



Multi-Year Accessibility Plan

Statement of Commitment

Homestarts Incorporated is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Accessibility Emergency Information

Homestarts Incorporated is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

Homestarts Incorporated has taken the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws

- Policy 32 AODA – Integrated Standards is provided with other employment paperwork in a written job offer
- Online training on AODA – Customer Service Standards Training is provided to all employees on hiring
- Working together – The Code and the AODA – the link to 5 videos provided by the OHRC is being provided to all employees with the other training materials on hire

Kiosks

Homestarts Incorporated does not utilize self-serve kiosks in the performance of its business

Information and Communications

Homestarts Incorporated is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Homestarts Incorporated maintains a website that provides information in clear plain language in a written format that enables the individuals to utilize assistive devices

Homestarts Incorporated will ensure that its website and content conform with WCAG 2.0, Level AA standards by January 1, 2021.

Homestarts Incorporated provides for signage at all client locations which provides information in large print and which will be read to a person with a disability on request.

Homestarts Incorporated has taken the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015:

- The Policy is posted at all worksites and the public is instructed to provide feedback in person, by telephone, in writing and electronically

Homestarts Incorporated has taken the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016:

- The website contains a link to be used to request publicly available information in various accessible formats

Employment

Homestarts Incorporated is committed to fair and accessible employment practices. We will take the following steps to notify the public and staff that, when requested, Homestarts will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- Applicants will be asked if they require accommodation prior to attending interviews
- Initial interviews will be conducted virtually when possible and only short-listed candidates will be required to attend an interview at a physical site
- Applicants for a position at a client worksite will be advised if that particular location is physically accessible

Homestarts Incorporated will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work plan for employees who have been absent due to a disability:

- Where appropriate, a gradual return-to-work plan will be arranged with the employee
- Where appropriate, modified duties will be arranged with the employee
- Where appropriate, alternate positions will be discussed with the employee

Homestarts Incorporated is closing its physical offices July 31, 2021 and all employees formally working at its head office in Mississauga, will work from home.