Date Of Origin: March, 2011	SUBJECT: ACCESSIBILITY PLAN (AODA)	Policy No. HRO-10-01-07	
Last Revision Date: October, 2019	Section: Accessible Services	Page 1 of 1	
INTRODUCTION	In fulfilling our mission, the Home strives at all times to under reasonable efforts to provide goods, services or facilities in a way respects the dignity and independence of persons with disabiliti		
STATEMENT OF	We are also committed to providing persons with disabilities with the same opportunities to access Home's goods, services or facilities and allowing them to benefit from the same services, in the same place and in a similar way as that given to other persons		
COMMITMENT	The Home is committed to treating all people in a way that all them to maintain their dignity and independence. We believe integration and equal opportunity. We are committed to meetin needs of persons with disabilities in a timely manner, and will of by preventing and removing barriers to accessibility and mer accessibility requirements under the Accessibility for Ontarians Disabilities Act, 2005.		
ACCESSIBILITY PLAN (AODA)	The attached multi-year accessibility plan outlines the Home's strategy to prevent, remove and/or minimize the barriers and meet the requirement of the Accessibility for Ontarians with Disabilities Act, 2005, c.11, and its regulation, the Integrated Accessibility Standards, O. Reg 191/11 (IASR).		
	The Home will develop, review and update the multi-year accessibility plan in consultation with facility management team and corporate committee.		
	An annual status report on the progress of measures taken to implement the multi-year accessibility plan will be provided to the corporate committee at the end of each calendar year.		
	The updated plan will be posted on designate	d information boards.	

Approval CORPORATE COMMITTEE

_

MULTI- YEAR ACCI	ESSIBILITY (AODA) PLAN	HRO-10-	01-07
PART I - GENERAL STANDARDS			
AODA Standards/Reg.	Deliverables	Deadline	Status
Ref. O.Reg. 191/11,s.3(1) Development of policies, practices and procedures	Develop, implement, and maintain policies governing how the home will achieve accessibility through meeting the requirement under the Act/Regulations	March, 2014 Update, Jan. 2016 Updated June, 2016	Completed
Ref. O.Reg. 191/11,s.3(2) Statement of commitment	Accessibility policy includes statement of commitment	Mar. 2014	Completed
Ref. O.Reg. 191/11,s.3(3) Make the policies, procedures, Accessibility Plan publicly available	Post the Home's Policy, Accessibility Plan, Accessibility Services Information Handbook on designated information boards and/or provide copies upon request.	Jan. 2014 Jan. 2016	Completed
Ref. O.Reg. 191/11,s.4(1) Accessibility Plan	Establish, implement maintain and document a multi-year Accessibility Plan Review & update the plan every 5 years	March, 2014 March, 2019	Completed
	Accessibility Audit Report, including any updates to the Accessibility Plan shall be posted on designated information boards	March of each year	ongoing
Ref. O.Reg. 191/11,s.5(1) Incorporate accessibility design, criteria and features when procuring goods, services or facilities.	Develop Accessibility Audit based on design, criteria and features that are practicable and attainable by the Home to meet the legislated requirements, including the target dated.	Sept. 2015	Completed
services of fuerifies.	Update Purchasing Policy	March, 2017	
Ref. O.Reg. 191/11,s.7(1) Training on the IASR and the Human Rights Code as it pertains to persons with disabilities	General Orientation Checklist for all newly hired employees/volunteers to include review of Accessibility Services Program	January 2016	Completed
	Provide education and training, including a copy of Accessibility Services Information Handbook to each newly hired employee. Orientation checklist is signed and initialled	January, 2016 & ongoing	Initiated
	Roll out the training to all employees, including facility managers	JanMar. 2016	Completed Page 1

Human Resources/Operation

AODA Standards/Reg.	Deliverables	Deadline	Status
Ref. O.Reg. 191/11,s.7(4)(5) Training communication on the changes to the policies, practices and procedures, including supporting documentation on the same	Changes to policies, practices and procedures will be communicated to all staff through scheduled committee meetings and notices. Most current policy will be posted on designated information boards and a revised copy provided to the president of Resident & Family Councils Staff education/training will be initiated by department managers and documentation maintained, including dates and number of individuals in attendance.	Ongoing	initiated
PART II - INFORMATION	& COMMUNICATION STANDARDS		
Ref. O.Reg. 191/11,s.11(1) Ref. O.Reg. 191/11,s.12(1,2,3 FEEDBACK Provide or arrange for the provision accessible formats and communication supports, upon request. Ensure feedback process is accessible by providing or arranging for accessible formats and communication supports, on request	Communication may occur in a variety of ways - in person, by phone, in writing, electronic email/text. The Home shall consult with a person making the request in determining the most suitable format or communication support. Copies of Accessibility policy, Accessibility Plan, including Accessibility Services information handbook shall be posted on information boards, available at the front desk free of charge and can be mailed to individuals upon request. The feedback process shall allow for feedback in person, by telephone, in writing or by delivering an electronic text/email, when requested, and will specify the action to be	January, 2014 Updated January 2016 Updated June, 2016	Completed
	taken by the Home when a complaint is received.		
Ref. O.Reg. 191/11,s.13 Emergency procedure, plans or public safety information	Fire Safety and Disaster manual, including the public safety information shall be made available in an accessible format or with appropriate communication support as soon as practicable upon request. Hard copies of Fire Safety & Disaster manual shall be available at the main nurses station, kitchen and laundry areas. Emergency procedures/codes shall be posted throughout the Home	March, 2012 Updated June, 2015	Completed Page 2

