

HFO MRA Accessibility Status Report

October 2016



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Background

HealthForceOntario Marketing and Recruitment Agency (the agency) arose out of the Government of Ontario's health human resources strategy. The agency's vision is to bring health human resources to life. Our mission is to inspire, develop and drive health human resources solutions. Values of client-centredness, high-quality outcomes, and value for money support our work.

We have identified three strategic directions that will guide our work in an ever evolving provincial landscape:

1. Delivering strategic health human resources solutions
2. Building strategic partnerships
3. Embracing ongoing process improvement.

Accessibility for Ontarians with Disabilities Act, 2005

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

Under the AODA, Ontario Regulation 191/11 entitled, "Integrated Accessibility Standards" (IASR) came into effect on July 1, 2011. This regulation establishes accessibility standards for information and communication, employment and transportation. Designated public-sector organizations must comply with the phased-in requirements of this standard beginning January 1, 2012.

The Multi-Year Accessibility Plan (MYAP) addresses the specific, mandatory requirements of the AODA and is available in an accessible format, upon request.

Organizational Responsibility

The agency's MYAP is the agency's roadmap to becoming an increasingly accessible organization. It addresses the current and future requirements of the AODA, developed in consultation with agency employees, persons with disabilities, and external AODA consultants.

The MYAP will be reviewed on an annual basis, and updated once every five years. The MYAP and related status reports have been posted on the healthforceontario.ca website, and will be made available to the public in an accessible format upon request.

Statement of Organizational Commitment

The agency is committed to treating all people in a way that allows them to maintain their dignity and independence.

We will continue to create and maintain policies, practices and procedures that are consistent with the core principles of independence, dignity, integration, equality and opportunity. Committed to meeting the needs of people with disabilities in a timely manner, the agency will do so by preventing and removing barriers, or providing alternatives where possible, with respect to accessibility, and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

Status Update – Fall 2016

Part I – General Requirements

Training was completed in spring 2016 for new employees and will continue to be provided as new employees are hired.

Part II – Information and Communication Standards

The agency continues to inform the public that it is committed to accessible customer service. Signage indicating availability of accommodations and accessible formats upon request is posted to a television screen advertising HFO MRA services.

Part III – Employment Standard

The agency continues to work with employees with disabilities to provide appropriate support and accommodation. Members of the public seeking employment opportunities and/or participating in the recruitment process with the agency continue to be provided with a means to request accommodation.

Part IV – Continuing Assessment of Potential Accessibility Barriers

Enlarged emergency evacuation and safety maps were posted on all bulletin boards as well as made available in an accessibility kit located at reception. Select paper towel holders were lowered to be more accessible to people using mobility devices. Accessible interview rooms and self-serve kiosks were identified and information provided on the kiosk's accessibility features.

The agency will continue to identify and remove potential barriers to accessibility.