

2019-2024

Multi-Year Accessibility Plan

Home and Community Care Support Services Erie St. Clair and Accessibility

Home and Community Care Support Services (HCCSS) Erie St. Clair cares for over 37,000 residents annually by providing them with home and community health services. Through our vision, Exceptional Care – wherever you call home, we realize the promise of quality care provision for our residents. Additionally, our declaration of values – Collaboration, Respect, Integrity, and Excellence are all reflective of our dedication to serve the patients of our diverse communities fairly and equitably. These values are representative of the culture of Home and Community Care Support Services and our commitment to our public.

Statement of Organizational Commitment

Home and Community Care Support Services Erie St. Clair is committed to providing a respectful, accessible and inclusive environment for all patients, employees, partners and public. The organization is dedicated to serving our residents in a way that allows them to maintain their dignity and independence and 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 the accessibility requirements and standards in accordance with Ontario's *Accessibility for Ontarians with Disabilities Act (AODA)*.

Background and Context

In 2005, the Government of Ontario passed *The Accessibility for Ontarians with Disabilities Act (AODA)*, with the goal of making the Province of Ontario accessible by 2025. With this legislation, comes phased in accessibility standards that all businesses and organizations in Ontario must adopt and implement in order to ensure that people with disabilities have greater opportunity to partake in activities of daily life.

The AODA identifies areas for accessibility standards which include:

- Customer Service
- Information and Communication
- Employment
- Transportation (not applicable to Home and Community Care Support Services Erie St. Clair)
- Built Environment

The Accessibility Standards for Customer Service (Regulation 429/07), which came into effect January 1, 2008, established accessibility standards specific to customer service for public and private sector organizations and other individuals who provide goods and services to members of the public. In 2010, Home and Community Care Support Services Erie St. Clair introduced an Accessible Customer Service Policy in compliance with the *Accessibility for Ontarians with Disabilities Act, 2005*. In 2016, Home and Community Care Support Services Erie St. Clair replaced this policy with the Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Standard – Serving Persons with Disabilities policy. In 2016, Home and Community Care Support Services Erie St. Clair also introduced an Employment Accommodations for Persons with Disabilities policy.

The information and communications, employment, and transportation standards have been combined under one regulation, the Integrated Accessibility Standards (Regulation 191/11). The Integrated Accessibility Standards Regulation (IASR) is now law and the requirements currently in regulation were phased in between 2011 and 2021. The following multi-year accessibility plan builds on our previous work in creating an accessible

environment, identifies our accomplishments to date, and outlines the standards and deliverables that will be implemented over the next five years in our efforts to identify and remove barriers for people with disabilities.

Multi-Year Accessibility Plan

Act Section & Description	Action	Status	Responsibility
Part II: Information and Communication Standards Completed by January 1, 2012			
<p>13. Emergency Procedures, plans or public safety information.</p> <ul style="list-style-type: none"> Emergency Procedures, plans or public safety information provided in an accessible format or with appropriate communication supports upon request. 	<ul style="list-style-type: none"> Emergency evacuation plans are posted throughout each of our office buildings and guests are advised of the procedures in the event of an emergency upon arrival. 	Completed	Human Resources Facilities
Part III: Employment Standards Completed by January 1, 2012			
<p>27. Workplace emergency response information.</p> <ul style="list-style-type: none"> Provide individualized workplace emergency response information to employees who have a disability. If an employee who received individualized workplace emergency response assistant and with the employee's consent, the employer shall provide the 	<ul style="list-style-type: none"> Workplace Emergency Response for Employees Requiring Assistant During and Evacuation policy developed, approved and communicated to staff. Employees are advised during orientation if emergency assistance is needed to advise HR. Reminders to staff provided annually. Review of emergency assistance requirements occurs upon return to work as required. 	Completed	Human Resources

