

## Annual Status Report

Topic/Issue: Multi-Year Accessibility Plan 2013-2021 – AODA  
Submitted to: Jutta Schafler Argao, VP, Quality & People  
Submitted by: Karen Dobbie, Director, People Planning & Services

Date Submitted: December 29<sup>th</sup>, 2021

Priority Level  High  
 Medium  
 Low

Action Level  Information Only  
 Discussion  
 Decision

---

### Issue/Purpose:

To provide a status update on commitments and initiatives included in the Home and Community Care Support Services Mississauga Halton's (HCCSS Mississauga Halton) Multi-Year Accessibility Plan.

### Recommendation:

For the VP, Quality & People, and the Director, People Planning & Services to review the progress made on accessibility initiatives with approval to post this status report to HCCSS Mississauga Halton intranet.

### Current Situation/Introduction:

The Accessibility for Ontarians with Disabilities Act (AODA) and the corresponding Annual Compliance Report for 2021 requires that HCCSS Mississauga Halton's Multi-Year Accessibility Plan be reviewed, and for a status report to be prepared and posted outlining progress that has been made on initiatives that were previously committed to within the accessibility plan.

### Status Report:

HCCSS Mississauga Halton is committed to the principles of independence, dignity, integration and equality of opportunity described in the AODA. In practice, HCCSS Mississauga Halton has established and maintained policies and procedures that support these principles and the requirements under the AODA.

The Multi-Year Accessibility Plan outlines the commitments and initiatives made by HCCSS Mississauga Halton to work toward achieving a fully accessible workplace. The information below outlines the status and progress of

initiatives within the Multi-Year Accessibility Plan. This update confirms that all requirements under the following standards are now in place.

## **PART II: Information & Communication Standards**

### **Feedback & Accessible Formats/Communication Supports**

- ✓ HCCSS Mississauga Halton public website offers information on our commitment to accessible customer service including a mechanism for members of the public to provide feedback to HCCSS Mississauga Halton regarding the delivery of services to persons with disabilities. Feedback may be shared via telephone, in writing, or electronically. The website outlines the process for obtaining information on the feedback process, and further, provides a link to HCCSS Mississauga Halton's Accessible Information & Communication Form. This form allows members of the public to request information in alternate formats, and lists the various options i.e. audio, braille, large text, etc.
- ✓ The same request form for alternate formats is available to employees and job applicants
- ✓ Communication strategy to ensure all employees are informed of alternate formats available.
- ✓ Incorporate relevant information on alternative formats into HCCSS Mississauga Halton Disability Management program and related tools.
- ✓ HCCSS Mississauga Halton shall make its internet and intranet websites and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0\_LevelAA and shall do so in accordance with the schedule set out in this section.

## **PART III: Employment Standards**

### **Recruitment**

- ✓ Employment agreements for new hires acknowledge HCCSS Mississauga Halton's policy for accommodating employees with disabilities.
- ✓ Enclosed in the new hire offer package are four AODA policies, as well as the accommodation policy. These documents are also accessible electronically on the employee intranet.
- ✓ A Hiring Practices policy is in place that refers to accommodation requests, and our commitment to accessibility
- ✓ AODA materials included in the new hire orientation
- ✓ Public and internal job postings outline HCCSS Mississauga Halton's commitment to accessibility and accommodation
- ✓ Recruitment documents and tools (i.e. phone screens, interview tools) refer to AODA and accommodation provisions

### **Individualized Accommodation Plans & Return to Work Process**

- ✓ HCCSS Mississauga Halton has established and maintains a process to document individualized accommodation plans, including at the point of request, and more frequently upon an employee's return to work from a medical leave
- ✓ Upon an employee's return to work from medical leave, a meeting is held with the Manager, Employee, HR and union (where applicable); if the employee returns to modified work, an accessibility plan is reviewed with them to determine the need for accommodation. Included in this process is an emergency preparedness and evacuation plan, in the event the employee requires temporary or permanent assistance in the event of an emergency

#### Performance Management & Career Development

- ✓ HCCSS Mississauga Halton posts accommodation and accessibility provisions on the internal My Performance page to inform employees of accessibility options pertaining to performance processes and tools
- ✓ Accessible formats for performance documents available by request
- ✓ Review processes pertaining to career advancement and incorporate legislative requirements

#### Redeployment

- ✓ HCCSS Mississauga Halton has utilized the individual accommodation plans noted above to ensure that any redeployment of staff is suitable in accordance with their accommodation plan

#### Design of Public Spaces

HCCSS Mississauga Halton will meet the Accessibility Standards for the Design of Public Spaces when Building or making major modifications to Public Spaces. Public spaces include:

- Accessible off street parking
  - Service related elements like service counters, fixed queuing lines and waiting areas.
- ✓ Ongoing commitment to consult with building management regarding legislation requirements when renovations to building take place, ensuring that renovations do not create new barriers for our staff

#### **Summary and Recommendation:**

This summary outlines the progress made by HCCSS Mississauga Halton with respect to its Multi-Year Accessibility plan. The review was conducted as part of our compliance obligations for the 2021 AODA Compliance Report, which will be sent to the Ministry upon approval.