

Accessibility Ontario Disabilities Act (AODA)

HHNL demonstrates its compliance with the Act through the following processes.

Information and Communications Standards

- All public statements, brochures, publications, audio presentations are submitted by the Chair to the HHNL Public Relations and Marketing Consultant to ensure compliance with the Act.
- New or revised documents, for external or internal use are referred through the Chair to the HHNL Public Relations and Marketing Consultant to ensure compliance.

Employment Standards

- Equipment (laptops and cell phones) loaned to staff are compliant with basic requirements.
- Directors, staff and Visiting Volunteers are required to complete online AODA training and, upon completion, to submit a certificate showing completion for our files.
- Interview outlines for all applicants for any HHNL position include requirement for special needs. For some roles, work from home is arranged as possible.
- Staff and Volunteers are accountable for their own knowledge and understanding of client interpersonal, intergenerational and personal limitations regarding communication expectations.
- Clients are made aware that a change of Visiting Volunteer is easily met.

Transportation Standards

- HHNL does not provide client transportation services. If required, certified carriers are employed.
- Staff is responsible for personally insured transportation for movement to and from work sites.

Design of Public Spaces Standards

- HHNL advocates for and optimizes accessibility in the following ways:
 - Current office space provides elevator and walkways.
 - Client personal space is assessed during initial and subsequent visits for home service and follow up visit, the client environment is carefully reviewed to assess a broad range environmental risks such as: obstacles to safe mobility and sensory relevance, household personal equipment and emergency help needs are included.
 - Public events are planned in compliance by arranging for access, space, auditory and visual needs.