

HOME AND COMMUNITY CARE SUPPORT SERVICES

Central West

Accessibility Plan Status Report 2021

Home and Community Care Support Services Central West is committed to prevent and remove barriers to address the current and future requirements of the AODA, and in order to fulfill Home and Community Care Support Services Central West's commitment as outlined in the Accessibility Policy.

In accordance with the requirements set out in the Integrated Accessibility Standards Regulation, Home and Community Care Support Services Central West will:

- ☑ Establish, review and update this plan in consultation with persons with disabilities;
- ☑ Post this plan on its website (www.healthcareathome.ca/centralwest);
- ☑ Report as required on its website (www.healthcareathome.ca/centralwest) on the progress of the implementation of this plan;
- ☑ Provide this plan in an accessible format, upon request; and
- ☑ Review and update this plan at least once every five years.

PART 1 – GENERAL REQUIREMENTS			
Requirement/Standard	Deadline	Status	Action Taken
Establishment of Accessibility Policies (s.3)			
Develop, implement and maintain compliance with regulation. Must include statement of commitment. Must be available in accessible format as requested	January 1, 2014	Completed, on-going review	<p>Policies developed, implemented and electronically posted on website and available in accessible format on request.</p> <p>Accessibility policies include:</p> <ul style="list-style-type: none"> - CustService AODA Policy - Integrated Accessibility Standards Policy <p>Other Policies related to Accessibility include:</p> <ul style="list-style-type: none"> - Accommodation Policy - Attendance Management Policy - Building Evacuation Procedure - Early and Safe Return to Work Policy - Performance Appraisal Policy - Sourcing and Procurement Policy - Recruitment and Selection Policy - Visitors Policy
Accessibility plans (s.4)			

<p>Develop, implement, maintain, document multi-year accessibility plan which outlines strategies to prevent and remove barriers. Post on website. Review and update every five years. Review and update plans in consultation with persons with disabilities. Post Annual Status Report on Website (s.4.1, 4.2, 4.3)</p>	<p>January 1, 2014</p>	<p>Completed; ongoing review –</p>	<p>Accessibility Plan currently posted, available in accessible format on request.</p> <p>Plans developed, reviewed in consultation with cross functional Advisory Group and persons with disabilities.</p> <p>2021 Annual Status Report completed, available in accessible format on request.</p> <p>Staff consultations have been conducted and are a part of our continuous and ongoing plan for feedback.</p>
<p>Procurement (s.5)</p>			
<p>Incorporate accessibility design, criteria, features when procuring/acquiring goods, services, facilities (s.5)</p>	<p>Jan 1, 2013</p>	<p>Completed, on-going</p>	<p>Where practicable, accessibility criteria have been incorporated when procuring or acquiring goods, services, facilities.</p>
<p>Training (s.7)</p>			
<p>Ensure relevant training re: Standards, Ontario Human Rights Code is provided to employees, volunteers, persons involved in policy development, persons who provide goods, services, or facilities on behalf of organization. Ongoing training is required when policy changes occur. Training records to be</p>	<p>Jan 1, 2015</p>	<p>Completed, on-going</p>	<p>Updated mandatory accessibility training to one module incorporating IASR, Accessible Customer Service, Human Rights, and Communication Tools training.</p> <p>Training assigned upon hire and available to all times on the learning management system.</p> <p>Retraining of employees occurs with significant changes in policy.</p>

maintained (s.7.1, 7.2, 7.3, 7.4, 7.5)			Records are maintained in the Learning Management System of individual participation.
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PART II – IASR - INFORMATION & COMMUNICATION STANDARD			
Requirement/Standard	Deadline	Status	Action Taken
Feedback (s.11)			
Feedback mechanisms must be accessible to persons with disabilities – by providing accessible formats, communications supports. Notify public re: above. (s.11.2, 11.2, 11.3)	Jan 1, 2015	Completed, on-going	Website invites feedback and offers different methods to provide feedback by telephone, TTY, in person, in writing. Customer Service AODA policy specifies alternate means of communication supports for feedback.
Accessible formats, communications supports (s.12)			
Provide accessible formats, communications supports upon request (timely, same cost, in consultation) Consult with person making request re: suitability of format. Notify public re: above. (s.12.1, 12.2, 12.3)	Jan 1, 2016	Completed, on-going	Accessible formats shall be provided or arranged to be provided in a timely manner taking into account the person’s disability. This shall occur at no additional cost to the individual. Key public documents, and accessibility training materials are prepared in a conversion-ready format.
Emergency procedure, plans, public safety information (s.13)			
If organization prepares emergency procedures, plans, public safety information, make available to public in accessible formats on request. (s.13.1)	Jan 1, 2012	Completed, on-going	Emergency procedures, plans, safety information prepared by Home and Community Care Support Services for the public shall be provided in accessible format/with appropriate communication supports as soon as practicable on request. The Building Evacuation Procedure will be made available in accessible format on request.
Accessible websites, web content (s.14)			
Confirm to World Wide Web Consortium Web Content Accessibility	Jan 1, 2014 – new websites	2014- Completed, on-going	The plan to ensure compliance has been completed. Home and Community Care Support Services Central West is fully

