
Multi-Year Accessibility Plan Requirement

[Regulation 191/11: Integrated Accessibility Standards](#) under the [Accessibility for Ontarians with Disabilities Act, 2005](#) requires organizations to create multi-year accessibility plans, update them at least once every five years and post them on their websites if they have one. An accessibility plan outlines what steps an organization will take to prevent and remove barriers to accessibility and when it will do so.

The law is flexible, so you can develop your accessibility plan in a way that works best for your organization. There is no right or wrong way. This form includes sample information to help you comply with section 4 of the [Regulation](#).

This section applies to the Government of Ontario, Legislative Assembly of Ontario, Designated Public Sector organizations as well as business/non-profit organizations with 50 or more employees.

Head Injury Rehabilitation Ontario (HIRO) Accessibility Commitment

Message from HIRO Leadership Team

Head Injury Rehabilitation Ontario (HIRO) is dedicated to removing barriers and ensuring equal participation for clients, employees, volunteers, visitors, and all other stakeholders. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), HIRO is committed to offering accessible programs and services while promoting the dignity and independence of individuals with disabilities.

We aim to provide an integrated experience for all, offering equal opportunities for people with disabilities to participate. Where necessary, alternative measures may be implemented, either temporarily or permanently, to accommodate specific or individualized needs.

As part of our ongoing commitment to the Integrated Accessibility Standards Regulation (O. Reg. 191/11, s. 4 (1) (2)), HIRO has developed a Multi-Year Accessibility Plan. The plan outlines our achievements, strategies, and goals, to further reduce barriers to accessibility. It also identifies the actions we will continue to work on over the next 3 to 5 years to meet the requirements of the AODA and related regulations or in some cases, improve upon current measures in place.

HIRO's Multi-Year Plan will be reviewed and updated at least every five years and is available on our website at www.hiro.ca.

Introduction

The 2025-2029 Accessibility Plan aims to build on the foundations of previous plans by maintaining, and where possible, improving and enhancing measures in place as well as contemplating new accessibility initiatives.

During the life of this new Plan, HIRO will seek to leverage the insights and interest of standing groups such as the Employee Advisory Council and Equity, Diversity and Inclusion (EDI) Working Group to ensure various perspectives are heard as the agency activates the Plan.

As HIRO embarks on a new Strategic Plan, we will ensure accessibility improvements are given appropriate consideration in long-term projects and initiatives.

Head Injury Rehabilitation Ontario (HIRO)

HIRO strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Head Injury Rehabilitation Ontario (HIRO)

HIRO is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

1. Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.
2. The plan is reviewed and updated at least once every 5 years.
3. We advise every employee about our Accessibility Policy as soon as practicable after being hired and provide training on customer service when interacting with persons with disabilities before new hires are deployed, as well as in respect of any changes to the policies.
4. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Section 1. Past Achievements to Remove and Prevent Barriers

Head Injury Rehabilitation Ontario (HIRO)

HIRO has completed the following accessibility initiatives:

Customer Service

HIRO has remained in compliance with the Customer Service Standards. A process exists for Clients/stakeholders to submit accessibility feedback, which is reviewed by the recipient and where appropriate, actioned or brought forward to HIRO's leadership team, or the appropriate decision-maker to address the feedback received and actions your organization took to identify/address potential barriers that may prevent people from giving feedback.

Information and Communications

1. Website and written information made accessible., alternate formats - e.g. large print documents upon request
2. HIRO aims to adhere as strictly as possible to the World Wide Web Consortium's (W3C) Web Content Accessibility Guidelines 2.1 (WCAG 2.1) at the AA level.
3. A website plug-in (AccessiBee) was installed to adapt the website for various types of users with accessibility needs.
4. The Multi-year Accessibility Plan and the Accessibility Compliance Report are available to the public at hiro.ca and HIRO will provide in person in alternate formats.

Employment

HIRO employment practices, including recruitment and selection, performance management, opportunities for career development, workplace accommodations and adjustments to emergency procedures, are developed to ensure safety, fairness and equity for persons with disabilities to the maximum extent possible.

1. HIRO's Careers section on the website, and all individualized job postings include a statement confirming that accommodations during the selection process are available upon request.
2. A revised policy on individualized workplace accommodations based on disability (and/or any other Human Rights-based Grounds) was implemented.

Procurement

All purchases consider accessibility criteria and features where appropriate.

Self-service kiosks

NOT APPLICABLE

Training

1. Accessibility and AODA training are mandatory for all employees upon hire.
2. HIRO reviews and assesses training in compliance with Accessibility Employment standards.

Design of Public Spaces

HIRO takes all practicable and reasonable steps to ensure persons with disabilities have access into and within its buildings and outdoor spaces, including contemplating accessibility in planned improvements of its structures and premises. Planned new construction or major redevelopments are undertaken in compliance with the Ontario Building Code, as it relates to accessibility.

Transportation

HIRO ensures that persons with disabilities who receive services from the agency have access to appropriate modes of transportation whenever it is reasonable in the circumstances.

Other

N/A.

