

AODA - 2024 Status Report

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The [*Accessibility for Ontarians with Disabilities Act, 2005*](#) ("AODA") is a provincial act with the purpose of developing, implementing and enforcing accessibility standards to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

Ontario Health atHome was a newly formed provincial agency on June 28, 2024, consolidating fourteen (14) independent Local Health Integration Networks (operating as Home and Community Care Support Services) as one new and distinct agency in the coordination of in-home and community-based care for thousands of patients across the province every day.

Ontario Health atHome is committed to providing a respectful, accessible and inclusive environment for all patients, employees, partners and the public. We strive to provide goods and services in a way that respects the dignity and independence of people with disabilities and will use all reasonable efforts to ensure our policies, practices and procedures are consistent with the requirements and standards in accordance with the [*Accessibility for Ontarians with Disabilities Act, 2005*](#).

Ontario Health atHome has demonstrated this commitment by incorporating a new framework for Equity Inclusion Diversity and Anti-Racism Framework within the People Strategy and has dedicated a management role to this work. Additionally, a new role of *Accessibility Lead, Communications* has been included under the Communication and Engagement portfolio to support the work of continuing to break down barriers for people with disabilities and enhance the accessibility foundation created by our legacy agencies that became Ontario Health atHome.

The report below identifies our status in meeting and delivering on the Integrated Accessibility Standards Regulation requirements.

Integrated Accessibility Standards Regulation (“IASR”) Requirements

Part 1 – General Requirements

a. Accessibility Policies and Plans

Item	Requirement	Current Status
S.3 IASR	Establish and maintain policies governing how accessibility requirements will be met. Written document describing policies be publicly available in accessible format.	<p>Completed and On-going:</p> <p>New public website, Accessibility for Ontarians with Disabilities Ontario Health atHome, identifies its commitment to AODA and the Integrated Accessibility Standards; describes existing policies that address these standards; provides links to accessibility policies and plans in place in each of the branches. The method to request alternate formats and feedback is provided.</p> <p>Previously achieved at legacy agencies</p>
S. 4 IASR	Develop, implement, maintain and document a multi-year plan outlining strategies to prevent and remove barriers and post plan on website. Update the plan at least every 5 years in consultation with persons with disabilities.	<p>Completed and In progress:</p> <p>Inaugural MYAP for Ontario Health atHome under development.</p> <p>MYAPs of fourteen (14) legacy agencies actively applied and posted on Ontario Health atHome’s website and internal portal</p>
S.4. IASR	Prepare annual status report on the progress of measures taken to comply with IASR and post on website.	<p>Completed:</p> <p>One status report completed for 2024 in April 2025</p>

b. Procurement

Item	Requirement	Current Status
S.5 IASR	Incorporate accessibility design, criteria and features when procuring goods, services or facilities, except where it is impracticable.	<p>Completed and On-going:</p> <p>Accessibility is identified as a purchasing principle in Ontario Health atHome’s Procurement Policy and identified within Procurement Contracts where practical to do so.</p> <p>Previously Achieved at Legacy Agencies.</p>

c. Accessibility Training

Item	Requirement	Current Status
S.7 IASR	Deliver training on AODA and the Ontario Human Rights Code to all employees, volunteers, and persons who provide goods, services or facilities on behalf of the organization as required.	Completed and On-going: Legacy agency training program & materials standardized. Refresher training Winter/Spring 2025 Inaugural Ontario Health atHome Accessibility Training Policy under development.
S.7 IASR	Maintain records of training, including dates and number of people trained.	Completed and On-going: Training records available from legacy agencies and first 6m of Ontario Health atHome.

Part 2 – Information and Communication Standards

a. Feedback

Item	Requirement	Current Status
S.11 IASR	Establish processes for receiving and responding to feedback that are accessible to persons with disabilities by accommodating requests for accessible formats and communications supports. Notify the public about feedback processes and accessibility.	Completed and On-going: New website and employee portal address availability of supports and alternate formats and the methods to request or provide feedback. Standardized intake method for the public to request alternate accessible formats was established accessibility@ontariohealthathome.ca Achieved at legacy agencies.

b. Accessible Formats and Communication Supports

Item	Requirement	Current Status
S. 12 IASR	On request, provide or arrange for information in accessible formats and/or communication supports for persons with disabilities, in a timely manner and at no extra cost, and in consultation with the person making the request. Notify the public about the availability of accessible formats and communication supports.	Completed and On-going: Policy in Place: Accessible Formats and Information for Patients and Members of the Public policy implemented that aligns with AODA and Patient Bill of Rights and the Connecting Care Act, 2019 (as amended 2020) Newly developed role: Accessibility Lead on the Communications and Engagement team supports this work Key documents are prepared in a conversion-ready format.

S. 13 IASR	On request, provide for emergency procedures, plans or public safety information in an accessible format and/or with communication support.	Completed and On-going: Emergency procedures, plans, safety information prepared by Ontario Health atHome for the public is in conversion-ready format and will be provided in accessible format with appropriate communication supports as soon as practicable on request.
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c. Accessible Website and Web Content

Item	Requirement	Current Status
S. 14 IASR	All new websites and web content conform with WCAG 2.0 Level A.	Completed and on-going: Requirements met as Ontario Health atHome
S. 14 IASR	All websites and web content conform with WCAG 2.0 Level AA	Completed and On-going: Requirements met as Ontario Health atHome

