

General Requirements

For private sector employers with 50+ employees in Ontario OR for public sector employers with 20+ employees, the following requirements must be met.

Requirement	YES	NO	N/A	Notes/Actions
Establishment of Accessibility Policies: <ul style="list-style-type: none"> • Develop, implement and maintain required accessibility policies • Statement of commitment • Make policies available to the public 	Yes Yes Yes			These are posted on the website in a section dedicated to accessibility and updated annually.
Hiring: Ensure job postings are accessible and inform employees and the public of the Employer's commitment to accommodating the needs of people with disabilities in the hiring process. This information must be posted on the Employer's website and included in all job postings.	Yes Yes			Information is posted on the website in a section dedicated to accessibility and updated annually. Each job posting includes essential physical demands in the job requirements section as well as the Employer's commitment to accommodating the needs of people with disabilities.
Notify job applicants when they are selected for an interview that accommodation will be provided.	Yes			Annual policies and procedures review will remind managers of offering accommodation options.
Notify successful applicants of the organization's accommodation	Yes			This is done verbally during the hiring process, and is addressed during training

<p>policies for accommodating employees with disabilities.</p>				<p>and is referenced in the Employee Handbook. This is available to employees in Key documents section of the caregiver app.</p>
<p>Inform employees about the organization's policies to support people with disabilities. Inform new employees when they are hired, and inform all employees if the policies are updated or changed.</p>	<p>Yes</p>			<p>Included in training/orientation materials and in the Employee Handbook. Accessibility polices and documentation are included in Documents section of caregiver app.</p>
<p>Providing Accessible Workplace Information: Workplace information must be provided in an accessible format upon employee request. This includes:</p> <ul style="list-style-type: none"> Any information necessary for employees to perform their jobs (e.g., job descriptions and manuals). General information available to all employees at work (e.g., company newsletters, organization-wide memos, and bulletins regarding company policies and health and safety information). 	<p>Yes</p>			<p>Currently available in training/orientation, on demand via caregiver app and email distribution. If requested, staff will verbally read the content to the employee.</p>
<p>Self-Service Kiosks</p>			<p>N/A</p>	
<p>Providing Individualized Workplace Emergency Response Information: Emergency information must be made accessible and a plan must be developed to help employees with disabilities during an emergency.</p> <p>As an employer, if you know an employee might need help in an emergency due to a permanent or temporary disability, you must provide</p>	<p>In progress</p>			<p>Emergency safety plan is available in print and digital format, accessible via a central document repository on the employee portal. A review of all staff who may have a disability has been conducted, and if required, individualized workplace emergency response plans are created by Managers.</p> <p>Managers determine at time of hiring, when a relevant Incident Report is filed and at</p>

<p>individualized emergency response information to the employee. For example, how an employee:</p> <ul style="list-style-type: none"> • Who uses a wheelchair can safely exit a building in the event of a fire • With a hearing disability, who cannot hear an alarm, will be notified in the event of an emergency • With a visual disability will identify and navigate emergency escape routes • With an invisible disability, such as a heart condition that prevents them from using stairs, will evacuate a building during an emergency 				<p>annula's performance review, as to whether an individual safety plan is needed. The employee will have direct input into the creation of the individual plan and it will be filed in the Key Documents section of the caregiver app.</p> <p>Note: In most instances, the employee will be working at a client's home or within a health care institution. Where those institutions require training on emergency and safety planning, employees will complete the training prior to working on the site. General health, safety and emergency planning is provided during orientation.</p>
<p>Managing Performance, Career Development, And Redeployment:</p> <p>If you have performance management or career development processes, you must consider the needs of an employee with disabilities when you:</p> <ul style="list-style-type: none"> • Hold formal or informal performance reviews • Promote or move them to a new job 	Yes			<ul style="list-style-type: none"> • Managers are educated to consider the needs of employees with disabilities. • Performance reviews are scheduled in a board room of Hospall's office which meets the accessibility standards. • Performance reviews and training sessions are also offered virtually online via Teams and Zoom - both of which offer closed captioned options.
<p>Feedback: Ensure that processes for receiving and responding to feedback are accessible to persons with disabilities.</p>				<ul style="list-style-type: none"> • A web-based feedback form will be posted by Q2 2025, along with alternate communications methods. • Managers are educated to offer alternative communication formats when requested.
<p>Accommodation Plans: You must develop and write a process for</p>	Yes			<p>Hospall contracts with HR Unlimited for HR related services. As part of the service</p>