Guidelines (WCAG 2.0) initially at Level A, increasing to AA. (applies to websites/content including web-based applications, that an organization control directly or through a contractual relationship that allows for modification of the product, web content published after 2012 (s.14.2, 14.4, 14.5, 14.6, 14.7)	Jan 1, 2021 all websites	2021 – not started	compliant on our primary website – www.healthcareathome.ca/centralwest .
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PART III IASR - EMPLOYMENT STANDARD			
Requirement/Standard	Deadline	Status	Action Taken
Recruitment, general (s.22)			
Notify employees, public about the availability of accommodation for applicants with disabilities. (s.22)	Jan 1, 2016	Completed, on-going	<p>Inclusion statement on external job postings and the following statement included: <i>'We welcome and encourage applications from people with disabilities, and are committed to providing accommodation as part of our hiring process. If you have special requirements, please advise Human Resources during the recruitment process.'</i></p> <p>Accommodation shall be provided in accordance with the Ontario Human Rights Code, AODA.</p>
Recruitment, assessment or selection process (s.23)			
Advise applicants invited to participate in assessment process that accommodation is available. Upon request, consult with applicant re: suitable accommodation (s.23.1, 23.2)	Jan 1, 2016	Completed, on-going	In addition to verbal offer, notification statement included in the interview/testing confirmation email – <i>'Home and Community Care Support Services Central West is committed to accommodating people with disabilities as part of our hiring process. If you have special requirements please advise Human Resources during the</i>

			<p><i>recruitment process.</i> If you have any questions or require any type of assistance or support as per AODA legislation, please contact HR at 905 796-0040 x 2330. _____.</p> <p>Human Resources will consult with the person with disability regarding accommodation needs, coordinate with the interviewing manager to establish an appropriate strategy to address accommodation needs.</p>
Notice to successful applicants (s.24)			
Notify successful applicants of policies for accommodating. (s.24)	Jan 1, 2016	Completed, on-going	<p>Awareness is incorporated in to the on-boarding process in the following ways:</p> <ul style="list-style-type: none"> - In the job offer process, the following statement is shared with the candidate (part of the job offer checklist): ‘As noted when the interview was first booked – <i>‘Home and Community Care Support Services Central West is committed to accommodating people with disabilities as part of our hiring and employment processes.</i> If you have any questions or require any type of assistance or support as per AODA legislation, please do let me know. Specific policy information will be provided during the orientation.’ - The Integrated Accessibility Standards policy is included in the job offer package for every new hire. - More information is provided in the HR Overview presentation - An AODA e-learning is a part of the mandatory training completed in orientation including training on policies, standards, communication tools.
Informing employees of supports (s.25)			

<p>Inform employees of policies to support employees with disabilities, including policies on job accommodation as soon as practicable after hire. Policy changes, updates to be provided on on-going basis. (s.25.1, 25.2, 25.3)</p>	<p>Jan 1, 2016</p>	<p>Completed, on-going</p>	<p>Accessibility training is mandatory for staff and assigned during corporate orientation.</p> <p>During the HR Overview provided as a part of corporate orientation, an overview of the accessibility resources/policies is provided.</p> <p>Employees will be notified, educated on significant changes to the accessibility policies.</p>
<p>Accessible formats for employees (s.26)</p>			
<p>Upon request, provide accessible formats, communications support re: information required to perform job, information generally available in workplace. Consult with employee. (s.26.1, 26.2)</p>	<p>Jan 1, 2016</p>	<p>Completed, on-going.</p>	<p>During the HR Overview provided as a part of corporate orientation, an overview of the accessibility resources/policies is provided. It is identified that accessible formats can be made available upon request. Consultation with the employee will occur when a request is made.</p>
<p>Workplace emergency response information (s.27)</p>			
<p>Provide individualized workplace emergency response information to employees who have a disability where necessary. With consent, provide information to individual designated to provide assistance to disabled employee. Review individualized workplace emergency response information when: employee moves to different location, employees overall accommodation needs are being reviewed, when general emergency response policies are being</p>	<p>Jan 1, 2012</p>	<p>Completed, on-going.</p>	<p>On request, individual response plans will be developed for those with an identified disability (permanent or temporary) requiring support in an emergency.</p> <p>Details of required assistance will be identified in writing.</p> <p>Requirements will be reviewed on an annual basis as a minimum as per policy, as well as at times of employee transfer, relocation, with changes in need, at time emergency response plans are reviewed.</p> <p>Building Evacuation procedure outlines the process for sharing information with the individual designated to provide assistance.</p>

