

# Home and Community Care Support Services Central East

Accessibility – Multi-Year Plan

January 1, 2020 – January 1, 2025

# HOME AND COMMUNITY CARE SUPPORT SERVICES

## Central East

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disability Act (the "AODA"). It is the goal of the Ontario government to make Ontario accessible by 2025. The Integrated Accessibility Standards Regulations ("IASR") under the AODA that require that effective January 1, 2013, Home and Community Care Support Services Central East (formerly the Central East Local Health Integration Network (Central East LHIN)) establish, implement, maintain and document a multi-year accessibility plan which outlines the organization's strategy to prevent and remove barriers for persons with disabilities and to meet its requirements under the IASR.

Under the AODA, the following accessibility standards set certain requirements that are applicable to Home and Community Care Support Services Central East:

- Customer Service;
- Information and Communications;
- Employment; and
- Proposed Accessibility Standards for the Built Environment

This multi-year plan outlines Home and Community Care Support Services Central East's strategy to prevent and remove barriers to address the current and future requirements of AODA, and in order to fulfill Home and Community Care Support Services Central East's commitment as outlined in the Home and Community Care Support Services Central East's Accessibility policies.

In accordance with the requirements set out in the IASR, Home and Community Care Support Services Central East will:

- Establish, review and update this plan in consultation with persons with disabilities and the Joint Health and Safety Committee.
- Post this plan on our website.
- Report annually or as required on our website on the progress of the implementation of this plan.
- Provide this plan in an accessible format, upon request.
- Review and update this plan at least once every five (5) years or when legislative changes happen.
- File an accessibility report every two (2) years with the ministry.

### **Statement of Commitment**

Home and Community Care Support Services Central East is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in inclusion 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 accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

### **ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE**

Since 2010, Home and Community Care Support Services Central East has been in compliance with the Accessible Customer Service Regulation under the AODA. Home and Community Care Support Services Central East is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities. This commitment will be integrated wherever possible and will ensure that persons with disabilities will benefit from the same goods and services, in the same place and in a similar way as all other members of the public.

#### **Action Taken:**

The following measures have been implemented by Home and Community Care Support Services Central East:

- Ensuring all persons who, on behalf of Home and Community Care Support Services Central East, deal with the public or other third parties, and all those who are involved with the development and approvals of customer service policies, practices and procedures, as well as all others providing services to our clients, are trained to communicate and provide the best possible customer service to all members of the public, including persons with disabilities;
- Allowing all persons with disabilities to provide their own assertive device for the purpose of obtaining, using and benefiting from Home and Community Care Support Services Central East's goods and services that are made available to the public;
- Ensuring staff are trained and familiar with various assistive devices that may be used by people with disabilities who are accessing Home and Community Care Support Services Central East's goods or services;
- Ensuring those accompanied by a guide dog or other service animal in areas open to the public within Home and Community Care Support Services Central East, are accommodated. In the event that a fee is charged in relation to a support person's presence on Home and Community Care Support Services Central East premises or to attend a Home and Community Care Support Services -sponsored event, advance notice of the fee is provided;
- Providing reasonable efforts to provide notice in the event of a planned or unexpected disruption in the facilities or services where Home and Community Care Support Services Central East has control over such facilities or services by posting this notice in visible places on our premises or on the Home and Community Care Support Services website, or by any other method that may be reasonable under the circumstances. This notice includes information about the reasons for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.
- Ensuring completion of accessibility training by all employees, volunteers and others who deal with the public on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures;
- Ensuring all new staff receive the required training during orientation;
- Continuing to welcome and appreciate feedback from persons with disabilities through multiple communication channels;

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- An "Accessibility" tab has been added to the website to communicate Home and Community Care Support Services Central East's accessible customer service policy including related procedures and guidelines; and
- Reporting compliance with the customer service standard on the Accessibility.

*Required legislative compliance: January 1, 2010*

*Completion date: January 1, 2010*

## INTEGRATED ACCESSIBILITY STANDARDS REGULATION

**By January 1, 2012:**

### Emergency Information

Home and Community Care Support Services Central East is committed to keeping all people safe when an emergency happens.

