

<b>Policy Title</b>	Accessibility		
<b>Portfolio</b>	Human Resources, Organizational Development and Equity		
<b>Department</b>	Human Resources		
<b>Approved by</b>	Chief Executive Officer		
<b>Approval Date</b> (mm/dd/yyyy)	12/19/2025	<b>Version</b>	1.0
<b>Effective Date</b> (mm/dd/yyyy)	12/22/2025	<b>Next Review Date</b> (mm/dd/yyyy)	12/22/2028

**This provincial policy supersedes any and all local policies directing activity covered in this policy. All local policies that are replaced must be archived and maintained per local processes.**

**Where local differences in procedure tied to this policy cannot yet be fully standardized to a provincial approach, these differences will be captured in the local procedure.**

## Purpose:

Ontario Health atHome policies are an important part of developing an organizational culture that connects and inspires all team members across the province.

This policy sets out Ontario Health atHome's commitment to accessibility in accordance with the [Accessibility for Ontarians with Disabilities Act, 2005](#) ("AODA") and [Ontario Regulation 191/11: Integrated Accessibility Standards](#) ("IASR"), under the AODA. This policy should be read in conjunction with Ontario Health atHome's AODA Multi-Year Accessibility Plan ("MYAP").

Compliance with this policy and annual review is mandatory.

**In the event of any inconsistency between this policy and the requirements of applicable law, the requirements of applicable law prevail.**

## Scope:

This policy applies to all employees, students, volunteers, Board Members and any other individuals who interact with the public or third parties on behalf of Ontario Health atHome.

## Policy:

Ontario Health atHome is committed to the AODA legislative requirements of AODA and IASR as it pertains to people with disabilities in the Ontario [Human Rights Code, 1990](#).<sup>1</sup> Ontario Health atHome respects the core principles of accessibility legislation: dignity, independence, integration and equal opportunity. Ontario Health atHome will incorporate these principles into its policies, procedures, training and best practices. In addition, Ontario Health atHome strives to ensure that all Ontarians have access to its services and information when and how they need them.

## Definitions:

Term	Definition
<b>Accessibility for Ontarians with Disabilities Act (AODA)</b>	The <a href="#">Accessibility for Ontarians with Disabilities Act, 2005</a> , including the related regulation, <a href="#">O. Reg. 191/11: Integrated Accessibility Standards</a> (IASR).
<b>Accessibility Plan</b>	A multi-year accessibility plan which outlines the specific measures taken to achieve compliance with the requirements of the <a href="#">Accessibility for Ontarians with Disabilities Act, 2005</a> (AODA).
<b>Accessible Formats</b>	Formats that are an alternative to standard formats and are accessible to persons with disabilities, including, without limitation, braille, accessible audio formats, large print, text transcripts of visual and audio information, and other formats usable by persons with disabilities.
<b>Assistive Device</b>	A device that assists users in accomplishing day-to-day functions. These include, but are not limited to, wheelchairs, hearing aids, adaptive computer technologies, ventilators, walkers, crutches and personal sound amplification devices.

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<sup>1</sup> The Code protects people from discrimination and harassment due to disability in employment, services, goods, facilities, housing, contracts and membership in trade and vocational associations.

[Career Development and Advancement](#) Providing additional responsibilities within an employee's current position and/or movement of an employee from one job to another that may be higher in pay, provide greater responsibility or be at a higher level or any combination.

**Communication Supports** The interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received. These may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

**Disability** The Ontario [Human Rights Code](#) (the "Code") and the [AODA](#) include the same definition of disability. The AODA and the Code state that disability can happen at birth, or through illness or injury. Furthermore, the AODA and the Code also outline several types of disability. These types are examples, rather than a complete list of all disabilities.

### **Physical Disabilities**

Physical Disabilities under the AODA and Code, for instance, may include:

- Diabetes
- Epilepsy
- A brain injury
- Paralysis
- Amputation
- Lack of coordination
- Visual impairment
- Hearing impairment
- Speech impairment

### **Other Disabilities**

The AODA and the Code then briefly list some other types of disability, which include:

- Mental impairment or developmental disability;
- Learning disability;
- Mental health disability;
- An injury or disability that allows someone to claim or receive benefits under the [Workplace Safety and Insurance Act, 1997](#).

