



Multi Year Accessibility Plan for Home Instead

The 2023 Accessibility Plan outlines the policies and actions that Home Instead will put in place to improve opportunities for people with disabilities.

The Multi-year Accessibility Plan will be modified on a yearly basis to reflect Home Instead accomplishments in improving our services for those with disabilities, and to maintain compliance with the AODA.

Statement of Commitment

Home Instead 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*.

Our Accessibility Policy and Multi-Year Accessibility Plan are available on our company website: www.seniorinhomecare.com and posted on our staff notice board at 165 Avenue Road, Toronto.

Home Instead welcomes feedback in relation to this Plan, by phone to 416-972-5096, by email to: ash.heujung@homeinstead.com in person, at 165 Avenue Road, Suite 5, Toronto, ON M5R 3S4 or other formats that may be convenient to the person providing feedback.

Multi-Year Accessibility Plan

Initiative	Action	Implementation
Accessibility Policies, Procedures and Practices	Establish specific policies and procedures for: Accessibility Standards for: Customer Service, Information & Communication and Employment Standards under the AODA	Completed and reviewed each year
Communication	Accessibility Policy Standard for Customer Service Standard, is included in the Employee Handbook, and posted on company website and e-mailed to all employees.	Completed and reviewed each year Completed

	Information & Communication and Employment Standards Policies, once established, will be part of the Employee Handbook and emailed to all employees.	
Training	Employees are provided with training on Accessibility Standard for Customer Service, AODA & The Code as well as on the accessibility requirements that apply to their job duties. Training offered via online format : (www.accessforward.ca)	Ongoing with new employee hires; part of new employee orientation and when we change policies.
Establishment of Multi-Year Accessibility Plan	Established, reviewed, and updated the Multi-Year Accessibility Plan. Plan is reviewed annually and posted on company website and on the staff notice board at the office.	Completed and reviewed every five years
Individual Accommodation Plans	Will develop individual accommodation plans for employees with disabilities, on a case by case basis.	Available on case by case basis, upon request to Human Resources
Recruitment	Review and modify, if necessary, existing recruitment, assessment, and selection processes; inform all applicants of the company's stance on Equal Opportunity for all; accommodate applicants on a case by case basis if necessary	Ongoing – review each year
Website & Web Content	Human Resources will forward WCAG 2.0 Level AA guidelines to IT/Web development personnel so guidelines can be followed.	Conformed to WCAG 2.0 Level AA. The exceptions would be live captioning and prerecorded audio descriptions.

Approved By: Corey Obermayer, President

Date Revised - December 27, 2023