

Accessibility Report

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Accessibility Policies

HFO MRA'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.

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

Under the AODA, Ontario Regulation 191/11 entitled, "Integrated Accessibility Standards" came into force on July 1, 2011. This regulation establishes accessibility standards for information and communication, employment and transportation. Designated public-sector organizations, including the Agency, must comply with the phased-in requirements of this standard beginning January 1, 2013.

This policy addresses the specific, mandatory requirements of the AODA. The Ontario Regulation 191/11, Integrated Accessibility Standards, focuses on general requirements pertaining to accessibility plans and policies, procurement, and training with specific requirements on information and communication standards as well as employment standards.

Additional requirements that do not apply to the Agency, and therefore have not been addressed in this policy, include education institution standards and transportation standards.

This policy directive is available in an alternative format upon request.

Purpose

This policy is drafted in accordance with the Integrated Accessibility Standards (Ontario Regulation 191/11) and addresses how the Agency achieves, or will achieve, accessibility through meeting the requirements of the regulation. This policy provides the overall strategic direction for the Agency's commitment to providing accessibility supports to Ontarians with disabilities.

The requirements of the regulation include:

- the establishment, implementation, maintenance and documentation of a multi-year accessibility plan, which outlines the Agency's strategy to prevent and remove barriers, or provide alternatives where possible, and meet its requirements under this regulation;
- the incorporation of accessibility criteria and features when procuring or acquiring goods, services or facilities;
- training; and
- the specific requirements under the Information and Communication Standards and Employment Standards.

Principles

The Agency is guided by the core principles of independence, dignity, integration, and equality of opportunity, as described in the *Accessibility for Ontarians with Disabilities Act, 2005*, and the standards mandated by it through enacted regulation.

The Agency recognizes the history of discrimination against persons with disabilities in Ontario, and the fundamental importance of developing, implementing and enforcing standards in a timely manner in order to achieve accessibility for Ontarians with disabilities.

Definitions

Accessible formats: Formats that are an alternative to standard print and are accessible to people with disabilities. Accessible formats may include: large print; Braille; and audio electronic formats such as DVDs and CDs.

Accommodation: The special arrangement made, or assistance provided, so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.

Communication supports: Supports that individuals with disabilities may need to access information. Some examples include: plain language, sign language, as well as reading the information out loud to a person with vision loss, adding captioning to videos or using written notes to communicate with someone who is hard of hearing.

Communications: The term communications as it is used in the Information and Communications Standard refers to the interaction between two or more people or entities when information is provided, sent or received.

Conversion-ready: Any electronic or digital format that facilitates conversion into accessible formats, such as: Braille, large print, audio cassettes, CDs, DVDs, etc.

Information: The term information as it is used in the Information and Communications Standard refers to knowledge, data and facts that convey meaning and that exist in any format such as text, audio, digital or images.

Support person: A person who accompanies a person with a disability to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

Unconvertible material: Any information that cannot be converted into accessible formats.

Web Content Accessibility Guidelines (WCAG): An international standard for making web sites and web content accessible to people with a wide-range of disabilities.

Web Content Accessibility Guidelines 2.0 Level A and Level AA: Different conformance levels in WCAG 2.0. To meet conformance Level A, all Level A success criteria need to be met; to meet conformance Level AA, all Level A and AA success criteria need to be met.

Statement of Organizational Commitment

HealthForceOntario Marketing and Recruitment Agency is committed to treating all people in a way that allows them to maintain their dignity and independence. It will create and maintain policies, practices and procedures that are consistent with the core principles of independence, dignity, integration, equality and opportunity. The Agency is committed to meeting the needs of people with disabilities in a timely manner, and 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)*.

Multi-Year Accessibility Plan

The Agency's Multi-Year Accessibility Plan ("the plan") will establish a strategy to prevent and remove barriers, or provide alternatives, where possible, and address the current and future requirements of the AODA legislation. The plan will be created in consultation with persons with disabilities, will be posted on the HealthForceOntario.ca web site, and provided in alternate formats upon request. On an annual basis, the Agency will report on the progress and implementation of the plan, including publicly posting the progress report on its web site and providing it in alternate formats upon request. This plan will be reviewed and updated at least once every five years in consultation with persons with disabilities.

Procuring or Acquiring Goods, Services or Facilities

The Agency will incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities. If it is not possible and practical to do so, we will provide an explanation upon request.

Training

The Agency will provide training to all employees and volunteers on the requirements of accessibility standards and on the Human Rights Code as it pertains to persons with disabilities, and within the scope of their respective duties and responsibilities.

Information and Communications

The Agency will communicate with people with disabilities in ways that take into account their disability. Upon request, we will provide information about the Agency and its services in accessible formats or with communication supports.

The Agency will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Employment

The Agency will notify employees and the public that accommodations can be made during recruitment and hiring.

We will notify employees that supports are available for those with disabilities. The Agency will establish a process to develop individual accommodation plans for employees with disabilities.

Where needed, we will also provide individualized emergency response information to help an employee with a disability during an emergency.

The Agency's return to work, performance management, career development and redeployment processes will take into account the accessibility needs of all employees.