<b>Integrated Accessibility Standards Regulations (IASR)</b>	The Integrated Accessibility Standards Regulations ( <a href="#">O.Reg. 191/11: Integrated Accessibility Standards</a> ) under the AODA, establish various accessibility standards, including standards related to information and communications, employment, transportation, design of public spaces and customer service.
<b>Internet Website</b>	A collection of related web pages, images, videos or other digital assets that are addressed relative to a common Uniform Resource Identifier (URI) and is accessible to the public.
<b>Learning Management System (LMS)</b>	A learning management system is a software application for the administration, documentation, tracking, reporting, automation, and delivery of educational courses, training programs, materials or learning and development programs.
<b>Mobility Aid</b>	A device used to facilitate the transport, in a seated posture, of a person with a disability
<b>Mobility Assistive Device</b>	The AODA defines many types of <a href="#">assistive devices</a> such as a supportive cane, walker or similar aid.
<b>Must</b>	This requirement is mandatory.
<b>Ontario Health atHome Premises</b>	Where there are designated locations open to the public in which Ontario Health atHome Services are provided.
<b>Support Person</b>	The AODA defines a <a href="#">Support Person</a> as persons providing certain services or assistances, such as using the washroom or a person with a speech impairment may use a support person to facilitate communication. A support person may be a paid professional, a volunteer, a family member or friend of the person with a disability.
<b>Unconvertible</b>	It is not technically feasible to convert the information or communication, or the technology to convert the information or communications is not readily available.

## Procedure:

### Multi-Year Accessibility Plan

Ontario Health atHome has, in consultation with relevant internal parties, developed an Accessibility Plan, which outlines a strategy to prevent and remove accessibility barriers in alignment with requirements of the AODA. The accessibility plan is reviewed and updated at least every five (5) years. Annual status reports are prepared at the end of each year on the measures taken to implement the accessibility plan. Our Accessibility Plan and annual status reports are available on our website and can be requested in accessible formats.

### Accessibility Compliance Reports

In addition to the multi-year Accessibility Plan and annual status reports, an accessibility compliance report form is required to be completed every two years and posted on the Ontario Health atHome website. Ontario Health atHome will continue to work in compliance with the legislation schedule.

### Training

Ontario Health atHome provides accessibility training to all employees that is appropriate to duties as part of their orientation or as soon as practical. This training includes information on the Ontario Human Rights Code as it pertains to persons with disabilities as well as the IASR. Notifications for required training will be sent to employees when changes are made to this policy. Training records will be maintained with Human Resources.

All employees and other persons are trained on:

- General accessibility requirements of the AODA and all standards.
- The Information and Communications Standard.
- The Customer Service Standard.
- The Human Rights Code.

Persons in roles related to informing the design of organizational spaces are also trained in:

- The Design of Public Spaces Standard.

Persons in roles related to the employment of employees are also trained in:

- The Employment Standard.

### Procurement

Ontario Health atHome will comply with the AODA when acquiring goods and services and incorporates accessibility design, criteria and features, when procuring or acquiring goods, services or facilities. Where it is impracticable to do so, Corporate Procurement and Contracts, in consultation with the business unit, will provide an explanation upon request. Corporate Procurement will also

ensure that all selected vendors are aware of the need to provide accessible goods and services on behalf of Ontario Health atHome, where practicable.

## Information and Communications

### Accessible Formats and Communication Supports

Ontario Health atHome endeavours to provide all communications materials in a format that considers a person's disability. On request, Ontario Health atHome will, in a timely manner and at no additional cost, provide or arrange for the provision of Accessible Formats and Communication Supports unless it is not practical or possible to do so. Details of how the public can make such requests are found on the Ontario Health atHome website.

Ontario Health atHome consults with requestors to determine the most appropriate Accessible Format or Communication Support. If it is determined that the requested information or communications cannot be made accessible, the requester will receive:

- a) An explanation as to why, and
- b) A summary document of the unconvertible information or communications in an accessible format.

### Feedback

Ontario Health atHome is committed to creating a process for receiving and responding to feedback regarding the goods and/or services provided to persons with disabilities. Any individual can submit feedback by phone (accessible via TTY), in writing, in electronic format or through other methods. Details are provided on the [Ontario Health atHome website](#).

### Website

To improve the accessibility of our communications and resources, the Ontario Health atHome website, including all information and documents shared through that site, as well as any web-based application, will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level AA. This includes websites, or content that is indirectly controlled through a contractual relationship.

### Employment

#### Recruitment and Job Applicants

Accommodations are available for applicants with disabilities throughout the recruitment process at Ontario Health atHome. Information regarding accommodations is available to prospective candidates as part of the advertising and application processes.

