



# Accessibility Plan

## 2024-2027



**Noojmowin Teg**  
Health Centre  
A place of healing

## Executive Summary

We are pleased to introduce Noojmowin Teg Health Centre's Multi-Year Accessibility Plan, in compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). This plan reflects our ongoing commitment to ensuring accessibility and inclusivity for all members of our community.

At Noojmowin Teg, we recognize the importance of providing equitable access to healthcare services, facilities, and information for individuals of all abilities. Through this plan, we aim to identify barriers, implement strategies for removal or mitigation, and continuously improve accessibility across all aspects of our organization.

We understand that achieving accessibility is an ongoing journey, and we are dedicated to working collaboratively with stakeholders to create an environment where everyone feels valued, respected, and empowered.

### About Noojmowin Teg Health Centre

At Noojmowin Teg Health Centre healing is at the heart of everything we do. Our name, meaning "a place of healing," reflects our commitment to providing holistic healthcare services to our clients. Guided and governed by representatives from our First Nation communities, we prioritize Indigenous health in Indigenous hands, ensuring culturally sensitive care that meets the diverse needs of our people.

As an accredited Aboriginal Health Access Centre, Noojmowin Teg offers access to a multidisciplinary team of healthcare practitioners, including Traditional Healers, Elders, Harvesters, Medical Doctors, Nurses, Psychologists, Social Workers, and more. Our services encompass ceremonies and Anishnabek healing practices, seamlessly integrated with primary care and mental health services. We strive to reclaim services for our community, empowering individuals to achieve wholistic health and well-being.

## Purpose & Values

Noojmowin Teg Health Centre, is dedicated to fostering Mino-bimaadziwin (good life) through wholistic healthcare services that braid together health and wellness across Mnídoo-Mníising and its surrounding areas. Grounded in Anishnabek healing practices, our vision is to nourish Mino-bimaadziwin by weaving our wholistic health services within our organization and alongside our partners and community-based programs/services.

Guided by our guiding principles, we unite culture, programs, services, and partnerships like braids, with Wiingash (Sweetgrass) symbolizing honour and respect, akin to the hair of Shkakimigkwe (Mother Earth). Embracing teachings of Sacred Fire, Medicines, and Anishnabek languages, we strive for collective learning and integration to achieve Mino-bimaadziwin. Through smudging with Wiingash and evidence-based practices, we purify, heal, and attract positive energies, fostering dynamic health outcomes.

Recognizing community as a vital medicine, we focus on strengths-based opportunities, strengthening partnerships to empower communities through Anishnabek healing practices. Together, we weave a tapestry of wellness, resilience, and cultural vitality across our region.

### Strategic Goals

- To integrate Anishnabek languages and culture in our programs and services.
- To support and nourish a wholistic braid of health and wellness across the organization.
- To promote our Anishnabek healing practices within our partnerships and community-based services.
- To build resilient individuals nurtured by the hope of become our role models and inspiring champions of mental, emotional, spiritual, and physical well-being.

## Commitment to Accessibility

Noojmowin Teg Health Centre is dedicated to creating an inclusive environment where all individuals, regardless of disability, can fully participate in our services, programs, and activities. We recognize the importance of accessibility and are committed to complying with the Accessibility for Ontarians with Disabilities Act (AODA) and its regulations.

We believe that accessibility is not only a legal requirement but also a fundamental aspect of our values and mission. We are committed to removing barriers and providing equal opportunities for everyone, including individuals with disabilities, to access our goods, services, and facilities with dignity and independence.

To fulfill our commitment, we will:

- Continuously strive to meet and exceed AODA requirements and accessibility standards.
- Incorporate accessibility principles into our policies, practices, and procedures.
- Provide accessible customer service to ensure that all individuals receive the support and assistance they need.
- Implement inclusive design practices to make our digital content, products, and physical spaces accessible to everyone.
- Offer accommodations and support to employees and customers with disabilities to facilitate their full participation.
- Foster a culture of inclusion by raising awareness, providing training, and promoting understanding of accessibility issues among our employees and stakeholders.