Section 2. Strategies and Actions

Identify the projects and programs your organization plans to accomplish to meet the requirements of the *Accessibility for Ontarians with Disabilities Act* and to remove and prevent barriers to people with disabilities.

Customer Service

Head Injury Rehabilitation Ontario (HIRO)

is committed to providing accessible customer service to people with disabilities. This means that we will provide services and support within our offering to people with disabilities with the same high quality and timeliness as others.

List the initiatives your organization is planning to continue in order to comply with the Customer Service Standard (e.g., training new staff) and specify the timeframe for each.

1. If a person with a disability is accompanied by a service animal, HIRO ensures that the person is permitted to enter the premises with the animal and keeps the animal with them unless the animal is otherwise excluded by law (e.g. for the reasons of health and safety). If a service animal is excluded from the premises, HIRO ensures that other measures are available to enable the person with a disability to participate. **Timeline: Ongoing**

2. If a person with a disability is accompanied by a support person, HIRO ensures that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises. In some cases, HIRO may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises. **Timeline: Ongoing**
3. All newly hired and returning employees are required to complete mandatory AODA customer service training as a prerequisite to working. **Timeline: Ongoing**
4. Review quality of current AODA customer service training vs available alternatives. **Timeline: Complete Q3/F26.**

Information and Communications

Head Injury Rehabilitation Ontario (HIRO)

is committed to making our information and communications accessible to people with disabilities.

List the initiatives your organization is planning and specify the timeframe for each.

1. Service disruptions are communicated to Clients/Employees/Other Stakeholders in accordance with the IASR. **Timeline: Ongoing**
2. 'Plain language' review of client documentation, e.g. Admissions forms, service agreements, rent increase notifications to reduce barriers for individuals with impaired cognition. **Timeline: Ongoing**
3. Review process for providing accessibility feedback with a view to reducing any barriers to providing feedback. **Timeline: TBD**

Employment

Head Injury Rehabilitation Ontario (HIRO)

is committed to fair and accessible employment practices.

List the initiatives your organization is planning and specify the timeframe for each.

HIRO employment practices, including recruitment and selection, performance management, opportunities for career development, workplace accommodations and adjustments to emergency procedures, are developed to ensure safety, fairness and equity for persons with disabilities to the maximum extent possible.

Timeline: Ongoing

Procurement

Head Injury Rehabilitation Ontario (HIRO)

is committed to fair and accessible employment practices.

List the initiatives your organization is planning and specify the timeframe for each.

Review procurement policies and relates job aids to ensure language contemplating accessibility requirements in procurement scoping is sufficiently clear. **Timeline: Q2/F27**

Self-service kiosks

Head Injury Rehabilitation Ontario (HIRO)

is committed to incorporating accessibility features/ considering accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

If applicable, list the initiatives your organization is planning and specify the timeframe for each.

NOT APPLICABLE - At the time of writing HIRO has no plan to implement self-service kiosks.

Training

Head Injury Rehabilitation Ontario (HIRO)

is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

List initiatives your organization is planning and specify the timeframe for each.

1. HIRO employees, students, and volunteers receive training about the provision of services to persons with disabilities. The training includes a review of the purposes of AODA and its requirements. The training is provided for new hires and beginning in 2025, employees returning from Leaves of Absence.

Timeline: Ongoing

2. Situational/supplementary training for employees to support individuals with disability-related additional needs. **Timeline: Ongoing based on presenting needs.**
3. Implement additional employee training to equip employees with knowledge of broader concepts of equity/inclusion and communicating with diverse individuals (including people with disabilities), beyond the basic customer service training. **Timeline: Q2/F26**

Design of Public Spaces

Head Injury Rehabilitation Ontario (HIRO)

will meet accessibility laws when building or making major changes to public spaces.

If applicable, list initiatives your organization is planning and specify the timeframe for each.

1. Planned new construction or major redevelopments are undertaken in compliance with the Ontario Building Code, as it relates to accessibility. **Timeline: Ongoing**
2. HIRO has put procedures in place to prevent service disruptions to the accessible parts of our public spaces. **Timeline: Ongoing**
3. HIRO will contemplate and give appropriate weight to accessibility requirements/improvements in development of a long-term buildings strategy. **Timeline: Q4/F26**

Transportation

Head Injury Rehabilitation Ontario

is committed to accessible transportation services. Although HIRO is not a provider of public transportation, where it provides, or facilitates transportation for Clients, HIRO will make every reasonable effort to ensure that transportation meets individuals' accessibility needs.

1. Where new agency vehicles are acquired, HIRO will ensure that accessibility needs for Clients and/or Employees are contemplated. **Timeline: Ongoing (as vehicles need to be replaced)**

For More Information

For more information on this accessibility plan, please contact at:

Last Name: **Imrie**

First Name: **Graeme**

Telephone Number: [905-523-8852](tel:905-523-8852)

Email Address: **gimrie@hiro.ca**

Standard and accessible formats of this document are free on request from:

Last Name: **Jackson**

First Name: **Mary**

Telephone Number: [905-523-8852](tel:905-523-8852)

Email Address: **mjackson@hiro.ca**

Our accessibility plan is publicly posted at: www.hiro.ca