- Upon request, Home and Community Care Support Services Central East's emergency response information will be made accessible to people with disabilities.
- Work with the person requesting the information to figure out how to meet their needs, as soon as possible.
- Employees who have a disability will be provided emergency information in a format that meets their needs.

*Required legislative compliance: January 1, 2012*

*Completion date: January 1, 2012*

### Workplace Emergency Response Information

Home and Community Care Support Services Central East is committed to keeping all employees safe while at work.

- If required, provide emergency response information in a format that meets the need of the disabled employee, as soon as possible.
- With their consent, share the emergency information with anyone designated to help them in an emergency. The details of the disability will not be shared, just what kind of help they need.
- Where an employee has disclosed a disability, individual accommodation plans and emergency plans will be created with the employee and communicated with appropriate management, as required.
- Any other health and safety information will be provided in an accessible manner based on their disability.

*Required legislative compliance: January 1, 2012*

*Completion date: January 1, 2012*

**By January 1, 2013:**

### **Accessibility Policies**

Home and Community Care Support Services Central East will develop, implement and maintain policies about what our organization will do to meet the IASR requirements and become more accessible.

- Statement of Commitment to establish our vision and goals for accessibility
- Update existing policies to include:
  - Information and Communications Standards
  - Employment Standards
- Policies and statement posted on our website, internally for employees, and available by request.
- Policies reviewed annually to ensure they are up-to-date and accurately reflect our organization and its practices.

*Required legislative compliance: January 1, 2013*

*Completion date: January 1, 2013*

### **Accessibility Plans**

Home and Community Care Support Services Central East will outline the steps in order to comply with Ontario's accessibility laws and prevent and remove accessibility barriers.

- Set out how we will meet accessibility requirements under the IASR on time (timeline).
- Address any current barriers to accessibility.
- Prevent and remove future barriers.
- Plan will be posted on our website, available upon request, and in an accessible format when asked.
- Review and update our plan every five (5) years. When plan is updated, the accomplishments will be highlighted.
- Prepare an annual update on what has been done to achieve our accessibility plan. This update will be posted on our website, available upon request and in an accessible format when requested.

*Required legislative compliance: January 1, 2013*

*Completion date: January 1, 2013*

### **Procurement or Acquiring Goods, Services or Facilities**

Home and Community Care Support Services Central East will incorporate accessibility when procuring goods, services and facilities where possible.

- Make accessibility design and features part of our criteria for procurement, where possible.
- Provide educational awareness and tools to internal stakeholders and communication to external stakeholders, informing on changes to procurement procedures and purchasing criteria.

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- Include accessibility information within procurement policies and procedures.
- Accessibility criteria, technical features and structural features will be taken into consideration.
- If we can't incorporate accessibility into our purchase, when asked, we will:
  - Explain why we did not obtain assessable goods, services or facilities, and
  - Provide the explanation in an accessible format

*Required legislative compliance: January 1, 2013*

*Completion date: January 1, 2013*

**By January 1, 2014:**

### Training

Home and Community Care Support Services Central East will train its employees and volunteers in accordance with the Integrated Accessibility Standards Regulation.

- Training on the IASR requirements that apply to Home and Community Care Support Services Central East and the Ontario Human Rights Code (related to disabilities).
- For all current employees, a training program is delivered through training sessions.
- For all future employees, training is part of their orientation.
- Job specific training is provided to those positions needing tailored training for their roles i.e. communications, procurement, reception to meet the IASR requirements.
- Training participation is recorded and tracked to demonstrate that each employee/volunteer has completed.

*Required legislative compliance: January 1, 2013*

*Implementation timeframe: January 1, 2013 to January 1, 2014*

*Completion date: January 1, 2014*

### Feedback Processes

When asked, Home and Community Care Support Services Central East will receive and respond to feedback in an accessible manner to employees and members of the public who have a disability.

- Feedback process is implemented with multiple options for feedback for the customer service component (email, mail, phone, online, in person) as well as for all other IASR requirements.
- All reported concerns and feedback that are employee related are brought forward to the Joint Health and Safety Committee for review.
- Promoting feedback is advertised on our website as well as at reception.