<p>workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p>			
<p>Part I: General Completed by January 1, 2014</p>			
<p>3. Establishment of accessibility policies.</p> <ul style="list-style-type: none"> • Develop, implement and maintain policies on how HCCSS ESC achieves or will achieve accessibility. • Make the documents publicly available and in accessible format upon require. 	<ul style="list-style-type: none"> • Statement of Commitment communicated and posted on the intranet and internet. • Accessible format available upon required. • Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Standard – Serving Persons with Disabilities Policy drafted, approved and distributed to staff. • Employment Accommodations for Persons with Disabilities policy drafted, approved and distributed to staff. 	<p>Completed</p>	<p>Human Resources Communications Quality & Risk Facilities</p>
<p>4. Accessibility Plans</p> <ul style="list-style-type: none"> • Establish, implement, maintain, and document a Multi-Year Accessibility Plan which outlines HCCSS ESC’s strategy to identify, remove and prevent any barriers to accessibility and meets its requirements. <ul style="list-style-type: none"> • Post Plan on the website. • Prepare annual status report and post to website. 	<ul style="list-style-type: none"> • Multi-Year Accessibility Plan and Policies for HCCSS ESC created and communicated via internet and intranet. <ul style="list-style-type: none"> • Plan is reviewed every 5 years at minimum. • Accessible format available upon request. 	<p>Completed</p>	<p>Human Resources Communications Quality & Risk</p>

<ul style="list-style-type: none"> Provide the plan/reports in accessible format upon requires. 			
Part II: Information and Communication Standards Completed by January 1, 2014			
14. Accessible websites and web content. <ul style="list-style-type: none"> Make internet website and web content confirm with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level 1. 	<ul style="list-style-type: none"> Website and content conforms to guidelines. 	Completed	Communications
Part I: General Completed by January 1, 2015			
7. Training <ul style="list-style-type: none"> Training provided to all employees, volunteers, contractors in regards to the Human Rights Code pertaining to persons with disabilities. Must keep a record of the dates when the training was offered and the number of participants. 	<ul style="list-style-type: none"> All HCCSS employees, students, volunteers and consultants are required to complete AODA e-learning modules completion records are tracked and reportable. 	Completed	Human Resources
Part II: Information and Communication Standards Completed by January 1, 2015			
11. Feedback <ul style="list-style-type: none"> Process for receiving and responding to feedback to ensure that the processes are accessible or arrange for accessible formats upon request. 	<ul style="list-style-type: none"> Website informs employees, patients, and the public about feedback process. Communication to the public that alternate formats of feedback process are available upon request is in place. 	Complete	Communications

<ul style="list-style-type: none"> Notify the public about the availability of accessible formats and communication supports. 			
Part II: Information and Communication Standards Completed by January 1, 2016			
<p>12. Accessible formats and communication supports.</p> <ul style="list-style-type: none"> Upon request provide or arrange for the provision of accessible formats and communication supports. <ul style="list-style-type: none"> In a timely manner At a cost that is no more than the regular cost charged to other persons. Consult with the person making the request in determining the accessible format or communications supports. Notify the public about the availability of accessible formats and communication supports. 	<ul style="list-style-type: none"> HCCSS ESC will provide accessible formats and communication upon request. 	Completed	Communications
Part III: Employment Standards Completed by January 1, 2016			
<p>22. Recruitment – general</p> <ul style="list-style-type: none"> Notify employees and public about the availability of accommodations for 	<ul style="list-style-type: none"> Notification about the availability of accommodations for applicants with disabilities has been developed and is posted on the internet and intranet. 	Complete	Human Resources Communications

applicants with disabilities.			
<p>23. Recruitment, assessment or selection process</p> <ul style="list-style-type: none"> Notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used. If applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability. 	<ul style="list-style-type: none"> Pre-screening tool used for applicants includes information about the availability of accommodations for applicants with disabilities. Process developed and in use for provision of suitable accommodation as requested by applicants during the interview. 	Completed	Human Resources
<p>24. Notice to successful applicants</p> <ul style="list-style-type: none"> When making offers of employment, notify the successful applicant of HCCSS ESC's policies for accommodating employees with disabilities. 	<ul style="list-style-type: none"> Reference to availability of accommodations for employees with disabilities is made in all offer letters. 	Completed	Human Resources
<p>25. Informing employees of supports.</p> <ul style="list-style-type: none"> Inform employees of policies used to support employees with disabilities, 	<ul style="list-style-type: none"> Policies are reviewed during corporate orientation and sent out for review annually thereafter. 	Completed	Human Resources