AODA Standards/Reg.	Deliverables	Deadline	Status
Ref. O.Reg. 191/11,s.14) Accessible website and web content	Web accessibility strategy under development	March, 2017	
Ref. O.Reg. 191/11,s.15 Educational and training resources and materials	Developed and provided appropriate training to all managers as it pertains to persons with disabilities Develop information handbook outlining the	June, 2016	Completed
	rights, needs and approaches when dealing with persons with disabilities and provide a copy to each newly hired employee. Review at department meetings and post a copy	May, 2016	Completed
	Develop accessibility awareness modules through Surge Learning	March, 2016	Completed
PART III - EMPLOYME	NT STANDARDS		
Ref. O. Reg. 191/11, s.23 Recruitment, Assessment or Selection Process	Notify employees and public about availability of accommodation in recruitment process.	March, 2017	
	Notify job applicants, when selected to participate in an assessment or selection process that accommodation is available upon request.		
Ref. O. Reg. 191/11, s.24 Notice to Successful Applicant	Successful applicants are notified of policies	May, 2016	Completed
Ref. O. Reg. 191/11, s.25 Informing Employees Of Support	Employees are advised through multiple sources (i.e. new employee orientation, information package, information available on Surge learning and web-site	May, 2016	Completed
Ref. O. Reg. 191/11, s.26 Accessible Formats and Communication Support for the Employees	To be handled on an individual basis in consultation with the employees to determine most appropriate methods and formats based on person's disability and as per accommodation process.	Ongoing	Completed
Ref. O. Reg. 191/11, s.27 Workplace Emergency Response Information	A policy on Personal Emergency Evacuation Plan, including the Personal Information Checklist has been developed and implemented	May, 2016	Completed
			Page 3

Human Resources/Operation

AODA Standards/Reg.	Deliverables	Deadline	Status
continued Ref. O. Reg. 191/11, s.27/28	Personal information to be completed by the individual and the individualized evacuation plan developed in collaboration with the department manager. Department manager will maintain the file and assume the responsibility for coordinating and assigning staff assistance as per established plan. If the employee moves to a different department the emergency plan will be moved and reviewed with that department manager. The Emergency Plans for persons with disabilities will be discussed and reviewed at the Emergency Preparedness semi-annual	May, 2016	Completed
Ref. O. Reg. 191/11, s.29 Return-To-Work Process	meetings The Home has a detailed return to work program for all employees who are ill or injured	As per WSIB	Completed
Ref. O. Reg. 191/11, s.30 Performance Management	The Home provides accessible performance management processes for all employees for assessing and improving employee performance, productivity and effectiveness, with a goal of facilitating employee success, where required.	Standard policy applies to all employees	Completed
Ref. O. Reg. 191/11, s.31 Career Development & Advancement	The Home supports accessible career development and advancement opportunities through current recruitment practices.	March, 2017	
Ref. O. Reg. 191/11, s.32 Redeployment	Individual accommodation plan will be developed for all persons with disabilities in order to better determine redeployment of the disabled person		In Progress
			Page 4

Human Resources/Operation

AODA Standards/Reg.	Deliverables	Deadline	Status
PART IV - TRANSPORTA	TION STANDARDS		
Ref. O. Reg. 191/11, s.76	The Home does not provide the transportation services. However, when reasonable notice is given the Home has in place arrangements to accommodate this service.		Completed
	BLIC SPACES STANDARDS TANDARDS FOR BUILD ENVIRONMENT)		
Ref. O. Reg. 413/12 Requirements for Public Spaces that are newly	Formation of Accessible Built Environment Committee .		In Progress
constructed, redeveloped and intended to be maintained after January 1, 2016	The committee's mandate is to develop a multi-year work plan which incorporates requirements of the DPSS in the priority projects and work within the facility.	March, 2017	
	Complete Accessibility Audit to determine level of compliance and develop an appropriate action plan		Completed
Section 80.44 Maintenance	Develop procedures for preventative maintenance		
	Develop policy/procedure for planned/unplanned disruption of services	May, 2016	Completed

PART VI - ACCESSIBLE BUILT ENVIRONMENT (REVISION TO ONTARIO BUILDING CODE)

The Accessible Built Environment Standards (revisions to the accessibility portion of the Ontario Building Code) are not yet enacted into law in Ontario. Will be reviewed and addressed once enacted.

Page 5