*Required legislative compliance: January 1, 2014*

*Implementation timeframe: January 1, 2013 to January 1, 2014*

*Completion date: January 1, 2014*

### All New Internet Websites and Web Content on those sites must conform to WCAG 2.0 level A

As Home and Community Care Support Services Central East is not launching a new public website and web content or doing a significant site refresh, Home and Community Care Support Services Central East does not need to meet this requirement at this time.

- A new website is:
  - A website with a new domain name (e.g. www.newbusiness.ca)
  - A website undergoing a significant refresh
- A significant refresh typically means changing more than 50% of the content, design or technology of the website.

Content	Design	Technology
Creating, rewriting, or reorganizing more than 50% of the site's content, such as graphics, text, widgets, etc.	Changing more than 50% of the design elements, such as layout, navigation, placement and style.	Changing more than 50% of the web publishing platform/model such as the content management system (CMS), Cascading Style Sheet (CSS), or HTML structure.

### Recruitment

Home and Community Care Support Services Central East is committed to fair and accessible employment practices that attract and retain employees with disabilities. This includes providing accessibility across all stages of the employment cycle.

- Let job applicants know that we will accommodate disabilities during the selection process. This is currently posted on our website and will be communicated when the successful applicants are contacted for an interview (email or telephone).
- If a job applicant requests accommodations, we will consult with them to make adjustments that best suit their needs. The applicant may also suggest an interview format that best works for them.
- Notify successful applicants of our policies for accommodating employees with disabilities. This will be provided upon job offer.

*Required legislative compliance: January 1, 2014*

*Implementation timeframe: October 1, 2013 to January 1, 2014*

*Completion date: January 1, 2014*

### Informing Employees of Supports

Home and Community Care Support Services Central East will inform employees about their policies for supporting employees with disabilities.

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- Inform current employees and new hires of Home and Community Care Support Services Central East's policies supporting employees with disabilities and informing of any updates and/or new information.
- All information will be communicated through email, internal websites, staff meetings, or one-on-one conversations and will require sign-off by each employee stating that they understand and will abide by these policies.

*Required legislative compliance: January 1, 2014*

*Implementation timeframe: January 1, 2013 to January 1, 2014*

*Completion date: January 1, 2014*

### **Accessible Formats and Communication Supports for Employees**

Home and Community Care Support Services Central East must make their information available to those employees with disabilities.

- When an employee with a disability asks for it, we will work with them to make workplace information accessible based on their individual needs (accessible formats, communication supports, etc.).
- Talk with employees with disabilities to learn what will help them access information and decide together how to make this information accessible to meet their needs.

*Required legislative compliance: January 1, 2014*

*Implementation timeframe: January 1, 2013 to January 1, 2014*

*Completion date: January 1, 2014*

### **Employee Accommodations**

Home and Community Care Support Services Central East will develop individual accommodation plans for employees with disabilities in a clear and consistent way.

- Assess the accommodation needs of the employee and involve the disabled employee in the development of the plan.
- Discuss the accommodations that will be provided.
- Discuss emergency response plans to ensure their safety.
- Protect the privacy of employee's personal information.
- Inform the employee why a request will be denied for an accommodation plan.
- Provide plans in accessible formats, as requested.
- Review and update the plans with the employee as needed.
- Train managers on accommodation process.

*Required legislative compliance: January 1, 2014*

*Implementation timeframe: January 1, 2013 to January 1, 2014*

*Completion date: January 1, 2014*



### **Employees Returning to Work**

Home and Community Care Support Services Central East will outline the steps to take to help our employees return to work when they have been absent because of disability and need some form of disability-related accommodation to return to work.

- Determine whether the employee will need some form of employment-related accommodation to effectively return to work. If so, a return to work plan and accommodation plan will be created with the employee in consultation with their health care provider.
- Return to work program is already implemented, but will be updated to reference disability rather than just injury/illness.
- Train managers on return to work program.

*Required legislative compliance: January 1, 2014*

*Implementation timeframe: January 1, 2013 to January 1, 2014*

*Completion date: January 1, 2014*

### **Performance Management, Career Development and Redeployment**

Home and Community Care Support Services Central East will take into account the accessibility needs of employees and any accommodation plans in regards to performance management, career development and job changes.

