

Website

Web accessibility refers to how well people with visual, hearing, motor and cognitive challenges can access a website. As part of our commitment to all people with disabilities our website follows accessibility guidelines and best practices according to the Web Content Accessibility Guidelines (WCAG) created by the World Wide Web Consortium (W3C).

Web accessibility is the practice of ensuring that websites are usable by as wide an audience as possible. More specifically, accessibility ensures that people with visual, hearing, motor and cognitive challenges can understand and interact with a website and its content.

Magnify the Screen

Many web browsers allow you to zoom in on web pages using simple keyboard controls. The magnifier allows you to focus on specific parts of the screen, enlarging the text and other page elements. For Windows operating systems, press **Ctrl** and **+** to zoom in on a web page (**Ctrl** and **-** to zoom out). For Mac operating systems, press **Cmd** and **+** to zoom in on a Web page (**Cmd** and **-** to zoom out).

HMC monitors this web site to ensure that it continues to meet and exceed accessibility standards.

Our site is [WCAG Level A](#) compliant, and incorporates additional web accessibility standards set by the [World Wide Web Consortium's \(W3C\) Web Accessibility Initiative](#).

Accessibility and the AODA

To ensure that HMC's services are fully accessible to people with disabilities, in accordance with the Accessibility to Ontarians with Disabilities Act 2005 (AODA). HMC is committed to providing or arranging services that address the unique needs of the individual.

HMC will be proactive in providing fully accessible services to staff, clients, volunteers and the community in accordance with the Accessibility for Ontarians with Disabilities Act 2005 (AODA). We strive to provide services in a way that respects the dignity and independence of people with disabilities. We aim to give people with disabilities the same opportunity to access and benefit from our services, in a timely manner.

To comply with the Integrated Accessibility Standards, HMC has:

- Developed, implemented and maintained policies and plans governing how the organization is achieving or will achieve accessibility;
- Established a multi-year Integrated Accessibility Plan outlining HMC's strategy to prevent and remove barriers and accommodating people with disabilities, which is publicly posted on the website;
- Annually update the progress on implementing the Integrated Accessibility Plan, to comply with the AODA;
- Ensure accessibility criteria are considered when procuring goods, services or facilities (including any self-serve kiosks), as is practicable;
- Ensure training is provided to HMC personnel in accordance with the AODA;
- Ensure processes for receiving and responding to feedback are accessible to persons with disabilities, in a timely manner, upon request;

- Arrange for provision of accessible formats and communication supports in a timely manner that takes into account the person’s needs and at no higher cost than regularly charged;
- Ensure emergency procedures, plans, publicly-available policies, and public safety information are available in an appropriate accessible format and in a timely manner, upon request;
- Ensure internet and intranet websites and web content conform with common industry standards in accordance with the AODA;
- Notify employees and the public about the availability of accommodation for applicants with disabilities in the recruitment process;
- Notify successful applicants of policies regarding accommodation;
- Provide updates to all staff whenever there is a change to an existing policy related to the AODA;
- Consult with employees, upon request, to arrange for provision of accessible formats and communication supports for information needed to perform the employee’s job;
- Develop, provide and maintain policies and processes regarding the provision of individualized accommodation plans to employees with disabilities, in accordance with the AODA;
- Take into account the accessibility needs and accommodation plans of employees with disabilities for performance management, career development, advancement opportunities, and redeployment, including additional position responsibilities;
- Adhere to the local building code regarding public spaces that are constructed or redeveloped.

The Transportation Standard does not currently apply to HMC.

The above standards will be completed based on the AODA compliance deadlines outlined in the Multi-Year Integrated Accessibility Plan. To view the plan see below.

This policy will be reviewed annually by October 31, in conjunction with all policies concerning accessibility. This review will be conducted by the Senior Management team.

ACCESSIBILITY PLAN

It is the intent of HMC to provide fully accessible services to all employees, volunteers, customers and clients in accordance with the *Accessibility for Ontarians with Disabilities Act 2005 (AODA)*.

Customer Service – legislated date Jan 1, 2012

STANDARD	REQUIREMENT	DATE
Policies	Review of current policy to ensure compliance	Every 3 years
Training	Ensure appropriate training provided to all employees	Annual
Temporary Disruption Procedures	Outline how notice will be provided to people with disabilities who rely on the service to access our services	Based on individual needs
Feedback Procedure	Develop feedback system in line with standard.	Send email to info@hmcconnections.ca
Accessible Formats and Communication Supports	Develop plan for provision of accessible formats, etc.	Complete

Employment

STANDARD	REQUIREMENT	DATE
Recruitment	Ensure all standards are met and covered by policy.	Complete
Employees & Accommodation & Return to Work	Review current policies & practices to ensure compliance with standard	Complete
Performance Support	Ensure that accommodation needs and or individual accommodation plans of employees are taken into account.	Done individually

Built Environment (buildings and other structures)

LOCATION	ITEM	ACTION	IMPLEMENTATION DATE
Offices	All office front entrances must have door openers	Automatic door openers to be installed on all front entrances.	Completed and maintained.
Offices	Accessible aisles	All aisles must be wheelchair accessible	Completed and maintained.
All locations	Signage for visually impaired customers	Part of customer service standard, and have permanent signs required for visually impaired	Completed and maintained.
All locations	Emergency procedures for hearing impaired	Process required or alarm aimed at hearing impaired individuals.	Completed.
All locations	Flashing lights for emergency exits to assist hearing impaired	Installation required at all HMC locations. Satellite locations will have procedure for staff-led evacuation.	Completed.
All locations	Door knobs to be replaced with door levers	Gradual change over of all door knobs required.	Completed.
All locations	Door openings to be standardized at 36" wide	At least one 36" doorway access point will be provided in every location area.	Completed.

Offices	Automatic door openers for all major entry/exit doors	Automatic door openers installed on all major entry/exit doors	Completed.
Offices	Door frames should be darker than walls for visibility	Ensure all door frames are painted a darker colour than walls for all new projects. Confirm all current frames are darker than walls.	Completed.
Offices	All new reception areas must have wheelchair friendly counterspace that is to be maintained and kept clear.	Any repairs needed to keep these areas in good working order are done on an urgent basis. The area must be kept clean and free of obstacles.	Completed.

Information and Communications

STANDARD	REQUIREMENT	DATE
Accessible Formats and Communication Supports	Plan provides for a mosaic of accommodations: <ul style="list-style-type: none"> • Available Interpreter services • Available oral communication of written items • Enlarge print photocopiers 	Completed.