### Assessment or Selection Process

Applicants who are selected to participate in an assessment or selection process at Ontario Health atHome can request and receive accommodations in relation to the materials or processes used in the assessment or selection process. On request, Human Resources will provide the [Accommodation Request - Job Applicant Form](#). Applicants who possess the requisite skills, and qualifications to perform the essential duties and hours of the job, and who have communicated their accommodation needs will be considered equally.

Upon request for an accommodation during the assessment or selection process, a designated Human Resources lead from each local area will take into account the accessibility needs in determining a reasonable and appropriate accommodation.

### Notice to Successful Applicants

Ontario Health atHome's commitment to accommodating employees with disabilities, is expressed in the offer of employment. Successful applicants additionally are required to review Human Resources policies, procedures and guidelines upon hire.

### Informing Employee of Supports

Ontario Health atHome will inform its employees of its policies, (and any updates to policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information is provided to new employees as soon as practicable after they begin employment.

### Accessible Services and Accessible Communication

Upon request, Ontario Health atHome will provide or arrange for the provision of accessible formats or communication supports for persons with disabilities in accordance with the following core principles:

- Dignity and independence;
- Integrated services;
- Equal opportunity; and
- Tailored approaches to accessibility.

Accessible communication takes into account the ways in which individuals express, receive and process information without making any assumptions about a particular disability.

Ontario Health atHome is committed to providing accessible services and communications to individuals with disabilities and will identify the means to requests alternate formats.

### Performance and Development

Ontario Health atHome will take into account the accessibility needs of employees with disabilities, as well as an individual medical accommodation plan, in activities related to performance development, performance management, career development and advancement opportunities.

## Emergency Response

### Emergency Information Accessibility

Emergency procedures, plans and public safety information will be available on request in a range of accessible formats (e.g. large print, Braille, accessible digital files, audio descriptions and sign language interpretation).

#### *Assistance for Individuals with Disabilities*

Documented plans will be developed and maintained for individuals (employees and visitors) who identify assistance may be required during an evacuation. Designated personnel will be assigned to assist individuals with mobility limitations or other special needs (e.g., individuals with hearing or visual impairments). The [Employee/Visitor Requiring Assistance during an Emergency Form](#) will be used to identify and record the specific assistance needs and support arrangements for these individuals.

Employees / visitors requesting assistance may be provided and meet in the designated safe holding area (if applicable to the abilities/barriers and environment) in the event they require Emergency Management Services to assist them.

Each geographic area will have a designated role or process to provide to Employee(s)/Visitor(s) requiring assistance.

### Individualized Emergency Response Support

Individualized workplace emergency response information is available to employees. When Ontario Health atHome is aware of the need for accommodation due to an employee's disability, this information will be provided as soon as practicable after becoming aware of the need for accommodation.

## Accommodations and Return to Work

Ontario Health atHome will foster an inclusive workplace for employees with disabilities, by recognizing this is a fundamental and integral right for equal treatment. Ontario Health atHome will administer each accommodation and Return to Work plan on its own merit and set of circumstances.

Accommodation and Return to Work plans are a shared responsibility between the employer and employee. Requests for accommodation, whether related to medical necessities or abilities, will be managed in a timely and effective manner to support an employee's ability to fully participate in all aspects of employment.

The following criteria will be followed:

- Medical and ability-related accommodation and Return to Work plans will reinforce a collaborative approach for the employee requesting to participate in the development of such plan. As such, an employee can request their bargaining agent to participate, if applicable.

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- Medical and ability-related accommodation and Return to Work plans will be documented, and will provide a written individual plan. All plans will account for the employee's accessibility needs due to disability. These plans will have regular reviews.
- Medical and ability-related accommodation and Return to Work plan may only be denied if:
  - There is insufficient and/or not clear information. Ontario Health atHome or its agent will commit to reviewing all documentation submitted to provide opportunities for the additional information to clarify the request.
  - If a rule, standard or practice is based on a bona fide occupational requirement, or on a bona fide justification.
  - If it causes undue hardship in consideration of cost, health and safety requirements.
- Such denied requests will be communicated in writing to the employee requesting the accommodation.

An employee requesting a medical and ability-related accommodation and/or Return to Work plan is not required to disclose private or confidential matters, and should only disclose information as it pertains to the need for accommodation and any restrictions or limitations.

Ontario Health atHome will maintain confidentiality and be respectful of the employee's dignity.

Ontario Health atHome will only provide other vested parties with the information required to support the accommodated employees to work safely, effectively and efficiently. Other vested parties will not receive abilities information other than what is relevant to the accommodation needs. If the accommodation includes modifications to their duties, roles and responsibilities, the information shared will be agreed upon in advance.

