



Thames Valley Family Health Team Multi-Year Accessibility Plan (2023–2026)

1. Statement of Commitment

Thames Valley Family Health Team (TVFHT) is committed to providing an inclusive, accessible environment in which all individuals are treated with dignity and respect. We strive to meet 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) and its associated regulations.

TVFHT is committed to excellence in serving patients, caregivers, staff, and community partners, and recognizes accessibility as a core component of equitable, patient-centered care.

2. Organizational Profile

Organization: Thames Valley Family Health Team
Head Office: Support Office
6-1385 North Routledge Park, London Ontario N6H 5N5

- Sector: Interprofessional Primary Care
- Locations: Multiple sites across Southwestern Ontario
- Employees: ~110 staff
- Services: Primary care, mental health, chronic disease management, and community-based programs

3. Objectives of the Plan

This Multi-Year Accessibility Plan outlines TVFHT's strategy to:

- Identify, remove, and prevent barriers to accessibility
- Meet current and ongoing compliance obligations under AODA
- Embed accessibility into organizational culture, policies, and service delivery
- Support equitable access to care for all patients and communities

4. Standards and Requirements

This plan addresses the following accessibility standards:

- Customer Service
- Information and Communications
- Employment
- Design of Public Spaces

5. Achievements to Date (Pre-2023)

TVFHT has taken the following steps to improve accessibility:

- Developed and implemented an Accessibility Policy
- Provided AODA training to staff and leadership
- Established patient feedback mechanisms
- Implemented accessible formats upon request
- Integrated accessibility considerations into facility planning and renovations

6. 2023–2026 Accessibility Initiatives

A. Customer Service Standard

Goal: Ensure equitable, respectful, and accessible patient experiences across all sites

Actions:

- Standardize accessibility practices across all clinic locations
- Refresh staff training on accessible customer service (biennially)
- Strengthen processes for accommodating service animals and support persons
- Enhance communication of temporary service disruptions

Timeline: Ongoing (2023–2026)

Accountability: Operations / Site Leads / HR

B. Information & Communications Standard

Goal: Improve access to information for patients, families, and staff

Actions:

- Ensure all public-facing documents are available in accessible formats upon request
- Review and update website for WCAG 2.0 Level AA compliance
- Improve accessibility of digital tools (e.g., online booking, virtual care platforms)
- Formalize process for responding to requests for communication supports

Timeline: 2023–2025 (implementation), ongoing monitoring

Accountability: Communications / IT / Quality

C. Employment Standard

Goal: Create an inclusive and accessible workplace

Actions:

- Embed accessibility into recruitment and onboarding processes
- Maintain individualized accommodation plans for staff
- Review return-to-work and performance management processes for accessibility
- Provide leadership training on workplace accommodations and inclusive practices

Timeline: Ongoing (2023–2026)

Accountability: Human Resources / Leadership

D. Design of Public Spaces

Goal: Ensure physical environments are accessible and inclusive

Actions:

- Incorporate accessibility requirements into all renovations and new site developments
- Conduct periodic accessibility audits of facilities
- Improve signage, waiting areas, and patient flow for accessibility
- Address identified barriers through capital planning

Timeline: As applicable to projects (2023–2026)

Accountability: Operations / Facilities

E. Organizational Culture & Health Equity Integration

Goal: Align accessibility with broader health equity and inclusion priorities

Actions:

- Integrate accessibility into Health Equity Committee initiatives
- Enhance patient engagement with diverse and underserved populations
- Improve data collection related to accessibility needs and barriers
- Promote inclusive program design and service delivery

Timeline: Ongoing (2023–2026)

Accountability: Leadership / Health Equity Committee / Quality

7. Training

TVFHT will:

- Provide AODA and accessibility training to all employees and volunteers
- Maintain training records
- Provide role-specific training as required (e.g., leadership, HR, patient-facing staff)

Timeline: Ongoing (2023–2026)

Accountability: Leadership / Human Resources

8. Feedback and Monitoring

TVFHT welcomes feedback on accessibility and will:

- Maintain accessible feedback processes (online, in-person, and phone)
- Respond to feedback in a timely manner
- Use feedback to inform quality improvement initiatives

9. Communication of the Plan

This plan will be:

- Posted on the TVFHT website
- Available in accessible formats upon request
- Shared with staff and stakeholders

10. Review and Updates

This plan will be:

- Reviewed biannually
- Updated at least every three years in accordance with AODA requirements
- Reported on through internal quality and governance structures