

Section:	General	Version:	3
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Title:	AODA Multi-Year Accessibility Plan- Integrated Accessibility Standards Regulation	Effective:	January 1, 2021

Printed copies are for reference only. Please refer to the electronic copy for the latest version.

AODA Multi-Year Accessibility Plan-Integrated Accessibility Standards Regulation

This accessibility plan outlines the policies and actions that Home and Community Care Support Services North East (HCCSS NE) has and will put in place to meet the requirements of the Integrated Accessibility Standards Regulation (IASR). For the purposes of these standards the HCCSS NE is considered a not-for-profit organization with 50+ employees.

HCCSS NE is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting 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.

Training

HCCSS NE provides training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities and the IASR. Training is provided in a way that best suits the duties of employees, volunteers and other staff members. Accessible formats of training materials are available upon request.

Information and Communications

HCCSS NE is committed to meeting the communication needs of people with disabilities. To ensure that all people are aware of this commitment, a statement regarding the availability of accessible formats is posted on our print collateral, website, and other communications materials.

HCCSS NE is committed to providing our customers and patients with publicly available emergency information in an accessible way upon request. We also provide employees with disabilities with individualized emergency response information as needed.

Upon request, HCCSS NE will provide or arrange for the provision of accessible formats and communication support for persons with disabilities, ensuring that we consult with the person making the request in determining the suitable format to be used. Such requests will be directed to the HCCSS NE's Communications Specialist for coordination and timely consultation and response. The HCCSS NE will maintain appropriate vendors on record that will enable HCCSS NE to provide accessible formats of communication support when requested. HCCSS NE uses the Bell Relay Service 711 for use by persons with hearing or speech difficulties.

HCCSS NE's existing website and website content are to have conformed with WCAG 2.0 level AA (excluding live captioning and audio description) by January 1, 2021. Review of website design and improvements is ongoing to ensure that information available is in line with requirements.

HOME AND COMMUNITY CARE SUPPORT SERVICES

North East

ADMINISTRATION

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Employment

HCCSS NE is committed to fair and accessible employment practices.

Policies are in place to support notification to the public and staff that, when requested, HCCSS NE will accommodate people with disabilities during the recruitment and assessment process and when people are hired.

HCCSS NE has in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

HCCSS NE has in place policies to ensure the accessibility needs of employees with disabilities are taken into account for performance management, career development and redeployment processes.

Design of Public Spaces

As applicable by January 1, 2017, the HCCSS NE made accessible as possible, any new or redeveloped exterior paths or travel, off-street parking lots, service counters, and waiting areas with fixed seating. Accessible elements of public spaces are also maintained.

For More Information

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Accessible formats of this document are available free upon request. Please Contact our Communications department.

DEFINITIONS:

N/A

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