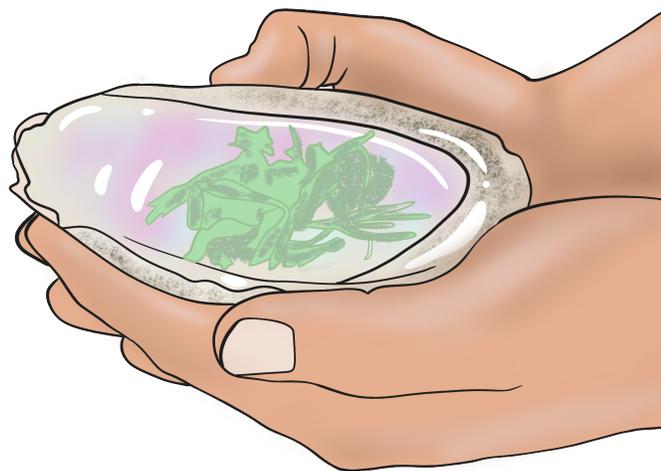
We are dedicated to listening to feedback, learning from experiences, and continuously improving our accessibility efforts. By working together, we can create a more accessible and inclusive society where everyone has the opportunity to thrive.

## Multi-Year Accessibility Plan

Our Multi-year Accessibility Plan (2024-2027) at Noojmowin Teg Health Centre reflects our overarching objective of fostering a more accessible and inclusive environment within our organization. It has been crafted with the following objectives in mind:

- Ensuring adherence to Ontario's accessibility laws.
- Supporting our commitment to accessibility policies in alignment with our organizational goals.
- Providing clear guidance for our leadership and employees to further the transformation of Noojmowin Teg Health Centre into a more accessible and inclusive entity.
- Detailing the specific actions we will undertake to identify and eliminate barriers to accessibility.

By embedding these objectives into our Multi-year Accessibility Plan, Noojmowin Teg Health Centre showcases a comprehensive dedication to accessibility, spanning legal compliance, policy enactment, and the broader evolution of our organization. This plan serves as a dynamic instrument to actively propel positive change towards a future characterized by greater inclusivity.



## Plan and Barrier Identification Methodologies

Methodologies	Description	Status
<b>Review Feedback from Clients, Visitors, and Staff</b>	The Primary Care Department consistently gathers feedback from clients and families concerning accessibility matters.	Ongoing throughout the year.
<b>Environmental Scan</b>	Regular evaluations are conducted to assess the accessibility and quality of our facilities or specific areas, often in conjunction with renovations.	Ongoing throughout the year.
<b>Review Policies and Procedures</b>	The Human Resources Department conducts regular reviews of policies and procedures to foster inclusion and eliminate barriers.	Ongoing throughout the year.

## Accessibility Accomplishments

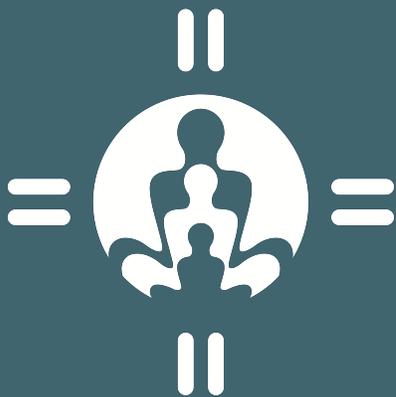
Types of Barrier	Description	Action
<b>Design of Public Spaces</b>	Signage	The creation and deployment of larger signs featuring clear, easily readable text. These signs were carefully crafted to ensure clients can effortlessly read them from a standard distance.
<b>Design of Public Spaces</b>	Accessible Washrooms	Expanded the availability of wheelchair-accessible washrooms and installed automatic door operators in specific locations, including the main entrance hallway and all public bathrooms. Additionally, motors and control boards throughout the facility have been updated and maintained as necessary.
<b>Information and Communication</b>	Accessible Formats	Accessible formats and communication supports for individuals with disabilities are promptly provided or arranged upon request.
<b>Employment Standards</b>	Employment Recruitment and Interview Processes	We inform both employees and the public about the availability of accommodations for applicants with disabilities during our recruitment processes.
<b>Employment Standards</b>	Diversity, Equity, Inclusion and Belonging Policy and Training	We have successfully established a Diversity, Equity, Inclusion, and Belonging Policy, accompanied by training for all employees. This milestone underscores our commitment to fostering an inclusive workplace culture where everyone feels valued, respected, and empowered to thrive.
<b>Transportation</b>	Wheelchair Accessible Van for Aging at Home Program	As part of our commitment to inclusivity, we've acquired a wheelchair-accessible van for our Aging at Home program. This investment enables us to extend our reach and provide transportation solutions that cater to the diverse needs of individuals with mobility challenges, ensuring they can access essential services and maintain their independence with ease.

