

Category / Theme and Title of Policy Document	Human Resources Accessibility Policy
Number	CH-HR-01
Approved by	Vice President of Human Resources & Organizational Development
Date of Most Recent Review	
Date of Most Recent Revision	July 5, 2022
Position Responsible for Developing and Maintaining the Policy	Director, Human Resources
Inquiries	Manager, Human Resources & Organizational Development Programs, x 3242
Notice	If the electronic copy in PPM and a printed copy disagree, the electronic copy prevails.

Change History

Version #	Issue Date	Description
5.0	5 July 2022	Change addressing new name (from Champlain LHIN to Home and Community Care Support Services Champlain)
4.0	15 May 2019	<ul style="list-style-type: none"> • Changes to language associated with training, specifically Customer Service. • Removed the language associated with the establishment of an Advisory Committee. • Changed the language regarding Service Provider Organizations delivery of AODA training. • Changed reporting requirements of the Director, Human Resources. • Changes to language associated with the Feedback Process. • Changed language associated with Multi-Year-Plan review to reflect in consultation with persons with disabilities. • Updated the References.
3.0	23 May 2017	Policy revisions to address integration of Champlain CCAC and Champlain LHIN.
2.0	28 Mar 2016	
1.0	13 Dec 2013	Initial release of Policy and Procedure

1) PURPOSE

Home and Community Care Support Services Champlain is supportive of the *Accessibility for Ontarians with Disabilities Act, 2005* and its objective of achieving accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025. As such, we are committed to identifying, removing and preventing barriers that patients, employees, and members of the public may face when interacting with Home and Community Care Support Services Champlain. This Policy documents our commitment to achieving the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

This Policy establishes our commitment to identifying, removing and preventing barriers that persons with disabilities may face when interacting with our organization, and spells out the methods by which we will achieve this objective.

2) APPLICABILITY

This policy and its procedures apply to all employees, volunteers, students, board appointees and other individuals working on behalf of Home and Community Care Support Services Champlain.

3) POLICY

Home and Community Care Support Services Champlain (we / us / ours) is committed to complying with the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

- We respect and promote the principles of independence, dignity, integration, and equal opportunity and will be guided by these principals in our accessibility practices.
- We have developed and will maintain a multi-year accessibility plan to identify, remove and prevent barriers to persons with disabilities and to ensure that our AODA obligations are met. We will review the plan in consultation with persons with disabilities and updated no less than every five years.
- We will broadly communicate our commitment to accessibility. Our Accessibility Policy, multi-year work plan, and other related documents will be posted on our public website and intranet, and will also be provided in accessible format, upon request.

No changes will be made to this or other Policies before considering any potential negative impacts on persons with disabilities.

4) DEFINITIONS

- a) **Barrier** is anything that prevents a person with a disability from fully participating in all aspects of society because of his/her disability. Barriers may be physical, architectural, informational, communicative, attitudinal, or technological in nature, as well as in the format of a policy, procedure, or practice.
- b) **Disability** refers to any degree of physical disability, infirmity, malformation or disfigurement caused by bodily injury, birth defect, or illness and, without limiting the generality of the foregoing, includes:
- *Diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on guide dog or other animal or on a wheelchair or other remedial appliance or device;*
 - *A condition of mental impairment or a developmental disability;*
 - *A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;*
 - *A mental disorder; or*
 - *An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.*
- c) **Service animal** is an animal that serves as an aid for a person with a disability if:
- *It is readily apparent that the animal is used by the person for reasons relating to his or her disability; or*
 - *The person with a disability provides a certificate or letter from a training provider, the Attorney General of Ontario, a physician or nurse confirming they require the animal for reasons relating to a disability.*
- d) **Support person** is an individual who accompanies a person with a disability to help with communication, mobility, personal care, medical needs, or other access to goods or services. A support person may be a paid professional support worker, volunteer, family member, or friend.

5) TERMS and CONDITIONS

- Human Resources is responsible for implementing this Policy.
- Human Resources is responsible for receiving and following up on feedback from employees, volunteers or contracted individuals.
- Communications and Engagement is responsible for receiving and following up on feedback.

6) EXCLUSIONS

Not applicable.

7) PROCEDURES

AODA Procedure

8) REFERENCES AND RELATED DOCUMENTS

Other related policies:

- [CH-HR-OHS-03 Early and Safe Return to Work Policy](#)
- [CH-OD-01 Performance Management Policy](#)
- [CH-ADM-10 Procurement – Goods & Services](#)
- [CH-HR-11 Fair Hiring Policy](#)
- [CH-HR-06 Salary Administration Policy](#)

Related legislation:

- [Accessibility for Ontarians with Disabilities Act, 2005](#)
- [Personal Health Information Protection Act, 2004](#)
- [Ontario Human Rights Code, 1990](#)

9) LIST OF APPENDICES

Not applicable.