Uses subtitles to convey the words spoken in a video. They usually appear on the bottom of the screen. ➤ Digital Accessible Information Systems (DAISY): Is an audio format for people who have trouble with print — including limited vision and learning disabilities like dyslexia. DAISY digital talking books are like audiobooks, but include navigation features to help readers skip forward or back through the material Screen reader software: Use a speech-synthesizer to read text from a computer screen or convert it to braille. The information must be formatted properly (in a structured electronic file) for the screen reader to recognize it. 		<ul style="list-style-type: none"> ➤ Consider feasibility of implementing these tools within practice and available funding

ACCESSIBLE EMPLOYMENT	Accessible Employment	<ul style="list-style-type: none">  Individualized workplace emergency response  Accommodation Plans  Forms provided from Ontario website. Policies to be reviewed to include accommodation requests for employees.  Interview invite email to include accessibility and accommodation blurb  Start doing job physical requirements analysis and add the physical requirements on our job descriptions and job postings 	2024/2025	
				2025/2026
PHYSICAL SPACES	Physical Spaces	<ul style="list-style-type: none">  Creating various seating options  Braille and raised text for signage and way finding  Adequate lighting to help individuals with low vision to navigate more easily 	2025/2026	