reviewed. (s.27.1, 27.2, 27.3, 27.4)			
Documented individual accommodation plans s.28			
Written process for development of documented individual accommodation plans. Process to include specific elements listed. [employee participation, accessible format, individual assessment, employer to cover cost of medical evaluation, Bargaining Unit participation] (s.28.1, 28.2, 28.3)	Jan 1, 2016	Completed, on-going.	The Early and Safe Return to Work policy is in place to guide the development of individual accommodation needs based on abilities, limitations of the employee.
Performance management (s.30)			
Must take into account the accessibility needs, individual accommodation plans of employees. (s.30.1, 30.2)	Jan 1, 2016	Completed, on-going.	Progressive discipline, performance improvement plans, professional development activities will take in to account the needs of employees with identified disabilities.
Career development, advancement (s.31)			
Must take into account the accessibility needs, individual accommodation plans of employees. (s.30.1, 30.2)	Jan 1, 2016	Completed, on-going	Individual accommodation needs will be taken in to account when employees are considered for positions internally. When employees with an accommodation plan are successful for job postings, Human Resources will send notification to the receiving manager so accommodations plans can be reviewed, communicated.
Redeployment (s.32)			
Must take into account the accessibility needs, individual accommodation plans of employees. (s.32.1, 32.2)	Jan 1, 2016	Completed, on-going	Should redeployment occur, the needs of employees with disabilities shall be taken in to account.

PART IV.1 Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

Requirement/Standard	Deadline	Status	Action Taken
Not Applicable			

PART IV.2 Customer Service Standards			
Requirement/Standard	Deadline	Status	Action Taken
Policies (s.80)			
Develop, implement, maintain policies regarding goods, services, facilities in a manner that respects dignity, independence, is integrated, and provides equal opportunity. Policies to address use of Assistive Devices, Service Animals, Support persons. Notice to be provided in conspicuous places (s.80.46, 80.47)	Jan 1, 2012	Completed, on-going	CustService AODA Policy is in place, details posted on the website, internal intranet site.
Provide notice of temporary disruptions in goods, services, facilities, including reasons for disruption, duration, alternatives available (s.80.48)	Jan 1, 2012	Completed, on-going	Process identified in the CustService AODA Policy. Subject to this requirement may include such things as accessible parking, washrooms, elevators or power doors to public entrances. Notice may be posted on Home and Community Care Support Services Central West website, on premises of the event or by other means reasonable to the circumstance.
Provide training to employees, volunteers, policy developers, others providing goods, services, and facilities. Training to include purposes of the Act, instruction regarding how to interact/communicate with various types of	Jan 1, 2012	Completed, on-going	Training is provided to all employees, and those who provide services on Home and Community Care Support Services behalf (by their employer). The training module includes how to interact, communicate with various types of disabilities, assistive devices, support animals, how to use support tools.

disabilities, assistive devices/support animals, how to use support tools. (s.80.49)			
Establish, document process for receiving, responding to customer (and employee) feedback. Prepare document describing feedback process to provide to persons providing feedback, make available in conspicuous spaces (s.80.50)	Jan 1, 2012	Completed, on-going	Home and Community Care Support Services website, CustService AODA Policy address the feedback process (which can be provided by phone, email, face to face or other format/communication support necessary, available).
On request, documents will be provided to a person with a disability in an accessible format or with the communication support they require. (s.80.51)	Jan 1, 2012	Completed, on-going	Home and Community Care Support Services shall consult the person making the request, provide the documents/information contained on the documents in an accessible format that takes into account the disability in a timely manner, at the regular cost to the individual.