

**All Seniors Care  
Ontario  
Multi-year Accessibility Plan**

Item	Requirement	Compliance Deadline	Status
<b>GENERAL</b>			
<b>1.</b>	<b>Establishing Accessibility Policies</b>		
	<p>a) Develop, implement and maintain polices governing how All Seniors Care achieves or will achieve accessibility through meeting the requirements of the IAS.</p> <p>b) Statement of organizational commitment to meeting the accessibility needs of persons with disabilities in a timely manner.</p> <p>c) Prepare one or more written documents describing the policies and make the policies publicly available and provide them in an accessible format upon request.</p>	January 1, 2014	Completed
<b>2.</b>	<b>Accessibility Plans</b>		
	<p>a) Establish, implement, maintain and document a multi-year accessibility plan, which outlines ASC's strategy to prevent and remove barriers and meet requirements of IAS.</p> <p>b) Post the accessibility plan on the website, if any, and provide the plan in an accessible format upon request.</p> <p>c) Review and update the accessibility plan at least once every five years.</p>	January 1, 2014	Completed
<b>3.</b>	<b>Self Service Kiosks</b>		
	<p>a) Have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.</p>	January 1, 2014	Completed
<b>4.</b>	<b>Training</b>		

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	<p>a) Provide training on the requirements of the accessibility standards referred to in the IAS and the Human Rights Code as it pertains to persons with disabilities to:</p> <ul style="list-style-type: none"> <li>• All employees and volunteers</li> <li>• All persons who participate in developing the organization's policies</li> <li>• All other persons who provide goods, services or facilities on behalf of ASC</li> </ul> <p>b) The training required is appropriate to the duties of employees, volunteers and other persons</p> <p>c) Training is done as soon as practicable</p> <p>d) Training is provided on changes to policies and on an ongoing basis</p> <p>e) Training records are maintained for all training, including the date of training and the number of individuals in attendance.</p>	January 1, 2015	Completed
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**INFORMATION AND COMMUNICATION STANDARDS**

<b>5.</b>	<b>Feedback</b>		
	<p>a) Ensure All Seniors Care's processes for receiving and responding to feedback are accessible to person with disabilities by providing or arranging for accessible formats and communication supports upon request.</p> <p>b) Notify the public about the availability of accessible formats</p>	January 1, 2015	Completed

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	and communication supports.		
<b>6.</b>	<b>Accessible Formats and Communication Supports</b>		
	<p>a) Upon request provide or arrange for accessible formats and communication supports for persons with disabilities.</p> <ul style="list-style-type: none"> <li>• Provide in a timely manner that takes into account the person's accessibility needs due to disability; and</li> <li>• Provide at a cost that is no more than the regular cost charged to other persons.</li> </ul> <p>b) Consult with the person making the request to determine the suitability of an accessible format or communication support.</p> <p>c) Notify the public about the availability of accessible formats and communication supports</p>	January 1, 2016	Completed
<b>7.</b>	<b>Emergency Procedure, Plan or Public Safety Information</b>		
	a) Upon request provide in an accessible format or with appropriate communication supports, All Seniors Care's emergency procedures, plans or public safety information that it makes available to the public.	January 1, 2012	Completed
<b>8.</b>	<b>Accessible Websites and Web Content</b>		
	a) Ensure the websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0:	January 1, 2014 (Level A)	Completed
	<ul style="list-style-type: none"> <li>➤ Level A</li> <li>➤ Level AA</li> </ul>	January 1, 2021 (Level AA)	Completed
<b>EMPLOYMENT STANDARDS</b>			
<b>9.</b>	<b>Recruitment, General</b>		
	a) Notify employees and the public about the availability of accommodations for applicants	January 1, 2016	Completed

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	with disabilities in the recruitment process.		
<b>10.</b>	<b>Recruitment, Assessment or Selection Process</b>		
	<p>a) During recruitment process, notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.</p> <p>b) If the selected applicant requests accommodation, consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs.</p>	January 1, 2016	Completed
<b>11.</b>	<b>Notice to Successful Applicants</b>		
	a) When making offers of employment, notify the successful applicant of All Seniors Care policies for accommodating employees with disabilities.	January 1, 2016	Completed
<b>12.</b>	<b>Informing Employees of Supports</b>		
	<p>a) Inform employees of All Seniors Care's policies used to support employees with disabilities.</p> <p>b) Provide the above information as soon as practicable after the employee begins employment.</p> <p>c) Provide updated information to employees whenever there is a material change to existing policies on the provision of job accommodations.</p>	January 1, 2016	Completed

