

	SUBJECT / TITLE Accessibility	
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BY AUTHORITY: Corporate Manager of Human Resources Vice President of Compliance	EFFECTIVE DATE February 2016	
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Accessibility

Purpose:

The purpose of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* to develop, implement and enforce accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures ,and premises.

The *Integrated Accessibility Standards Regulation (IASR)* is a regulation under AODA with the purpose to ensure accessibility for persons with disabilities in the areas of information, communication, employment, transportation, and design of public spaces.

In accordance with the IASR, All Seniors Care Living Centres (ASC) has established and will maintain a multi-year accessibility plan providing a detailed explanation of ASC's strategy to prevent and remove barriers for persons with disabilities.

Statement of Commitment:ASC is committed to developing, implementing and maintaining policies aimed at meeting the accessibility needs of persons with disabilities in a timely manner.

Policy:

All Seniors Care Living Centres (ASC) will adhere to the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and ensure all persons with disabilities will be given an opportunity equal to that given to others, to obtain, use or benefit from the services provided. ASC will identify, remove and prevent barriers to people with disabilities who access ASC facilities and services, including Employees, Residents, Visitors, Contractors and other Community Members.

ASC is committed to providing goods and services in a manner that respects the dignity and independence of persons with disabilities as defined in the Ontario Human Rights Code and the AODA. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.

Application:

Unless otherwise limited herein, the Policy applies to all:

- i. employees and volunteers;

- ii. persons who provide goods, services and/or facilities to residents, their families and friends, the public or other third parties on behalf of ASC; and
- iii. persons responsible for the development of ASC's policies.

This Policy does not replace or affect existing legal obligations under the *Human Rights Code* R.S.O. 1990, c. H.19, as it may be amended from time to time, or any other applicable laws respecting the accommodation of persons with disabilities.

Roles and Responsibilities:

- Human Resources is responsible for reviewing and updating this policy as needed.
- Managers are accountable for ensuring that this policy is communicated to staff and is carried out consistently.
- Staff are responsible for being aware of accessibility legislation, meeting these requirements in their daily work, and ensuring that accessible customer service is provided at ASC in accordance to this policy and related procedures.

Definitions:

- i. **Accessible Formats** - may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.
- ii. **Communication Supports** - may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.
- iii. **Disability** – means:
 - a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
 - b) a condition of mental impairment or a developmental disability,
 - c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
 - d) a mental disorder, or
 - e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*
- iv. **New Internet Website** - means either a website with a new domain name or a website with an existing domain name undergoing a significant refresh.
- v. **Performance Management** - means activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.

- vi. **Redeployment** - means the reassignment of employees to other departments or jobs as an alternative to layoff, when a particular job or department has been eliminated.
- vii. **Self-Service Kiosk** – means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.
- viii. **Unconvertible Information or Communication** – means information or communication that it is not technically feasible to convert, or if it is technically feasible to convert, the technology required to do so is not readily available.
- ix. **Web Content Accessibility Guidelines (“WCAG”)** – means the international standard for making websites and web content accessible to people with a wide-range of disabilities. The IASR requires ASCs to become compliant with two levels of the WCAG - Level A and Level AA.

Procedure:

General Accessibility Standards

Accessibility Plan

ASC has established and implemented an Accessibility Plan, which outlines the Company's strategy to prevent and remove barriers for persons with disabilities and meet the requirements of the IASR.

ASC will maintain the Accessibility Plan in accordance with the requirements of the IAS. The Accessibility Plan will be reviewed and updated at least once every five (5) years.

The Accessibility Plan is posted on ASC's website and will be made available in an Accessible Format upon request.

Training

ASC provides appropriate training to all employees, volunteers and all persons who participate in the development of AODA Policies.

Training will be provided on:

- the requirements of the IASR;
- the *Human Rights Code* as it pertains to persons with disabilities; and
- the AODA Policies as required by the IASR.

A record will be kept of the training provided

Contractors providing goods, services and/or facilities on the Company's behalf have received the training required under the IASR.

Self Serve Kiosk

ASC will have regard to the accessibility for persons with disabilities when designing, procuring or acquiring Self-Service Kiosks.

Information and Communication Standards

The Information and Communication Standards do not apply to:

- products and product labels;
- Unconvertible information or communications; and
- information that ASC does not control directly or indirectly through a contractual relationship.

Should ASC determine that information or a communication is unconvertible it will explain why and provide the person making the request with a summary of the said information or communication.

Feedback

ASC will ensure that its processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of Accessible Formats and Communications Supports, upon request.

ASC will notify the public that Accessible Formats and Communications Supports are available in respect of its feedback procedures.

Accessible Formats and Communication Supports

ASC will, upon request, provide or arrange for the provision of Accessible Formats and Communication Supports in order to make its communications or information about the goods, services and/or facilities it offers accessible to persons with disabilities.

Accessible Formats and Communication Supports will be provided in a timely manner and at a cost that is no more than the regular cost charged to other persons.

ASC will consult with the person making the request when determining the suitability of an Accessible Format or Communication Support and will notify the public of the availability of same.

Emergency Procedures, Plans, or Public Safety Information

ASC provides any emergency plans, procedures or public safety information that it makes available to the public in an Accessible Format or with appropriate Communication Supports, as soon as practicable, upon request.

Accessible Websites and Web Content

ASC ensures that, where practicable, a New Internet Website and web content on such site(s) conforms with WCAG 2.0 Level A and increasing to AA, in accordance with the schedule set out in this section of the regulation.

Employment Standards

ASC is committed to ensuring that all employment practices are inclusive.

Recruitment and Selection

ASC will notify the public and employees of the availability of accommodation for job applicants during the recruitment process.

ASC will notify job applicants who are individually selected to participate in an assessment or selection process that accommodation is available upon request if the applicant requires accommodation due to a disability.

If a requests accommodation is made, the applicant will be consulted with in order to provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs.

Notice to Successful Applicants

All offers of employment will notify the successful applicant of our policies on accommodating employees with disabilities.

Informing Employees of Supports

All employees will inform of policies on supporting employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

Accessible Formats and Communication Supports for Employees

The provision of Accessible Formats and Communication Supports will be provide or arrange for in order to ensure that information required by the employee to perform his/her job and information generally available to employees in the workplace, is accessible to the employee with a disability, upon request.

Employees making the request will be consulted with in order to determine the suitability of any Accessible Format or Communication Support. However, ASC reserves the right to determine the Accessible Format or Communication Support that will be provided in the circumstances.

Individual Accommodation Plans/ Workplace Emergency Response

ASC uses documented individual accommodation plans. The individual accommodation plans may included, if requested, any information regarding accessible formats and communication supports, and individualized workplace emergency response information.

Performance Development, Career Development and Advancement, and Redeployment

The accessibility needs of employees with disabilities as well as individual accommodation plans when using performance management, career development and advancement, and redeployment practices.

Return To Work

ASC has a Return to Work Policy that outlines the steps that Revera takes to facilitate the return to work of employees who were absent because their disability required them to be away from work and will use the documented individual accommodation plans.

Design of Public Space Standards

ASC will comply with the accessibility requirements of the Design of Public Spaces Standards section of the IASR when redeveloping or constructing new public spaces on or after January 1, 2017.

Questions About This Policy:

For more information about the Policy or ASC's Accessibility Plan please contact:

Elaine Spinner
Manager of Corporate Human Resources, Payroll and Benefits
All Seniors Care Living Centres
175 Bloor Street East, 6th Floor
Toronto, ON
M4W 3R8
Tel (416) 929-5511
spinner@allseniorscare.com

Related Material:

Multi-year Accessibility Plan

Accessible Customer Service