- The above information will be delivered in accordance with the applicable collective agreement(s) and policies/procedures.

## Design of Public Spaces

Ontario Health atHome is and will comply as a tenant of lease agreements to AODA and Ontario Building Code, ensuring that new renovations, or acquisitions comply with the accessibility requirements for Exterior Paths of Travel, Accessible Parking, Obtaining Services, and Maintenance.

## Customer Service

### Service Animals

Ontario Health at Home permits individuals with disabilities to be accompanied by a Service Animal while on its premises in areas that are open to the public or third parties. This policy does not apply in situations where a Service Animal is legally excluded from being on any Ontario Health atHome premises. In cases where a Service Animal is excluded by law, Ontario Health atHome will make reasonable efforts to provide services through alternate means.

Possible alternative measures may include, but are not limited to:

- Allowing the Service Animal to be left in a safe and secure location where permitted by law.
- Offering the individual services in an alternate area where the Service Animal is allowed.

In cases where the Service Animal must be left in a secure location, Ontario Health atHome will provide the person with the disability with appropriate assistance while temporarily separated from their animal.

- Ontario Health atHome employees have the right to make a determination as to whether an animal qualifies as a “Service Animal” based on the established definition. If it is not immediately obvious to a reasonable person that the animal is a Service Animal, or if the animal is not a trained guide dog, employers may request a letter from a Regulated Health Professional and/or certification the animal is a trained Service Animal.
- The letter from the Regulated Health Professional must confirm that the animal is necessary due to a disability by outlining the limitations and restrictions that the animal will support. Certification of Service Animal training must confirm the animal has successfully completed all required training to be a certified Service Animal.
- In cases of a Service Animal regularly attending the Ontario Health atHome premises, vaccination information and other relevant information, as applicable, may be required upon request.

*Please note: Emotional Support Animals are not covered under the AODA.*

### Support Persons

Use of and access to a Support Person is permitted when on Ontario Health atHome premises. Persons with disabilities are not prevented in any way from having access to their Support Person when on Ontario Health atHome premises.

Ontario Health atHome may, in certain circumstances, require that a person with a disability be accompanied by a Support Person when on its premises. Ontario Health atHome may require this only when it deems, in its reasonable opinion and after consultation with the person with a disability, that requiring a Support Person is the only means available to allow the person with a disability to be on our premises and, at the same time, fulfil the organization’s obligations to protect the health or safety of the person with a disability or the health or safety of others. If there is any doubt about whether a Support Person is necessary to protect the health or safety of the person with a disability or the health or safety of others, Human Resources and/or Occupational Health and Safety are to be contacted

In certain situations, personal information or confidential information related to a person with a disability may need to be disclosed while a Support Person is present. Before disclosing any personal information or confidential information concerning a person with a disability in the presence of a Support Person, Ontario Health atHome employee shall first seek the consent from the person with disability to such disclosure.

In situations where a Support Person may be exposed to patient information while assisting a person with a disability, consultation with the appropriate privacy officer is required.

### Assistive Devices

Assistive Devices can be used when on Ontario Health atHome premises. These include but are not limited to:

- Mobility aids and/or mobility assistive device such as manual or powered wheelchairs, cane, walker, positioning devices such as standing desks.
- Hearing aids and other devices such frequency FM systems, implant replacement speech processors, teletypewriters (TTY)
- Visual aids such specialized glasses, magnifiers and other optical aids, audio players for reading information, braillels for writing, computer-based reading and writing systems, and white canes for orientation and mobility
- Prosthetics; and
- Medical devices such as insulin pumps and respirator equipment.

### *Training*

All employees will receive training on how to provide customer service to persons with disabilities according to the requirements in the IASR's Customer Service Standard and as identified elsewhere in this policy.

### Notice of Temporary Service Disruption

Ontario Health atHome will provide a public notice on its website, or in a conspicuous place at affected premises, when a facility or service is temporarily unavailable. Such public notice might relate to facility renovations or repairs on our premises, including maintenance of elevators or accessible washrooms. This notice includes the reason for the disruption, anticipated duration and a description of alternative facilities, if available.

Ontario Health atHome will provide a public notice via its website for service disruption that are over 24 hrs. We will post notice of brief disruptions in a conspicuous place at our affected premises, for the disruption of any system, amenity or facility that a person with a disability must use in order for them to access our premises. Systems, amenities, or facilities that a person with a disability may rely on include, but are not limited to, escalators, elevators, ramps, or accessible washrooms.

Ontario Health atHome provides notice to employees of any affected areas for the applicable premises.