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<b>13.</b>	<b>Accessible Formats and Communication Supports for Employees</b>		
	a) Upon request, consult with an employee to provide or arrange for the provision of accessible formats and communication supports for information needed to perform employees job and information generally available to employees in the workplace.	January 1, 2016	Completed
<b>14.</b>	<b>Workplace Emergency Response Information</b>		
	<p>a) Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.</p> <p>b) If the employee provides consent, provide the employee's individualized workplace emergency response information to another person designated by the employer to provide assistance to the employee.</p> <p>c) Review the individualized workplace emergency response information when:</p> <ul style="list-style-type: none"> <li>• The employee moves to a different work location;</li> <li>• The employee's overall accommodation needs or plans are reviewed; and</li> <li>• When the employer reviews its general emergency response information.</li> </ul>	January 1, 2012	Completed
<b>15.</b>	<b>Documented Individual Accommodation Plans</b>		
	a) Develop and have in place a written process for the development of documented individual accommodation plans	January 1, 2016	Completed

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	for employees with disabilities that includes all of the considerations set out in section 28(2) and (3) of the IAS.		
<b>16.</b>	<b>Return to Work Process</b>		
	<p>a) Develop and have a documented a return to work process employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.</p> <p>b) Ensure the return to work process outlines taken to facilitate the employee's return to work and that it uses documented individual accommodation plans, if any.</p>	January 1, 2016	Completed
<b>17.</b>	<b>Performance Management</b>		
	a) Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when applying performance management.	January 1, 2016	Completed
<b>18.</b>	<b>Career Development and Advancement</b>		
	a) Take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans, when providing opportunities for career development and advancement to employees with disabilities.	January 1, 2016	Completed
<b>19.</b>	<b>Redeployment</b>		
	a) Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	January 1, 2016	Completed

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<b>DESIGN OF PUBLIC SPACES STANDARDS</b>			
<b>20.</b>	<b>Accessible Off-Street Parking</b>		
	a) ASC will ensure that when constructing new or redeveloping off-street parking facilities that it intends to maintain, the applicable off-street parking facilities shall meet the requirements set out in Sections 80.32 through 80.38 of the IASR.	January 1, 2017	Completed
<b>21.</b>	<b>Exterior Paths of Travel</b>		
	a) When constructing all applicable new or redeveloped paths of travel (e.g., external walkways) that are not regulated by the Ontario Building Code, ASC ensures that they meet the requirements as set out in Sections 80.1 through 80.5 and 80.23 through 80.31 of the IASR. (Note: Most of the exterior paths of travel (e.g., external walkways) that are constructed by ASC are regulated by the Ontario Building Code.)	January 1, 2017	Completed
<b>22.</b>	<b>Maintenance</b>		
	c) ASC will establish procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under the Accessibility Standards for the Built Environment. This will include temporary service disruptions when accessible elements under the IASR are not in working order.	January 1, 2017	Completed
<b>CUSTOMER SERVICE STANDARDS</b>			
<b>23.</b>	<b>Establishment of Policies</b>		
	a) Establish policies, practices and procedures on providing goods and services to persons with disabilities	January 1, 2012	Completed

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	<p>b) Policy must address:</p> <ul style="list-style-type: none"> <li>• the use of assistive devices when accessing organization's goods and services</li> <li>• other measures (if any) provided by organization to enable person to access goods and services</li> </ul> <p>c) Obligation to communicate with person in a manner that takes person's disability into account</p>		
<b>24.</b>	<b>Use of Service Animals and Support Persons</b>		
	<p>a) Allow person to be accompanied by a service animal while on organization's premises. If service animal is excluded by law, provide service to person in another manner</p> <p>b) Permit person to be accompanied by support person while on organization's premises</p> <p>c) Provide advance notice of fees charged for support person</p>	January 1, 2012	Completed
<b>25.</b>	<b>Notice of Temporary Disruptions</b>		
	<p>a) Provide notice of temporary disruption to facilities or services used to access organization's goods or services</p> <p>b) Notification must include:</p> <ul style="list-style-type: none"> <li>• Reason for the disruption</li> <li>• Anticipated length of disruption</li> <li>• Alternative facilities/services available, if any</li> </ul>	January 1, 2012	Completed

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<b>26.</b>	<b>Training</b>		
	<p>a) Ensure training on the provision of goods and services to persons with disabilities is provided to everyone who:</p> <ul style="list-style-type: none"> <li>• Deals with public or third parties on organization's behalf</li> <li>• Is involved in developing organization's internal policies</li> </ul>	January 1, 2012	Completed
<b>27.</b>	<b>Feedback</b>		
	<p>a) Establish process for receiving and responding to feedback about manner in which organization provides goods and services to persons with disabilities</p> <p>b) Process must permit feedback to be provided in person, by telephone, in writing or electronically</p> <p>c) Make the feedback process available to the public</p>	January 1, 2012	Completed
<b>COMPLIANCE</b>			
<b>28.</b>	<b>Compliance Reporting</b>		
	<p>a) Ensure All Seniors Care files online compliance reports in accordance with the Schedule established under IAS.</p>	Dec 31, 2014 and every 3 years thereafter	Ongoing

*Note: This plan will be reviewed and updated at a minimum of once every five (5) years.*