

**Accessibility for Ontarians with Disabilities Act, 2005**  
**Integrated Accessibility Standard – Statement of Commitment**

**Policy:**

Home and Community Care Support Services Central East will sign and post annually a Statement of Commitment as directed in the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

**Purpose:**

To meet the requirements of the *Integrated Accessibility Standards, Ontario Regulation* set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*.

**Definitions:**

**Accessible Formats:** Includes, but not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

**Communication Supports:** Includes, but not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

**Conversion Ready:** An electronic or digital format that facilitates conversion into an acceptable format.

**Policy Principles:**

To ensure that Home and Community Care Support Services Central East is in compliance with the *Accessibility for Ontarians with Disabilities Act*.

***Design of Public Spaces***

Home and Community Care Support Services Central East will ensure that our Landlord or Lease Holders adhere to meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Service-related elements such as service counters, fixed queuing lines and waiting areas
- Outdoor paths of travel, such as sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking

# HOME AND COMMUNITY CARE SUPPORT SERVICES

## Central East

In the event of a service disruption, Home and Community Care Support Services Central East will notify the public of the service disruption and alternatives available.

### ***Employment***

Home and Community Care Support Services Central East is committed to fair and accessible employment practices.

Home and Community Care Support Services Central East will notify the public and Home and Community Care Support Services Central East employees that, when requested, Home and Community Care Support Services Central East will accommodate disabilities during recruitment and assessment processes and when people are hired.

If needed, Home and Community Care Support Services Central East will create an individual accommodation plan and/or provide workplace emergency information for any employees who have a disability. Our performance management, career development, redeployment, and return-to-work processes will take into account the accessibility needs of employees with disabilities.

### ***Information and Communications***

Home and Community Care Support Services Central East is committed to meeting the communication needs of people with disabilities. When asked, Home and Community Care Support Services Central East will provide information and communications materials in accessible formats or with communication supports. This includes publicly available information about our goods, services and facilities, as well as publicly available emergency and safety information.

Home and Community Care Support Services Central East will consult with people with disabilities to determine their information and communication needs.

Home and Community Care Support Services Central East will ensure existing feedback processes are accessible to people with disabilities upon request and make our website and content conform with WCAG 2.0, Level AA by January 1, 2021.

### ***Statement of Commitment***

Home and Community Care Support Services Central East is committed to creating an environment that allows the opportunity for all people to maintain their dignity and independence.

Home and Community Care Support Services Central East is 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 accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*

### ***Training***

Home and Community Care Support Services Central East is committed to training employees and volunteers on Ontario's accessibility laws and on accessibility aspects of the Ontario Human Rights

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Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees and volunteers.

### **General Requirements:**

General requirements that apply across all of the three standards, *Information and Communications*, *Employment* and *Transportation* are outlined as follows.

#### ***Establishment of Accessibility Policies and Plans***

Home and Community Care Support Services Central East will develop, implement and maintain policies governing how it will achieve accessibility through these requirements.

Home and Community Care Support Services Central East is responsible for including a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. This should be achieved through documentation in Home and Community Care Support Services Central East policies and making these documents publicly available, in an accessible format upon request.

Home and Community Care Support Services Central East will establish, implement, maintain, and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the Integrated Accessibility Standard Regulation (IASR).

Home and Community Care Support Services Central East will post its accessibility plans on their website, if any, and provide the plan in an accessible format upon request. Home and Community Care Support Services Central East will review and update its accessibility plan once every five years and will establish, review and update its accessibility plans in consultation with persons with disabilities or the Joint Health and Safety Committee. Annual status reports will be prepared to report on the progress of steps taken to implement Home and Community Care Support Services Central East accessibility plan and post this status on its website. If requested, the report shall be created in an accessible format.

#### ***Procuring or Acquiring Goods and Services, or Facilities***

Home and Community Care Support Services Central East will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. The only exception is in cases where it is impracticable to do so.