

HealthForceOntario

# HFO MRA Accessibility Status Report

June 12, 2015

# Table of Contents

<b>Background.....</b>	<b>3</b>
<b>Accessibility for Ontarians with Disabilities Act, 2005 .....</b>	<b>3</b>
<b>Organizational Responsibility .....</b>	<b>3</b>
<b>Statement of Organizational Commitment.....</b>	<b>3</b>
<b>Status Update – Summer 2015 .....</b>	<b>4</b>
<b>Part I – General Requirements .....</b>	<b>4</b>
<b>Part II – Information and Communication Standards .....</b>	<b>4</b>
<b>Part III – Employment Standard .....</b>	<b>4</b>
<b>Part IV – Continuing Assessment of Potential Accessibility Barriers.....</b>	<b>4</b>

## 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 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](http://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 – Summer 2015**

### **Part I – General Requirements**

The agency is compliant with all general requirements. The accessible customer service policy was created in 2011. Creation of the MYAP was completed in August 2014. The agency has posted the accessibility policies in the centralized electronic drive for access by all employees and the MYAP is posted on all bulletin boards throughout the office.

Training was completed in spring/summer 2015 for all employees at the agency and ongoing training will be provided as new employees are hired.

### **Part II – Information and Communication Standards**

Feedback processes were established for receiving and responding to feedback about how the agency provides goods and services to people with disabilities. A centralized email was created for accessible format requests ([acs@healthforceontario.ca](mailto:acs@healthforceontario.ca)). An accessibility brief was created by the communications department, along with internal and external process maps, for accessible format requests. Communications also created an accessibility checklist for all documents created through that department. This checklist ensures that the documents are adhering to accessible requirements and that the documents can be easily converted into accessible formats upon request.

The agency has let the public know that it is committed to accessible customer service. Signage indicating availability of accommodations and accessible formats upon request is located in the reception area.

New content on the website is accessible according to the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.0 and the agency is working toward making all content accessible before the deadline in January 2021.

### **Part III – Employment Standard**

The agency's recruitment process has been updated to include language regarding the availability of accommodations for applicants with disabilities in posted vacancies, interview invitations, and job offers.

Processes are in place for workplace emergency response plans, documented individual accommodation plans, and return to work processes for employees with disabilities. As well, accessibility needs are taken into account with respect to performance management, career development, and redeployment.

### **Part IV – Continuing Assessment of Potential Accessibility Barriers**

The agency is committed to removing potential accessibility barriers. In winter 2015, an automatic door opener was installed in one location that was identified as prohibitive to people with disabilities. In spring 2015, the agency created a floor map for each floor that shows an

accessible pathway and the location of accessible washrooms and other amenities for current and new employees, as well as guests to the agency. This pathway also helps identify potential improvements for the future of the agency. An accessibility kit, which is available at reception, was created for use by employees and guests entering the agency. The kit has the following available: water dish for a service animal, Accessible Customer Service Policies and Multi-Year Accessibility Plan in larger print and regular print, and a map showing the pathways that are accessible, as well as the location of the accessible washrooms. The kit will have additions as needed. The agency will continue to identify and remove potential barriers to accessibility.