

HealthForceOntario Marketing and Recruitment Agency

Multi-Year Accessibility Plan
2019-2024

April 2019

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Message from Roz Smith, Executive Director

Independence, dignity, integration, and equality of opportunity for our staff, clients and stakeholders are fundamental to HealthForceOntario Marketing and Recruitment Agency (the agency). To this end, we have developed a Multi-Year Accessibility Plan (MYAP) which is the agency's strategy to meet the Integrated Accessibility Standards Regulation (IASR) in our day-to-day operations, and over a 5-year period. The MYAP reflects input from persons with disabilities who assisted us in identifying potential barriers, and recommending how to remove/reduce them.

We welcome comments or questions regarding the MYAP, and these can be addressed to acs@healthforceontario.ca

Section One: Background

HealthForceOntario Marketing and Recruitment Agency

HealthForceOntario Marketing and Recruitment 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 four strategic directions that will guide our work in an ever evolving provincial landscape:

1. Support government and LHIN health workforce objectives.
2. Enhance support for northern, rural and remote communities.
3. Support Internationally Educated Health Professionals pursue a career in health care.
4. Extend reach to a broader range of health disciplines.

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 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, 2005 (AODA).

Section Two: HFO MRA AODA Strategies

The agency has identified three AODA standards from the IASR that are relevant to our organization: General Requirements, Information and Communications, and Employment Standards. What follows is a description of the actions taken to meet compliance, and its on-going work to increase the accessibility of the agency's policies, practices, and procedures.

Part I – General Requirements

Procurement of goods, services, or facilities is assessed for accessibility features and functions offered or built-in. In situations where it is not possible and/or practical to obtain such with accessibility features and functions, the agency will provide an explanation, upon request.

Self-service, accessible kiosks are available in the Access Centre. Employees are trained on using the accessibility features of the kiosks to better instruct clients on using the tools that the agency has available.

Employees, volunteers, Board members, and contractors have been trained on the Accessibility Standard for Customer Service with further training to include the IASR and the Human Rights Code as it pertains to persons with disabilities. New employees are trained within three months of beginning in their role.

Part II – Information and Communication Standards

The agency developed a feedback process to receive and respond to comments on the accessibility of its programs and services. Timely acknowledgement and response to feedback by the agency can be provided in many forms upon client request.

The agency informs the public that alternative formats are available in communications and correspondence. Upon request, we will provide information in accessible formats or with communication supports in consultation with the person(s) with the disability.

Evacuation information is provided verbally to clients. If an alternative format or form of communication is requested, we will work with the client(s) to provide that information in an accessible format. Accessibility has been included in our Emergency Evacuation Plan, and emergency exit maps are available by the elevators.

The agency aims to meet the internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level A and AA website requirements in accordance with Ontario's accessibility laws.

Part III – Employment Standard

Accessibility accommodations are currently provided to job applicants as well as to our employees. The agency will review on an annual basis and revise as needed our recruitment and employment processes and practices to ensure that the public and employees are notified of the availability of accessibility accommodations during the recruitment process and on the job.

A written process has been created for individual accommodation plans for employees with disabilities, which also includes individualized Emergency Response Plans.

The return to work process is reviewed annually, and as appropriate, the process will be revised to outline the steps and follow-up to be taken when an affected employee returns to work.

Performance management, career development, and redeployment processes will continue to be reviewed annually to ensure they take into account the accessibility needs of employees with disabilities.

Part IV - Continuing Assessment of Potential Accessibility Barriers

The agency will continue to assess the environment for possible barriers to accessibility. The assessment includes routine checks and identification of new issues, and compilation of alternative solutions and recommendations, all within a specified time frame.

Section Three: 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.

Career Development and Advancement: Providing additional responsibilities within an employee's current position and the movement of an employee from one position to another in the agency that may be higher in compensation provide greater responsibility or be at a higher level in the agency or any combination thereof.

Communication supports: Supports that persons 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 or visual file formats, etc.

Disability: A physical, cognitive, or mental condition that restricts or inhibits an individual's ability to perform an activity in the manner or within the range considered normal.

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.

Performance Management: Activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.

Redeployment: The reassignment of employees to other departments or positions within the agency.

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.

Section Four: Contact Us

For more information on the agency's accessibility plans, or to receive this document in an accessible format, please contact:

HealthForce Ontario Marketing and Recruitment Agency

Email: **acs@healthforceontario.ca**

Telephone: **416-862-2200**

North America: **1-800-596-4046**

International: **1-800-596-40464**

Mail: **163 Queen Street East, Toronto, Ontario, Canada M5A 1S1**

Feedback

Comments on agency services are welcome and appreciated and feedback can be submitted in any of the following ways:

- Electronic mail to: **acs@HealthForceOntario.ca**
- Facsimile transmission to: **416-862-4818**
- Telephone: **416-862-2200 or 1-800-596-4046**
- Letter mailed to: **163 Queen St. E., Toronto, ON, M5A 1S1**

If the above methods are not suitable, customers may request an alternative method. Where possible, feedback will be addressed immediately. Clients can expect an acknowledgement of verbal/telephone feedback within five (5) business days or a response to a mailed/e-mailed complaint within ten (10) business days of receipt. The response will indicate how the matter will be addressed. The agency will follow-up with any required action within the timeframe noted in the response.

Available in accessible format upon request: www.healthforceontario.ca/acs