	SUBJECT / TITLE ACCESSIBILITY
	DEPARTMENT MANUAL Human Resources
BY AUTHORITY: VP Human Resources	EFFECTIVE DATE March 21, 2016 REVISED DATE July 2026

PURPOSE

All Seniors Care Living Centres is committed to providing an inclusive, barrier-free environment that respects the dignity, independence, integration, and equal opportunity of all persons.


We are committed to meeting the accessibility needs of residents, families, employees, applicants, volunteers, contractors, visitors, and members of the public in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the Integrated Accessibility Standards Regulation (IASR), the Ontario Human Rights Code, and all other applicable legislation.

Accessibility is an ongoing responsibility, and we will continue to identify, remove, and prevent barriers to participation throughout our organization.

POLICY

All Seniors Care Living Centres will:

- Promote accessibility in all areas of operation.
- Prevent and remove barriers wherever reasonably possible.
- Provide accessible customer service.
- Ensure accessible information and communication.
- Foster accessible employment practices.
- Maintain an accessible built environment where applicable.

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- Provide training on accessibility obligations.
- Consult with individuals with disabilities when determining appropriate accommodations.
- Review accessibility practices regularly and update policies as legislative requirements evolve.


Our Multi-Year Accessibility Plan outlines the initiatives undertaken to improve accessibility throughout the organization and will be reviewed and updated as required by legislation.

ACCESSIBLE CUSTOMER SERVICE

All Seniors Care Living Centres is committed to delivering services in a manner that respects the dignity and independence of persons with disabilities.

We will:

- Communicate with individuals in ways that consider their disability.
- Permit the use of assistive devices.
- Welcome service animals where permitted by law.
- Welcome support persons accompanying individuals with disabilities.
- Provide notice of temporary disruptions affecting accessible services or facilities.
- Ensure customer service is provided in a respectful, inclusive, and timely manner.

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Residents and visitors requiring accommodation will be supported to the greatest extent possible while maintaining resident safety and quality of care.


INFORMATION AND COMMUNICATIONS

Upon request, All Seniors Care Living Centres will provide accessible formats and communication supports in a timely manner and at no additional cost, unless otherwise permitted by legislation.

This includes, where appropriate:

- Policies and procedures
- Resident communications
- Public notices
- Employment information
- Emergency procedures
- Forms and correspondence
- Other organizational documents

When determining appropriate communication supports, we will consult with the individual making the request.

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Our public website and web content will be maintained in accordance with applicable accessibility requirements.

EMPLOYMENT

All Seniors Care Living Centres is committed to fair and accessible employment practices throughout every stage of the employment relationship.

Accessibility considerations include:

Recruitment

- Applicants will be notified that accommodations are available throughout the recruitment process.
- Accommodation requests during interviews and assessments will be provided where appropriate.


Hiring

Successful applicants will be informed of the organization's accommodation policies upon hire.

Workplace Accommodation

Employees requiring workplace accommodation due to disability will be supported through an individualized accommodation process that respects privacy and confidentiality.

Accommodation may include, where appropriate:

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- Modified duties
- Modified work schedules
- Assistive technology
- Accessible communication methods
- Workplace modifications

Individualized Emergency Response Information

Individual workplace emergency response information will be developed for employees who require assistance during emergencies.


Return to Work

Employees returning from disability-related absences will be supported through individualized return-to-work processes consistent with applicable legislation.

Career Development

Accessibility needs and accommodation plans will be considered when making decisions regarding:

- Performance management
- Career development
- Training
- Promotions

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- Redeployment


TRAINING

Accessibility training will be provided to:

- All employees
- Managers and supervisors
- Volunteers
- Students
- Contractors and individuals acting on behalf of All Seniors Care Living Centres
- Individuals responsible for developing organizational policies

Training will include:

- The purposes of the Accessibility for Ontarians with Disabilities Act.
- Requirements of the Integrated Accessibility Standards Regulation.
- The Ontario Human Rights Code as it relates to persons with disabilities.
- Accessible customer service practices.
- Responding appropriately to accommodation requests.
- Communication strategies for interacting with persons with various disabilities.

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Training will be completed as soon as practicable after commencement of duties and refreshed whenever legislative or policy changes occur.

Training records will be maintained.

RESIDENT ACCOMMODATION


Residents requiring accommodations due to disability will be supported in a manner that promotes dignity, independence, participation, and safety.

Where appropriate, the organization will:

- Provide information in accessible formats.
- Communicate with substitute decision-makers when authorized.
- Consider accessibility during admissions and move-in.
- Provide accessible emergency information.
- Support reasonable accommodation requests consistent with resident safety and legislative requirements.

FEEDBACK

All Seniors Care Living Centres welcomes feedback regarding accessibility.

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Feedback may be submitted in person, by telephone, in writing, by email, or through any accessible communication method requested by the individual.

Accessible formats for the feedback process are available upon request.

Accessibility concerns will be reviewed promptly and addressed wherever possible.

Human Resources Department

Via Email

slauder@allseniorscare.com

Phone

VP, Human Resources

780-399-5049

'Tell Us How We Are Doing'

You may also wish to contact us using the above methods for the following reasons:

- If you are coming to our office or one of our Communities and have special needs or require information about accessibility;
- To request a copy of our Accessibility Policy; and/or
- To request All Seniors Care customer/stakeholder communications in an accessible format.