<p>including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p> <ul style="list-style-type: none"> • Provide information to employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. 	<ul style="list-style-type: none"> • Changes to policies are reviewed with Unions and sent out to all staff; • Meetings are coordinated with employees who have existing plans that may be impacted by changes to policy. 		
<p>26. Accessible formats and communications supports for employees.</p> <ul style="list-style-type: none"> • Employer to consult with the employee requesting the accommodation for the following: <ul style="list-style-type: none"> • Information that is needed in order to perform the job. • Information that is generally available to employees. • Employer to consult with employee on suitable format/support. 	<ul style="list-style-type: none"> • HR supports employees who have made a request for accessible formats and communication supports by consulting with the employee to determine a suitable format/support and provide same. 	Completed	Human Resources
<p>27. Accommodations Employer will provide information as soon as practicable after the employer becomes aware of the need for accommodation due to</p>	<ul style="list-style-type: none"> • As soon as the Employer is notified of the need to accommodate, a meeting is held with the Employee, their Union representative where applicable to review 	Completed	Human Resources

the employee's disability.	policy, develop accommodation plan, and plan is documented in letter with a copy to the Employee.		
<p>28. Documented individualized accommodation plans.</p> <ul style="list-style-type: none"> • Shall develop and have in place a written process for the development of documented individualized accommodation plans for employees with disabilities. • Process for the development of documented individualized plans shall include the eight elements referenced in the Regulations. 	<ul style="list-style-type: none"> • Policies developed, approved and sent out to staff: <ul style="list-style-type: none"> • Accommodation/Return to Work • Workplace Emergency Response for Employees Requiring Assistance During an Evacuation. 	Completed	Human Resources
<p>29. Return to work process.</p> <ul style="list-style-type: none"> • Shall develop and have in place a return to work process for its employees who have been absent from work due to disability and required disability related accommodations in order to return to work. <p>Shall document the process and steps the employer will take to facilitate the return to work.</p>	<ul style="list-style-type: none"> • Policies developed, approved and sent out to staff: <ul style="list-style-type: none"> • Accommodation/Return to Work • Workplace Emergency Response for Employees Requiring Assistance During an Evacuation. 	Completed	Human Resources
<p>30. Performance Management.</p>	<ul style="list-style-type: none"> • Policies include reference to accessibility needs during 	Completed	Human Resources

<ul style="list-style-type: none"> The employer shall take in account the accessibility needs of employees with disabilities, as well as individualized accommodation plans, when using its performance management process with respect to employees with disabilities. 	<p>the performance management process.</p>		
<p>31. Career development and advancement.</p> <ul style="list-style-type: none"> The employer shall take into account the accessibility needs of its employees with disabilities as well as any individualized accommodation plan, when providing career development and advancement to its employees with disabilities. 	<ul style="list-style-type: none"> Policies regarding career development include reference to accessibility needs. 	Completed	Human Resources
<p>32. Redeployment</p> <ul style="list-style-type: none"> The employer shall take into account the accessibility needs of its employees with disabilities, as well as individualized accommodation plans when redeploying employees with disabilities. 	<ul style="list-style-type: none"> Current policies are in place to reference internal transfer and the accessibility needs of employees with disabilities, as well as individualized accommodation plans when redeploying employees with disabilities. 	Completed	Human Resources
<p>Part IV.1: Design of Public Spaces Standards (Accessibility Standards for the Built Environment) Completed by January 1, 2017</p>			
<ul style="list-style-type: none"> Make exterior paths of travel accessible. 		Completed	Facilities
<ul style="list-style-type: none"> Make parking accessible. 		Completed	Facilities

<ul style="list-style-type: none"> • Make service counters, queuing guides and waiting areas accessible. 		Completed	Facilities
<ul style="list-style-type: none"> • Maintain the accessible parts of your public space. 		Completed	Facilities
Part II: Information and Communication Standards Completed by January 1, 2021			
14. Accessible websites and web content. <ul style="list-style-type: none"> • Make internet website and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. 	<ul style="list-style-type: none"> • HCCSS ESC website and intranet we content conforms to legislative requirements. 	Completed	Communications

Further Information

To obtain this document in an alternate format or for additional information, please contact Candice Vander Klippe, Director, Human Resources at 1-888-310-8881, ext. 6048, or email Candice.vanderklippe@hccontario.ca.

Links to Regulations:

[Accessibility in Ontario](#)

[Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11](#)

[Ontario Human Rights Code](#)