

# Multi-Year Accessibility Plan 2023-2024

The HRLSC has a comprehensive Accessibility and Accommodation Policy in accordance with the Integrated Accessibility Standards Regulation under the *Accessibility for Ontarians with Disabilities Act (AODA)*. The HRLSC continually strives to exceed these standards.

The Multi-Year Accessibility Plan summarizes the HRLSC's commitment and approach to ensuring a barrier-free environment to better serve the public. This plan is the fundamental framework of how the HRLSC will continue to educate, support, and engage its employees to fulfill the requirements of the AODA.

The HRLSC has completed a comprehensive review and re-design of its website which now further supports its commitment to AODA and WCAG 2.0, Level AA standards. In addition, the HRLSC has developed and successfully integrated a new client-user portal system to increase accessibility and modernize service delivery. This project included several significant enhancements which will help improve accessibility for both public users and the HRLSC's staff, including:

- upgrading the current case management system to reduce the administrative work required from staff;
- improving ease of navigation and providing additional features and aids supporting site accessibility for clients; and
- supporting streamlined site design for improved navigation and user experience.

## AODA: Customer Service

Action	Result
Feedback mechanisms in place for clients who requested accommodation in the delivery of service; follow-up with reviews if accommodation needs were not met.	Ongoing
Implement ASL (American Sign Language) Video Integration or Microsoft Teams/Zoom Integration to provide remote interpretation for Deaf or Hard of Hearing members of the public, and clients who use ASL.	Ongoing
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A review of the HRLSC's accommodation practices was implemented; updates will be made in the future, as necessary and required.	Ongoing: reviewing and updating as required
Compliance with building accessibility requirements at the Centre's main office.	Ongoing
Alternative communications methods available upon request for clients who cannot access digital tools.	Ongoing

## AODA: Training

Action	Results
Training Policies have been updated to ensure compliance with the AODA.	Ongoing
Train staff on equity, accommodation, and accessibility issues; consult with staff on training needs.	Ongoing
Support disability-related initiatives of Diversity and Inclusion Committee.	Ongoing

## AODA: Information and Communications

Action	Progress
Ensure the website continues to meet the WCAG 2.0 accessibility requirements when updates, upgrades or change are made to the website.	Ongoing
Maintain website with enhanced accessibility features.	Ongoing
Maintain client-user portal system with enhanced accessibility features.	Ongoing
All public documents are available in alternative formats.	Ongoing
All correspondence includes notification that other accessible formats are available.	Ongoing

## AODA: Procurement

Action	Progress
Consideration of accessibility needs during the procurement process.	Ongoing
Procurement policies have been updated to include accessibility consideration.	Ongoing
Monitor procurement policies to ensure consistency with best practices.	Ongoing