<p>creating accommodation plans for employees with disabilities. This process must be documented and should include:</p> <ul style="list-style-type: none"> ● How an employee participates in the development of their individual accommodation plan ● How an employee is assessed on an individual basis ● If applicable: How a unionized employee can ask for a representative from their bargaining agent to participate in the development of the accommodation plan ● How a non-unionized employee can ask for a representative from the workplace to participate in the development of the accommodation plan (as applicable) ● How Hospall, as an employer, can request assistance from an outside expert, at your expense ● The steps you will take to protect the privacy of the employee's personal information ● How and when you will provide the employee with their personalized accommodation plan ● The schedule for when and how the plan will be reviewed and updated ● How you will tell an employee that their individual accommodation plan has not been accepted ● How you will provide the plan in an accessible format 				<p>offering, a Manager can engage Unlimited HRM Solutions Inc. to lead the process of developing accommodation plans for employees, with their participation, including return to work processes.</p> <p>Agreed-upon Accommodation Plans will be made available to employees in a variety of formats and will be filed in their Key Documents section of the caregiver app.</p>
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<p>Return-to-Work Process:</p> <p>This requirement does not replace or override any other return-to-work process made under any other law (e.g., WSIA).</p> <p>You must develop and write a process to support employees who have been absent from work due to a disability and require disability-related accommodations to return to work.</p>				
<p>Submit an Accessibility Compliance Report:</p> <p>Businesses or nonprofits with 20 or more employees are required to submit an accessibility compliance report every three years. OR Designated public-sector organizations, including municipalities, must submit an accessibility compliance report every two years.</p> <p>The report confirms adherence to current accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).</p>	Yes			<p>Hospall completed the 2023 Accessibility Compliance Report, and filed it prior to the deadline of December 31, 2023. It was updated November 3, 2025 and posted to the company website.</p>
<p>Training: Accessibility training which meets AODA requirements must be provided to:</p> <ul style="list-style-type: none"> All employees and volunteers (paid and unpaid, full-time, part-time and contract positions) as soon as possible after joining the organization 	Yes			<p>Accessibility training is provided by HR Covered, under contract to Hospall. All employees are expected to complete accessibility training as soon as possible after hiring, and are provided with online access to training modules. Progress and status of employee training is managed through the CareSmartz Agency application. Quarterly reviews by Managers ensure that employees have met the training expectations.</p>

<ul style="list-style-type: none"> • Anyone involved in developing your organization’s policies (including managers, senior leaders, directors, board members and owners) • Anyone who provides goods, services or facilities to clients/customers on your organization’s behalf 				<p>Quarterly meetings of Health and Safety Committee include review of training status of employees and make recommendations for any changes to organization policies.</p>
<p>Off-Street Parking:</p> <ul style="list-style-type: none"> • Material(s), including visual evidence with measurement of the width, confirming off-street parking facilities has a minimum number of parking spaces for persons with disabilities in accordance with the requirements. 				<ul style="list-style-type: none"> • Hospall Homecare’s offices are located in a multi-tenant building without designated accessible parking spaces. The rear entrance provides unmarked parking areas with sufficient space to accommodate accessible needs. Where designated accessible parking is required, Hospall will arrange meetings at nearby municipal facilities that comply with all accessibility standards. • In the case of meetings being scheduled at municipal facilities, Hospall will include information and instructions on the number and size of accessible parking spaces.
<ul style="list-style-type: none"> • Material(s), including visual evidence with measurement of the width, confirming if the organization provides more than one off-street parking facility at a site, the organization shall calculate the number and type of parking spaces for the use of persons with disabilities according to the number and type of parking spaces required for each off-street parking facility. 				<ul style="list-style-type: none"> • Hospall Homecare’s offices are located in a multi-tenant building without designated accessible parking spaces. The rear entrance provides unmarked parking areas with sufficient space to accommodate accessible needs. Where designated accessible parking is required, Hospall will arrange meetings at nearby municipal facilities that comply with all accessibility standards. • In the case of meetings being scheduled at municipal facilities, Hospall will include information and instructions on the number and size of accessible parking spaces.