

Multi-Year Accessibility Plan

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Updates:

To receive this document in an alternate format at no cost, please contact Ontario Health atHome's Communications Team by the means listed below:

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Table of Contents

- 1. Statement of Commitment**
- 2. Introductions**
- 3. Past Achievements to Remove and Prevent Barriers**
- 4. Strategies and Actions for 2025 to 2030**
- 5. Acknowledgments**
- 6. We Welcome Your Feedback**

Statement of Commitment

Ontario Health atHome strives to provide goods and services in a way that respects the dignity and independence of people with disabilities and will use reasonable efforts to ensure its policies, practices and procedures are consistent with the spirit and requirements of the Integrated Accessibility Standard (Ontario Regulation 191/11).

Introduction

Ontario Health atHome was a newly formed provincial agency on June 28, 2024, consolidating fourteen (14) independent Local Health Integration Networks (operating as Home and Community Care Support Services) as one. This new and distinct agency coordinates in-home and community-based care for thousands of patients across the province every day. Ontario Health atHome is committed to providing a respectful, accessible and inclusive environment for all patients, employees, partners and the public.

Ontario Health atHome will operate and provide services in alignment with the AODA by reducing and removing barriers and ensuring accessible customer service, information and communications, employment, and design of public spaces. The Multi-Year Accessibility Plan (“MYAP”) will outline the achievements to date and identify the steps that will build on the foundation set by our fourteen (14) legacy agencies and their work of continuing to identify and break down barriers for people with disabilities and enhance accessibility.

Achievements to Remove and Prevent Barriers

Ontario Health atHome has continued to develop the accessibility programs started by our legacy agencies and has demonstrated our commitment to removing and preventing barriers to inclusion by:

- Incorporating an Equity Inclusion Diversity and Anti-Racism Framework within the People Strategy and dedicating a management role to this work.
- Establishing a new role of **Accessibility Lead, Communications** dedicated to embedding accessibility into every facet of our organization’s communications tools and tactics, including the organization’s website, intranet and patient-facing products.
- Launching a new public webpage ([Accessibility for Ontarians with Disabilities | Ontario Health atHome](#)) that highlights our commitment to AODA and the Integrated Accessibility Standards; the page describes existing policies that address these standards; provides links to accessibility policies and plans and identifies methods to request alternate formats and provide feedback.
- Standardizing the intake method for requests from the public for alternate formats/communication supports.
- Standardizing the accessibility training program for new and existing employees and issuing mandatory refresher training.
- Ensuring the inclusion of AODA considerations in Procurement Contracts, Patient Care Contracts, rebranded recruitment and onboarding communications and processes.
- Initiating the first steps to establish an Occupational Health and Safety provincial Centre of Excellence that will include the standardization of Abilities Management for a fair and consistent approach to Medical Accommodations and Return to Work best practices.

Strategies and Actions for 2025 to 2029

- In addition to the above and maintaining our current compliance obligations, we will commit to the following over the next five years:

i. General Requirements

Initiative	Proposed Timeline
Incorporate standardized accessibility training into new hire orientation	Q1 2025/26 (complete)
Establish Accessibility Advisory Committee with Terms of Reference	Q2 2025/26 (complete)
Approve, implement and post: <ul style="list-style-type: none"> • 5 year MYAP • Accessibility Policy 	Q3 2025/26 (complete)
Complete Annual Status Review progress report and post on Ontario Health atHome website	Q3 2025/26 then annually (complete for 25/26)
Review and assess compliance with the harmonized accessibility training program and format of training records	Q3 2025/26 then annually (complete for 25/26)
Standardize templates to establish a consistent response for temporary disruptions	Q4 2025/26
Develop and provide content specific training on the incorporation of accessibility features and language into procurement documents and contracts. This education will be targeted for employees with responsibility for purchasing goods and services on behalf of Ontario Health atHome	Q4 2026/27

ii. Information and Communications

Initiative	Proposed Timeline
Approve and make available the Employee/Visitor Requesting Assistance template.	Q3 2025-26 and on-going (complete for 25/26)
Amend the Sign-In and Out Board such that a person with a disability who requires assistance to evacuate the building can indicate and confirm they are on-site for the day.	Q3 2025/26 and on-going (complete for 25/26)
Introduce a new harmonized Accessibility Page on SharePoint to host relevant resources and information for staff	Q4 2025/26 and on-going
Standardize tracking and reporting of accessibility requests and activities	Q4 2025/26 and on-going
Approve and implement as part of the Emergency Management Plan and Emergency Evacuation Framework to support accessibility for persons with disabilities	Q4 2025-26 and on-going

Initiative	Proposed Timeline
Provide training on the Emergency Management Plan and Emergency Evacuation Framework	Q4 2025/26 and on-going
Standardize procedures to have new materials produced in accessible formats and/or conversion ready state to optimize response times for requests	Q2 2026/27 and on-going
Continue to develop training and instructional material to support the creation of accessible digital content and documents that meet or exceed the standards specified in AODA	Q3 – 26/27 and On-going
Develop an accessibility awareness campaign framework for staff	Q3 – 26/27 and on-going

iii. Employment

Initiative	Proposed Timeline
Develop, approve, implement and post an Accessible Employment/Recruitment policy and associated tools that reflects our commitment to accessibility throughout the recruitment and onboarding lifecycle, including a job applicant accommodation form	Q1 2026/27 and on-going
Incorporate language in performance and development tools that considers the accessibility needs of employees with disabilities	Q1 2026/27 and on-going
Develop quantifiable measures related to the volume and nature of accommodation requests and supports to inform further plan development and policy reviews	Q2 2027/28 and on-going
Standardize Abilities Management policies, practices and procedures	Q3 2029/30 and ongoing

iv. 1. Design of Public Spaces

Initiative	Proposed Timeline
Consider accessibility requirements for any new, redesigned or redeveloped public or workplace spaces	On-going

iv. 2. Customer Service

Initiative	Proposed Timeline
Approve, implement and post updated Accessible Formats and Information for Patients and Members of the Public policy	Q1 2026/27
Provide standardized education on assistive devices and supports that may be used to support employees or members of the public with disabilities	On-going
Through contractual provisions with agencies providing goods and services on behalf of Ontario Health atHome, continue to reinforce the educational requirements under AODA	On-going

We would like to extend appreciation and gratitude to all those who have contributed towards the creation of this Multi-Year Accessibility Plan.

We Welcome Your Feedback

To provide feedback on this plan, for more information or to request this plan in an alternative format, please contact our Communications Department by:

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