



## **Accessibility Plan for Health Standards Organization (HSEO)**

This 2021- 2026 accessibility plan outlines the actions that HSEO has taken and will implement to improve opportunities for people with disabilities and remain compliant with legislative requirements.

### **Statement of Commitment**

HSEO is committed to treating all people in a manner that respects 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 with Disabilities Act (AODA).

### **Accessible Emergency Information**

HSEO is committed to providing our customers, clients and employees with publicly available emergency information and emergency response plans in an accessible format or with appropriate communication supports upon request.

When HSEO is aware that an employee has a disability and that there is a need for accommodation, an individualized workplace emergency response plan will be provided to the employee as soon as practicable.

Health Standards Organization:

- has procedures for an individualized workplace emergency response plan.
- prepares individualized emergency plans for employees with a disability as required.
- prepares assistance plans and provides assistance to employees who have shared information about their disability and requirements in case of an emergency evacuation or disaster in the workplace.
- communicates individualized emergency plans to the fire warden personnel and, when applicable, to the employee's respective supervisor.
- informs all new and current employees that it is their responsibility to share any requirements for an individualized emergency response plan.
- maintains a record of employees who require an individualized emergency response plan.

**Required legislative compliance:** January 1, 2014

**HSEO response :** Compliant

### **Training**

HSEO will provide training to all staff on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities.

HSEO has taken the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws:



- Ensures that all current employees have received the AODA Customer Service training and the Understanding Human Rights training. In addition, all supervisors and selected departments within the organization receive training on the Integrated Accessibility Standards.
- Provides AODA training to all new employees in conjunction with the on-boarding orientation program.

**Required legislative compliance:** January 1, 2015

**HSD response:** Compliant

### **Information and Communications**

HSD is committed to meeting the communication needs of people with disabilities. Upon request, we will consult with the individual to determine a suitable format.

#### **a. Accessible website and web content**

HSD has made our websites and content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG 2.0, Level A).

- Any new websites or web content after January 1, 2014 meets the WCAG 2.0 Level A and all internet websites and web content will conform with WCAG 2.0 Level AA by **January 1, 2021** in accordance with the schedule set out in the AODA Integrated Accessibility Standards.
- HSD considers AODA compliance when selecting technology vendors for new websites and development initiatives.
- HSD considers AODA compliance when planning corporate wide projects and considering technology aspects.

#### **Required Legislative Compliance:**

January 1, 2014 – WCAG 2.0 Level A - new websites and web content

January 1, 2021 – WCAG 2.0 Level AA – all websites and web content, except for exclusions set out in IASR

**HSD response :** Compliant

#### **b. Feedback Process**

HSD has taken the following steps to ensure feedback processes are accessible to people with disabilities upon request:

- The feedback process is accessible in multiple formats, such as telephone, email, mail and in person.
- Information on how to provide feedback is included in the AODA policy and employee training materials.

**Required legislative compliance:** January 1, 2015

**HSD response:** Compliant



### **c. Accessible formats and Communication Supports**

HSD has taken the following steps to ensure all information publicly available is made accessible upon request:

- In a timely manner and in consultation with the person making the request, provides or arranges accessible formats and communication support that takes into account the person's accessibility needs and at an expense that is no more than the regular expense incurred.
- For all HSD public events and webinars, registration forms include a section for people with disabilities to request accommodation.
- Notification in our Reception area advises the public about the availability of accessible formats and communications support.

**Required Legislative Compliance:** January 1, 2016.

**HSD response:** Compliant

### **Employment**

HSD is committed to fair and accessible employment practices and process that will attract and retain employees with disabilities through all the phases of the employment cycle.

#### a) Recruitment

HSD has taken the following steps to notify the public and staff that, when requested, accommodations can be made throughout the recruitment cycle:

- All job postings contain information on how to notify Human Resources if accessible formats or communication support is required.
- Upon request, we provide accommodation in relation to the materials or processes used during the recruitment cycle.
- The successful candidates are notified of Health Standards Organization's policies for accommodating employees with disabilities at the time the offer of employment is extended.

**Required legislative compliance:** January 1, 2016

**HSD response:** Compliant

#### b) Individual Accommodation Plans & Employee Return to Work

HSD is committed to developing and implementing individual accommodation plans and return-to-work policies for employees that have been absent due to disability and has taken the following steps:

- Developed and facilitates a return-to-work process for employees who have been absent from work require disability-related accommodations. This includes steps that HSD takes to facilitate the return-to-work process and uses the documented individual accommodation plan.
- Annually, email all staff requesting they inform Human Resources should they require an individualized emergency response plan.

**Required legislative compliance:** January 1, 2016



**HSD response:** Compliant

c) Performance Management, Career Development & Redeployment

If required, HSD will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account when we use performance management, career development and redeployment processes:

- Reviews and as necessary modifies existing performance management, career development and redeployment processes to ensure that the accessibility needs, and individual accommodation plans of the employees with disabilities are taken into account.
- Develops and provides appropriate training to managers and other employees responsible for supporting or impacting performance management, career development and advancement, and redeployment processes, and training that will ensure compliance with the processes on a continuous basis.
- Makes accommodations, when required, to support employee's performance and productivity in their current and any future roles.
- Reviews the orientation checklist to ensure the accessibility needs of employees with disabilities are considered when an employee moves internally to a new role.

**Required legislative compliance:** January 1, 2016

**HSD response:** Compliant

**For more information**

For more information on this accessibility plan or for accessible formats of this document which are available free upon request, please contact **Human Resources** at:

**Mail/in Person:**

HSD c/o Human Resources  
1150 Cyrville Road, Ottawa, ON, K1J 7S9

**Telephone:** 613-738-3800; **toll free** 1-800-814-7769

**Fax:** 613-738-7755; **toll free** 1-800-811-7088

**Email:** [HumanResources@healthstandards.org](mailto:HumanResources@healthstandards.org)