

Annual Accessibility Status Report 2025

December 2025



Ontario
Health atHome

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As an agency in its first full year, Ontario Health atHome has made significant advancements towards harmonizing our approach to reducing and removing barriers while also improving access to services in an inclusive employment environment.

The following is a summary of the key achievements from 2025:

- Established an Accessibility Advisory Committee to plan, implement and integrate accessibility into our organization to better serve our employees, partners, patients other individuals who interact with Ontario Health atHome
- Established a cross-portfolio task group which completed an extensive audit of the 14 legacy accessibility programs, forming the foundation of a new Multi-Year Accessibility Plan leveraging established best practices
- Expanded the staff led Disability and Accessibility Employee Resource Group which aims to reduce stigma and elevate awareness relating to disabilities across the organization
- Acknowledged National Disability Employment Awareness month in October by highlighting and sharing stories of lived experiences across the organization made available to all staff through the intranet
- Further developed and integrated the role of Accessibility Lead, Communications aimed at driving accessibility efforts and embedding accessibility into every facet of our organization's communications tools and resources including the organization's website, intranet and patient-facing products

General Requirements under AODA

- Developed and finalized a new Multi-Year Accessibility Plan for the period of 2025-2030, establishing a roadmap for continuous improvement
- Introduced a comprehensive Accessibility Policy outlining our commitment to the AODA and ISAR, emphasizing the principles of dignity, independence integration and equal opportunity
- Incorporated standardized accessibility training into new hire orientation and additionally provided accessibility refresher training for all existing employees, senior leaders and Board members achieving a consistent 99% successful completion rate
- Included AODA considerations and our commitment to reducing and removing barriers in all procurement contracts ensuring vendors are aware of their AODA obligations

Information and Communications

- Created a confidential *Emergency Assistance Form* for both staff and visitors to identify and record specific assistance needs and support arrangements necessary in the event of an emergency evacuation
- Commenced development of a harmonized accessibility intranet page which will serve as a hub for accessibility resources and information for Ontario Health atHome employees

Employment

- Developed new tools to support applicants with accommodation needs throughout the recruitment, selection and on-boarding processes that demonstrates the agency's commitment to reducing and removing barriers and supporting applicants with disabilities
- Continued to work towards a consistent and robust approach to abilities management and accommodation planning
- Implemented an electronic tool that supports the individual emergency assistance process by enabling persons with a disability to indicate on a daily basis if assistance is required in the event of a worksite evacuation
- Proposed a role specific education framework to support staff in all areas to produce accessible work products

Customer Service

- Continued to build on the Ontario Health atHome Accessibility webpage providing information, resources, feedback and request mechanisms for the public
- Mandatory refresher accessibility training focused on the customer service standard was completed by 100% of all active staff
- Established a process to proactively review internal and external forms prior to circulation support inclusivity, accessibility and timely availability of information and remediated any key existing forms already in circulation
- Established a protocol for and completed comprehensive accessibility audits of future software applications to ensure compliance with accessibility standards

Ontario Health atHome is committed to continuing to strive toward greater accessibility for the people we serve, our partners and our employees by reducing and removing barriers while emphasizing the accessibility principles of dignity, independence, integration and equal opportunity. For further information about our accessibility related initiatives, please refer to our [Multi-Year Accessibility Plan 2025-2030](#).

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Ontario Health atHome coordinates in-home and community-based care for thousands of patients across the province every day.

For information and referrals related to home and community care or to learn more about long-term care home placement services, please call 310-2222. No area code is required.

www.ontariohealthathome.ca



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