## Multi-Year Accessibility Work Plan 2024-2027

Standard	Initiatives	Timeline
<b>Customer Service</b>	<b>Customer Service Accessibility Policies:</b> At Noojmowin Teg Health Centre, our customer service policies prioritize respect and dignity for individuals with disabilities. In 2026-27, all policies will undergo a review and consultation process to ensure they remain inclusive and up-to-date.	2026-2027
<b>Customer Service</b>	<b>Develop a Toolkit for Deaf, Deafened, and Hard of Hearing</b> Partner with the Canadian Hearing Society to create a toolkit for better communication and safety for the deaf, deafened, and hard of hearing. This resource will support our employees, clients, families, and community partners.	2026
<b>Employment</b>	<b>Emergency Evacuation Strategy</b> Develop and disseminate accessible emergency evacuation plans. Our objective is to guarantee the inclusion of employees with disabilities in all aspects of emergency preparedness training and drills. This initiative ensures that everyone in our organization is adequately prepared for emergencies.	2026-2027
<b>Employment</b>	<b>Accessible Onboarding</b> Review and improve our current onboarding process to ensure it caters to the needs of all new employees, including those with disabilities. We are committed to providing necessary materials in accessible formats and offering comprehensive training on accessibility policies and procedures.	2024-2025
<b>Information and Communication</b>	<b>Accessible Website</b> Update our website to meet the Web Content Accessibility Guidelines (WCAG) 2.1 AA standards. By adhering to these standards, we ensure that our digital platform is accessible to all users, including those with disabilities. By making our website more accessible, we enhance user experience and demonstrate our commitment to diversity and equity.	2024
<b>Information and Communication</b>	<b>Electronic Document Accessibility</b> Create guidelines and train our staff to produce accessible electronic documents, like PDFs and Word files. This includes proper tagging for screen readers and using clear, readable fonts. This ensures our digital content is accessible to all users, promoting inclusivity and usability.	2026
<b>Design of Public Spaces</b>	<b>Washroom Accessibility Signage</b> Review washroom door signage to ensure consistent labeling that promotes accessibility and inclusivity. Where needed, signage will be updated. Additionally, we'll assess the use and placement of way finding signage across all buildings to facilitate easy and efficient access to washrooms.	2024-2025
<b>Design of Public Spaces</b>	<b>Parking</b> Conduct a review of our parking lot to ensure compliance with standards, aiming for a minimum of 4% accessible parking availability. Additionally, we'll identify and designate parking spots for expectant mothers, further improving accessibility and convenience.	2026-2027
<b>Transportation</b>	<b>Accessible Transportation</b> Expand our Aging at Home Program by adding more accessible vehicles. This initiative ensures that seniors and individuals with disabilities have reliable transportation options, supporting their independence and access to essential services within our community.	2027

### Review and Monitor Process

Noojmowin Teg Health Centre collaborates with all departments to ensure continuous compliance. We undertake annual reviews to update of our plan, identifying and addressing barriers while ensuring that our employees are well-informed and educated about the Accessibility for Ontarians with Disabilities Act (AODA) and the challenges faced by individuals with disabilities.



## How To Get In Touch With Us

Your feedback is valuable to us. Please share your thoughts on Noojmowin Teg Health Centre's Multi-Year Accessibility Plan for the years 2024 to 2027, as well as any general accessibility concerns.

To request the plan in an alternative format or to provide feedback, you can contact us at:

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