

ONE CARE Statement of Commitment

ONE CARE Home & Community Support Services is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

Accomplishments

Upon hire, all staff and volunteers have received training, regarding the AODA regulations and Human Rights code. Recently, we have changed the training requirement to be completed every 4 years as a refresher, regardless of whether there is a perceived change.

The organization has a policy regarding AODA which meets all of the listed requirements, and also has a process for requests of alternative formats, feedback and complaints which meet the guidelines. These items are posted on the website, along with a statement of commitment from the organization, and this multi-year plan.

Future Strategies and Actions (2024-2026)

A review of the current website revealed that some minor adjustments are needed in some areas of the website. The organization no longer has a website developer on staff and will need to engage an external party to make these changes. The target for completion of this is 2024.

The organization has a few service contracts in home care and transportation services. The organizations who provide services would have the same requirements with respect to AODA as ONE CARE and should therefore be covering the necessary requirements already. However, in future ONE CARE will ensure that the contracts contain the requirement of abiding by AODA requirements. Target for completion to align with various contract renewals 2024-2026.

The office based in Clinton is undergoing significant construction, which will include changes to the reception entrance and waiting area. The plans for this area will include enhancements to our reception counter to improve accessibility. Target 2024-2025