Part 3 – Employment Standards

a. Recruitment

Item	Requirement	Current Status
S. 22 & 23 IASR	Notify employees and the public that accommodations are available upon request for applicants during the recruitment process.	Completed and on-going: Ontario Health atHome has met the requirement for internal and external careers pages containing notice of the availability of accommodation during the recruitment and selection process.
S. 24 IASR	All successful applicants are notified about the organization’s policies for accommodating employees with disabilities.	Completed and on-going: Ontario Health atHome offer letters / employment contracts contain notice of available accommodations. Workplace policies are reinforced during the on boarding.

b. Informing Employees of Supports

Item	Requirement	Current Status
S. 25 IASR	Inform employees about the organization's policies for supporting employees with disabilities.	<p>Completed and on-going:</p> <p>Policies are posted on the internal portal for employees (may be at either the provincially or the Area level depending on the scope of the policy).</p> <p>Employees are specifically referred to policies at the time of hire and periodically though</p>
S. 25 IASR	All employees will be given updated information whenever there is a change to existing policies on the provision of job accommodations.	<p>Completed and on-going:</p> <p>New or significantly changed policies following local (or provincial as/if appropriate) communication procedures, for example team meetings, intranet bulletins, newsletters</p> <p>Employees may also have direct contact by way of the local Abilities Management, Occupational Health & Safety or Human Resources teams.</p>

c. Accessible Formats and Communication Supports

Item	Requirement	Current Status
S. 26 IASR	Consult with employees who have disabilities to provide them with the accessible formats and communication supports they require to do their jobs effectively.	<p>Completed and on-going:</p> <p>Each geographic area has dedicated role(s) to supporting accommodation needs within Abilities Management, Occupational Health & Safety and Human Resources.</p>

d. Workplace Emergency Response Information

Item	Requirement	Current Status
S. 27 IASR	Provide individualized workplace emergency response information to staff with disabilities where necessary.	<p>Completed and on-going:</p> <p>Individualized emergency response processes are in place and addressed within geographic areas and offices and coordinated in a similar manner across Ontario Health atHome.</p>

e. Individual Accommodation Plans

Item	Requirement	Current Status
S. 28 IASR	Process to develop written individual accommodation plans for employees with disabilities. Each plan will include information on accessible formats and communication supports required, individual emergency response requirements and any other accommodation needed.	Completed and on-going: Accommodation policies, procedures and practices address the requirements and are in place across Ontario Health atHome administered within the geographic area.

f. Return to Work

Item	Requirement	Current Status
S. 29 IASR	Process to outline the steps that will be taken to help employees return to work when they have been absent because of a disability or need some form of accommodation to return to work.	Completed and on-going: Return to work policies, procedures and practices address the requirements and are in place across Ontario Health atHome and administered within the geographic area.

g. Performance Management and Career Development

Item	Requirement	Current Status
S. 30 IASR	Performance management process considers the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using performance management in respect of employees with disabilities.	Completed and on-going: Performance-related documents and processes are individualized and will take into account accommodation needs. Similar practices are in place across Ontario Health atHome and administered within the geographic area.
S. 31 IASR	Consider the accessibility needs of employees with disabilities, as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	Completed and on-going: Career Development processes consider individual accommodation needs. Similar practices are in place across Ontario Health atHome and administered within the geographic area.

Part 4 – Design of Public Spaces

Item	Requirement	Current Status
S.80.41 & 80.43 IASR	Any new or redeveloped reception or public waiting areas are to be made accessible in accordance with the Accessibility Standard for the Design of Public Spaces.	On-going: Consideration for the Design of Public Spaces would be incorporated during new or redeveloped spaces, however this was not applicable in 2024.

Part 5 – Customer Service

Item	Requirement	Current Status
S.80.44 IASR	Preventative and emergency maintenance procedures will be established for the accessible parts of our public spaces, such as posting when regular maintenance occurs and letting people know about alternatives.	Completed and on-going: Standardized approach is taken to notifications, however facilities are leased.
S.80.46 & 80.48 IASR	Establish and maintain a policy governing the provision of goods, services and facilities to persons with disabilities, including use of assistive devices, service animals and support persons, notice of temporary disruptions etc.	Completed and On-going: Standardized Ontario Health atHome policy: Accessible Formats and Information for Patients and Family Standardized Ontario Health atHome Accessibility Policy pending approval Additionally addressed in variety of policies applicable to the geographic areas
S.80.48 IASR	Provide customers with notice in the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities including information about the reason for the disruption, how long the disruption is expected to last, and a description of any alternative facilities or services available (if any). Post notice in conspicuous place or on website.	Completed and On-going: Similar processes for notification of disruption in place across geographic areas to be formalized in policy in 2025 with standard templates available across the province.
S.80.49 IASR	Deliver training about the provision of goods, services or facilities to persons with disabilities to all employees, volunteers and persons who provide goods, services or facilities on behalf of the organization as required.	Completed and on-going: Achieved at the legacy agencies. AODA language incorporated into performance contracts
S.80.50 IASR	Develop a process to receive and respond to feedback about customer service that is accessible to persons with disabilities, including specifying actions that will be taken to address	Completed and on-going:

	complaints. Notify the public about the feedback process.	Standardized intake method for the public to provide feedback as outlined on the new website. Connection points identified on the website email, phone, TTY.
S.80.51 IASR	Upon request, provide or arrange for information in accessible formats and/or communication supports for persons with disabilities, in a timely manner and at no extra cost, and in consultation with the person making the request. Notify the public about the availability of accessible formats and communication supports.	<p>Completed and on-going:</p> <p>Policy in Place: Accessible Formats and Information for Patients and Members of the Public policy implemented.</p> <p>Newly developed role: Accessibility Lead on the Communications and Engagement team supports this work</p>