

Designated Public Sector Annual Status Report

Home and Community Care Support Services Hamilton Niagara Haldimand Brant has established a multi-year accessibility plan to prevent and remove barriers to accessibility and to meet requirements under the *Accessibility for Ontarians with Disabilities Act* and the Integrated Accessibility Standards.

This Annual Status Report details the required annual update for 2022 on the progress of measures taken to improve accessibility. The purpose of this report is to track our organization's progress and make the public aware of our initiatives.

To request an alternate format of this annual status report, please contact:

HCCSSAccessibility@hccontario.ca

Accessibility Accomplishments in 2022

General Accomplishments:

A provincial project team specific to Equity, Inclusion, Diversity and Anti-Racism was formed and is currently active. As part of the work of this project, all employees were invited to use pronouns in email signature lines.

Customer Service Accomplishments:

The process of ensuring follow-up related to training compliance was reviewed and refreshed.

Information and Communications Accomplishments:

Our website(s) across the Province were updated. A working group including patient advisors supported the development of an improved design with refreshed content featuring patient—friendly navigation.

An updated Patient Bill of Rights was developed in consultation with patient advisors, and includes language with respect to: being dealt with in a manner that recognizes individuality and is sensitive to needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial and cultural factors; receiving home and community care services free from discrimination per the Human Rights Code; receiving clear information about home and community care services in a format that is

accessible; and for those who are First Nations, Métis or Inuk to receive home and community care services in a culturally safe manner.

Employment Accomplishments:

Numerous accommodation plans related to employees returning to work from medical leaves of absence were completed successfully. The return-to-work from medical leave process was reviewed and revised in a collaborative effort between Patient Services and Abilities Management.

Transportation Accomplishments: Not Applicable

Design of Public Spaces Accomplishments: Not Applicable

Summary of Consultations:

Multi-year accessibility plan was reviewed as required. The above updates were added to the multi-year accessibility plan.

Next Steps:

Greater consultation taking place across Home and Community Care Support Services agencies to support broader input to planning improvement processes will be the focus of 2023.