- Performance Management
  - Review employees' accommodation plans to understand their needs and see whether adjustments need to be made to help them succeed.
  - Make performance management documents available in accessible formats when asked.
  - Provide feedback and coaching in a way that is accessible to them.
- Career Development
  - When providing career development opportunities, consider what accommodations are needed to learn new skills or take on more responsibilities in their current position.
- Redeployment
  - Think about what can be done to help employees with disabilities succeed in other positions within the organization when they change jobs.

*Required legislative compliance: January 1, 2014*

*Implementation timeframe: January 1, 2013 to January 1, 2014*

*Completion date: January 1, 2014*

**By January 1, 2015:**

### **Accessible Format and Communication Supports**

Home and Community Care Support Services Central East will let the public know that information will be made accessible upon request and will work with them to figure out how to meet their needs, as soon as possible.

- Make it accessible upon request
  - When someone asks for accessible information, we will work with them to try to meet their needs. Either recreating a document in a different format or make information accessible by helping someone to use the original document or resource.
- Provide it as soon as possible
  - If unable to make the information accessible instantly, we will provide this as soon as possible, depending on the individual's needs, the format or our resources.
- Let the public know
  - We will inform the general public that we will make information accessible upon request. This notice will be posted on our website, on public documents and at our reception desk.
- When accessible information is requested, the communications department will ensure their needs are met.

*Required legislative compliance: January 1, 2015*

*Implementation timeframe: January 1, 2013 to January 1, 2015*

*Completion date: January 1, 2015*

**By January 1, 2021:**

### **Accessible Websites and Web Content**

Home and Community Care Support Services Central East will ensure websites and web content is accessible based on the IASR requirements.

- Home and Community Care Support Services Central East website and all web content on this site published after January 1, 2012, must conform with Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, other than providing caption on live videos (criteria 1.2.4) or audio descriptions for pre-recorded videos (criteria 1.2.5).
- Our internal website will not be accessible; however, we will work with individuals to make the content accessible to them in some way, when requested.
- The communications department along with Home and Community Care Support Services IT providers will ensure we are compliant with the regulations.

*Required legislative compliance: January 1, 2021*

*Implementation timeframe: January 1, 2013 to January 1, 2021*

*Completion date: January 1, 2021*

### **Barrier Identification and Removal**

Home and Community Care Support Services Central East will continually assess current and future accessibility barriers and remove these barriers in a way that best addresses these issues, as soon as possible. Feedback, both internally and externally, from those with disabilities is welcomed and will be addressed in a timely matter. Any barriers within the building, outside of Home and Community Care Support Services Central East's control, will be communicated with the landlord to ensure they are adequately addressed.

**For more information, contact Workplace Health and Safety:**

- Phone: 1-800-263-3877
- Email: CE-HR-WorkplaceHealthandSafety@lhins.on.ca

Accessible formats of this document are available free upon request, by contacting the above.

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## Central East

### Timelines for Compliance:

Year (January)	General Requirements	Information & Communications	Employment Standard
<b>2013</b>	<ul style="list-style-type: none"> <li>▪ Accessibility policies s.3</li> <li>▪ Accessibility plans s.4</li> <li>▪ Procurement or acquiring goods, services or facilities s.5</li> </ul>		
<b>2014</b>	<ul style="list-style-type: none"> <li>▪ Training s.7</li> </ul>	<ul style="list-style-type: none"> <li>▪ Feedback processes s.11</li> <li>▪ All new internet websites and web content on those sites must conform with WCAG 2.0 level A s.14</li> </ul>	<ul style="list-style-type: none"> <li>▪ Recruitment s.22-24</li> <li>▪ Informing employees of supports s.25</li> <li>▪ Accessible formats and communication supports for employees s. 26</li> <li>▪ Employee accommodation s.25, 26, 28</li> <li>▪ Employees returning to work s.29</li> <li>▪ Performance management, career development and redeployment s.30-32</li> </ul>
<b>2015</b>		<ul style="list-style-type: none"> <li>▪ Accessible format and communication supports s.12</li> </ul>	
<b>2021</b>		<ul style="list-style-type: none"> <li>▪ All internet websites and web content must conform with WCAG 2.0 level AA (excluding live captioning and audio description) s.14</li> </ul>	