



DEEP RIVER &  
DISTRICT HEALTH

## 2023 Accessibility Compliance Report

Deep River and District Health  
117 Banting Drive  
Deep River, ON  
Contact: [assistance@drdh.org](mailto:assistance@drdh.org)

### General Requirements

1. Has your Organization created and implemented written policies on how to achieve accessibility by meeting all applicable accessibility requirements in the IASR?  
**Answer:** Yes  
**Comments:**
  
2. a) Has your organization established and implemented a multi-year accessibility plan and if yes is it posted on the organization's website and does the organization provide the accessibility plan in an accessible format when requested?  
**Answer:** Yes  
**Comments:** The Deep River & District Health Accessibility Work Plan: 2022-2025 is available on the DRDH public website  
  
b) Does the organization update the accessibility plan at least once every 5 years?  
**Answer:** Yes  
**Comments:**
  
3. Does your organization provide appropriate training on The AODA Integrated Accessibility Standards Regulation and The Human Rights Code as it pertains to people with disabilities?  
**Answer:** Yes  
**Comments:**

### Information and Communication

4. a) Does your organization have a process for receiving and responding to feedback that is accessible to people with disabilities?  
**Answer:** Yes  
**Comments:**  
  
b) Does your organization notify the public about the availability of accessible formats and communications supports with respect to the feedback process?  
**Answer:** Yes  
**Comments:**
  
5. a) Does your organization have one (or more) website(s) which it controls directly or indirectly?  
**Answer:** Yes  
**Comments:**



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b) Do all your organization's internet websites conform to World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA (except for live captions and pre-recorded audio descriptions)? In the comments, please list the complete names and addresses of your publicly available web content, including websites, social media pages, and apps

**Answer:** Yes

**Comments:**

DRDH website: <https://www.drdh.org/>

DRDH Facebook Page – Deep River and District Health:

<https://www.facebook.com/profile.php?id=100057608492869>

DRDH Facebook Page – Four Seasons Lodge:

<https://www.facebook.com/profile.php?id=100057277637075>

DRDH Facebook Page – North Renfrew Family Health Team:

<https://www.facebook.com/profile.php?id=100057538895502>

DRDH LinkedIn Page: <https://www.linkedin.com/company/deep-river-and-district-health>

### Customer Service

6. a) Does your organization provide training about providing goods, services or facilities to persons with disabilities to the following? \*

- Staff and volunteers
- People involved in developing accessibility policies
- People providing goods, services or facilities on behalf of the organization

**Answer:** Yes

**Comments:**

b) Does the training include all of the following: \*

- A review of the purposes of the AODA?
- A review of the purposes of the Customer Service Standards?
- How to interact and communicate with persons with various types of disability?
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person?
- How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability?
- What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities?

**Answer:** Yes

**Comments:**

7. Does your organization provide information in an accessible format?

**Answer:** Yes

**Comments:**



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- a) Is the provision of information in accessible format done so in a timely manner that takes into account the individual's disability?

**Answer:** Yes

**Comments:**

- b) Is the provision of information in accessible format at a cost no more than the regular cost charged to other persons?

**Answer:** Yes

**Comments:**

8. Does your organization ever require a person with a disability to be accompanied by a support person when on your premises?

**Answer:** No

**Comments:**

### Employment

9. Does your organization employ any persons with disabilities for whom you have provided individualized workplace emergency response information?

**Answer:** Yes

**Comments:**

- a) Does your organization review the individualized workplace emergency response information for all of the following?

- When the employee moves to a different location in the organization?
- When the employee's overall accommodation needs or plans are reviewed?
- When your organization reviews its general emergency policies?

**Answer:** Yes

**Comments:**

- b) Do any of the employees for whom your organization has provided individualized workplace emergency response information require assistance?

**Answer:** No

**Comments:**

### Design of Public Spaces

10. Since January 1, 2017, has your organization constructed new or redeveloped any of the following items?

- Outdoor public use eating areas
- Outdoor play space
- Off-street parking
- Service counter
- Fixed queuing guides
- Waiting areas

**Answer:** No

**Comments:**



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## AODA

11. Is your organization a municipality with population of 10,000 or more?

**Answer:** No

**Comments:**