If possible, Ontario Health atHome will provide reasonable advance notice of any anticipated disruption. If a disruption occurs unexpectedly, Ontario Health atHome will provide a notice as soon as practicable after it becomes aware of such disruption.

### Feedback

Ontario Health atHome will ensure that individuals are able to provide feedback concerning the accessibility of services.

Any individual may submit feedback about the manner in which Ontario Health atHome provides services to persons with disabilities or whether the feedback process itself is accessible to persons with disabilities. Individuals can submit feedback by phone (accessible via TTY), email, in person or by mail at the details provided here: <https://ontariohealthathome.ca/aoda/>. If the methods provided are not suitable, individuals may request another method.

Once a request or complaint is received and reviewed, feedback will be gathered in consultation with relevant departments, as necessary, and a written response will be prepared, if requested or appropriate.

### Format of Documentation

Upon request, Ontario Health atHome will make available documents that are in an Accessible Format or with a Communication Support, in a timely manner and at no additional cost. Ontario Health atHome will consult with the person making the request to determine the most appropriate Accessible Format or Communication Support.

POSITION	RESPONSIBLE	ACTION
<b>Chief Executive Officer</b>		<ul style="list-style-type: none"><li>Approve this policy.</li><li>Reinforce implementation of this policy.</li></ul>
<b>Chief Human Resources Officer</b>		<ul style="list-style-type: none"><li>Approve this policy in consultation with the Chief Executive Officer.</li><li>Review compliance with the requirements of this policy.</li><li>Ensure there is a scheduled annual review of this policy, and any associated training materials.</li><li>Implement updates as necessary, including for any changes to the AODA.</li></ul>
<b>Executive Leadership Team</b>		<ul style="list-style-type: none"><li>Support this policy.</li><li>Implement the procedures outlined in this policy to the applicable departments in order to adhere to AODA compliance.</li><li>Approve accessibility reports as required.</li></ul>

POSITION	RESPONSIBLE	ACTION
	<b>Management</b>	<ul style="list-style-type: none"><li>Follow and comply with this policy.</li><li>Raise awareness to facilitate understanding of this policy.</li><li>Participate and facilitate workplace accommodation plan, including development of contingency plans.</li></ul>
	<b>Human Resources/ Occupational Health</b>	<ul style="list-style-type: none"><li>Support the coordination of activities and policy maintenance to align with the AODA and the ISAR.</li><li>Lead the annual status review process and multi-year planning with portfolio leads.</li><li>Lead the Accessibility Advisory Committee</li></ul>
	<b>Employees</b>	<ul style="list-style-type: none"><li>Review and understand the intent of this policy.</li><li>Comply with the provisions of this policy.</li><li>Complete required training.</li></ul>

## References, Related Documents and External Resources:

Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11.

<https://www.ontario.ca/laws/statute/05a11>

*Accessible Performance Management, Career Advancement, and Redeployment.* (2018, December 14).

Accessibility for Ontarians with Disabilities Act (AODA); AODA.ca.

<https://www.aoda.ca/accessible-performance-management-career-advancement-and-redeployment/>

*Customer Service Guide.* (2025). Accessibility for Ontarians with Disabilities Act (AODA); AODA.ca.

<https://www.aoda.ca/customer-care-guide/#animals>

Human Rights Code, R.S.O. 1990, c. H.19. <https://www.ontario.ca/laws/statute/90h19>

Ontario Health atHome. (2022, September 2). *Accessibility for Ontarians with Disabilities.*

Ontariohealthathome.ca. <https://ontariohealthathome.ca/aoda/>

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O. Reg. 191/11: Integrated Accessibility Standards, under the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11. <https://www.ontario.ca/laws/regulation/110191>

*Welcoming Customers with Assistive Devices.* (2019, March 27). Accessibility for Ontarians with Disabilities Act (AODA); AODA.ca. <https://aoda.ca/welcoming-customers-with-assistive-devices/>

Workplace Safety and Insurance Act, 1997, S.O. 1997, c. 16, Sched. A.  
<https://www.ontario.ca/laws/statute/97w16>

### Related Procedures, Forms & Templates:

Document Type	Document Name
Form	<a href="#">Accommodation Request - Job Applicant Form</a>
Form	<a href="#">Employee/Visitor Requesting Assistance During an Emergency Response and/or Evacuation</a>

### Other Related Policies:

Policy Name
N/A

### Document Control Record

#### Version History

Version Number	Approval Date (mm/dd/yyyy)	Description
1.0	12/19/2025	Initial standardized provincial policy.