

## Multi-Year Accessibility Plan 2024-2025 Update

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*.

In the early 2024-2025 fiscal period, the HRLSC completed its Stakeholder Engagement process for the development of its new Strategic Plan. This engagement process included in-depth consultations with organizations knowledgeable and experienced in supporting clients with disabilities in various capacities including:

- HIV/AIDS Legal Clinic of Ontario
- Parkdale Community Legal Clinic
- John Howard Society
- Barbra Schliker Clinic
- Don Valley Community Legal Services
- Community Legal Education Ontario
- Workers Action Centre
- Canadian Centre for Housing Rights
- IAVGO Community Legal Clinic
- Justice for Migrant Workers
- Ontario Human Rights Commission
- Legal Aid Ontario
- Canadian Human Rights Association

From these consultations, the HRLSC drafted its new five-year Strategic Plan, which will direct HRLSC operations including some relevant measures to support accessibility for Centre employees and clients.

Priorities which are relevant to the HRLSC's accessibility and accommodations planning include:

- Increasing and improving access to legal services and support for people in Ontario, especially those who are most marginalized and vulnerable to discrimination.
- Improve our capacity to use data, client feedback and evidence to inform decisions and service delivery (which includes its service feedback surveys related to accessibility and accommodations).
- Strengthening organizational infrastructure; and
- Being an employer of choice by improving employee recruitment and retention and enhancing workplace health and wellbeing.

## 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: development of new feedback surveys for accommodations requests in development
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
Implement ASL 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
Updates to the HRLSC's accommodations policies will be made in the future, as necessary and required.	Ongoing
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: website pages being updated to ensure web design best practices are followed.
Maintain website with enhanced accessibility features.	Ongoing: website page updates considering additional accessibility features for page readability.
Maintain client-user portal system with enhanced accessibility features.	Ongoing
All public documents are available in alternative formats.	Ongoing: continuing audit of documents stored on website to ensure accessibility compliance.
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