

**HOME AND COMMUNITY CARE
SUPPORT SERVICES**
Toronto Central

**SERVICES DE SOUTIEN À DOMICILE
ET EN MILIEU COMMUNAUTAIRE**
Centre-Toronto

Multi-Year Accessibility Plan

2019 – 2025

AODA Accessibility Plan

Introduction

The *Accessibility for Ontarians with Disabilities Act, 2005*, is an Act with the purpose of developing, implementing and enforcing mandatory accessibility standards in all areas of daily life.

The *Accessibility Standards for Customer Service (Regulation 429/07)*, which came into effect January 1, 2008, established accessibility standards specific to customer service for public and private sector organizations and other individuals who provide goods and services to members of the public. In 2010, the Toronto Central Local Health Integration Network introduced a Customer Service Policy in compliance with the Accessibility for Ontarians with Disabilities Act, 2005.

The information and communications, employment, and transportation standards have been combined under one regulation, the *Integrated Accessibility Standards (Regulation 191/11)*. The Integrated Accessibility Standards Regulation (IASR) is law and the requirements were phased in between 2011 and 2021.

Toronto Central Local Health Integration Network is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians Disability Act (2005) Integrated Accessibility Standards Regulation 191/11. The following multi-year accessibility plan builds on our previous work in creating an accessible environment, identifies our accomplishments to date, and outlines the standards and deliverables that have been implemented to identify and remove barriers for people with disabilities.

To obtain this document in an alternate format, please contact the Communications Team at communications@tc.lhins.on.ca or 416-217-3820, extension 2506.

YEAR	SECTION & STANDARD	DELIVERABLES	RESPONSIBILITY	STATUS
2016	14 - Accessible Websites and Web Content	<ul style="list-style-type: none">• Ensure all websites and web content conform to Level AA	HCCSS Provincial IT	Completed <input checked="" type="checkbox"/>
2021	<ul style="list-style-type: none">• Make new websites and web content on those sites conform with the WWW Consortium WCAG 2.0 – Level A• Make new websites and web content on those sites conform			

YEAR	SECTION & STANDARD	DELIVERABLES	RESPONSIBILITY	STATUS
	with the WWW Consortium WCAG 2.0 A and AA			
2017	22 – Recruitment 23 – Recruitment, Assessment or Selection Process 24 - Notice to successful applicants 25 - Informing employees of supports 28 - Documented individual accommodation plans (IAP) 29 - Return to work process	<ul style="list-style-type: none"> • Ensure all Recruitment policies are reviewed and revised to include accommodating employees with disabilities • Ensure employment letters reflect revised policies 	Human Resources	Completed <input checked="" type="checkbox"/>
2018	30-Performance Management 31 - Career development and advancement 32 - Redeployment	<ul style="list-style-type: none"> • Update Accommodation Policy to reflect that accessibility needs of employees with disabilities are taken into consideration when employees move within the organization 	Human Resources Organizational Development	Completed <input checked="" type="checkbox"/>
2022	4 - Accessibility Plans <ul style="list-style-type: none"> • Review and update multi-year plan, at least once every 5 years, to ensure TC LHIN strategy prevents and removes barriers • Conduct review of plan 	<ul style="list-style-type: none"> • Update a multi-year accessibility plan for 2019 – 2022 • Prepare and post Annual Status Report 2022 	Communications Human Resources Senior Management	Completed <input checked="" type="checkbox"/>
2023	25 - Informing employees of supports	<ul style="list-style-type: none"> • Review Emergency Response Plans and update as required 	Human Resources	Completed <input checked="" type="checkbox"/>

February 2023