

Section:	General	Version:	3
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Title:	Accessibility for Ontarians with Disabilities Act (AODA) Statement of Commitment	Effective:	05/27/2021

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

STATEMENT OF COMMITMENT:

Home and Community Support Services North East (HCCSS NE), is committed to providing a barrier-free environment for our patients, students, employees, job applicants, suppliers, visitors, and other stakeholders who enter our premises, access our information, and/or receive goods or services from us. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (AODA) (2005), Customer Service Standards; Integrated Accessibility Standards Regulations (IASR) including Information and Communications, Employment, Transportation and Design of Public Spaces; and any additional standards developed by the government.

HCCSS NE has made a commitment to accessibility for everyone who uses our services because this makes good business sense, and it is also a legal obligation. Our organization has an important responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance with accessibility legislation by incorporating policies, procedures, equipment requirements, training for employees, and best practices. We will review these policies and practices on a regular basis. Our commitment to making our organization accessible to everyone includes the integration of accessibility legislation with our policies, procedures, programs, and training.

We are committed to reviewing the following information with our employees and incorporating the relevant policies and procedures throughout all areas of the organization:

- Legislation regarding the Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005.
- Customer service standards.
- Integrated Accessibility Standards Regulations (IASR) which includes standards for Information and Communications, Employment, Transportation and Design of Public Spaces.
- Standards for the Built Environment.
- Relevant policies and procedures regarding accessibility, including reporting and training procedures.

HCCSSs are defined as 'designated public sector' organizations under Schedule 1 of the Customer Service Standard (O. Reg. 429/07, Sched. 1) but are considered 'non-profit sector' under the IASR. HCCSS NE will therefore comply with the AODA, Customer Service Standard and IASR accordingly.

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ACHIEVING ACCESSIBILITY:

HCCSS NE has developed documents and practices that achieve accessibility to meet the AODA standards and regulations. New documents and practices will be developed as needed.

As per the IASR the HCCSS NE has established a Multi-Year Accessibility Plan.

To ensure continued development as new standards and regulations come into effect, HCCSS NE has assigned the most senior leader of Human Resources as the lead responsible person. This lead regularly monitors public documents related to AODA to ensure changes and new standards are met in a timely manner. When new standards or regulations are due, activities to meet the standards and regulations will begin six to twelve months prior to the required implementation date. All policies will be developed with specific references to the standards and regulations to ensure compliance. Policies will be approved by the most senior leader of Human Resources who will ensure compliance with the AODA standards and regulations.

The senior leader of Human Resources or designate will ensure the necessary orientation and training to meet the AODA standards and regulations.

WRITTEN DOCUMENTS AND AVAILABILITY:

HCCSS NE documents its commitment and compliance with the AODA standards and regulations. These documents include:

[AODA-Customer Service Standards](#)

[Accessibility for Ontarians with Disabilities Act \(AODA\)-Integrated Accessibility Standards](#)

[AODA Multi-Year Accessibility Plan-Integrated Accessibility Standards Regulation](#)

As new regulations and standards are developed they will be documented to demonstrate compliance.

All documents will be available on the HCCSS NE website. The website will provide instruction on how to access the documents in an accessible format. The website will invite requests for accessible format documents via written letter, e-mail, telephone or in person.

EVALUATION:

**HOME AND COMMUNITY CARE
SUPPORT SERVICES**

North East

ADMINISTRATION

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In preparation for the annual Accessibility Compliance Report, an audit of compliance will be initiated by referencing recent legislative documents. The audit and references used will be documented.

When the annual Accessibility Compliance Report is due, the senior leader of Human Resources will ensure that all required compliance elements have been attained.

If a complaint related to AODA is received, an audit will be initiated to determine if improvements are required.

REFERENCES:

- Accessibility for Ontarians with Disabilities Act

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