

## **Humber Meadows Long Term Care Home Multi-Year Accessibility Plan, Initial Plan**

*To be Reviewed Annually, and Updated by 2028*

### **Introduction & Statement of Commitment**

In 2005, the government of Ontario passed the *Accessibility for Ontarians with Disabilities Act (AODA)*, with the goal of making all of Ontario accessible by 2025. Humber Meadows Long Term Care Home (HMLTCH) is committed to complying with the act, and all standards under it to meet the accessibility needs of a persons with disabilities in a timely manner.

The regulations under the Integrated Accessibility Standards (IASR) under the AODA requires HMLTCH to establish, implement, maintain, and document a multi-year accessibility plan, that outlines the organizations strategy to prevent and remove barriers for persons with disabilities and to meet all requirements under the Act.

Under the AODA, HMLTCH acknowledges that there are certain standards setting our certain requirements that may be applicable, such as;

- Information & Communications;
- Employment;
- Design of Public Spaces; and
- Customer Service

In this multi-year plan, HMLTCH outlines the strategy to prevent and remove barriers to address the current and future requirements of the AODA, and in order to fulfill commitments as outlined in HMLTCH's accessibility policies.

In accordance with the IASR requirements, HMLTCH will:

- Post this plan on its website ([www.humbermeadows.ca](http://www.humbermeadows.ca));
- Provide this plan in an accessible format, upon request; and
- Review and update this plan at least once every five years

## **Overview**

HMLTCH strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

- Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.
- The plan is reviewed and updated at least once every 5 years.
- We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies
- We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

### *Integrated Accessibility Standards Regulations*

1. Emergency Procedure, Plans or Public Safety Information
2. Workplace Emergency Response Information
3. Training
4. Information and Communication Standards
  - a. Feedback, Accessible Formats and Communication Supports
  - b. Accessible Websites and Web Content
5. Employment Standards
  - a. Recruitment
  - b. Informing Employees of Supports
  - c. Documented Individual Accommodation Plans/Return to Work Process
  - d. Performance Management, Career Development and Redeployment
6. Design of Public Spaces
7. Customer Service
  - a. Establishment of Policies
  - b. Use of Service Animals and Support Persons
  - c. Notice of Temporary Disruptions
  - d. Training of Staff
  - e. Feedback Process
  - f. Format of Documents



## Integrated Accessibility Standards Regulation

### **1. Emergency Procedure, Plans or Public Safety Information**

#### **Commitment:**

HMLTCH is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of making our company premises safer for persons with disabilities during emergency circumstances.

#### **Actions Taken:**

The following measures have been implemented by HMLTCH upon operationalization:

- Emergency procedures, plans and public safety information that are prepared by HMLTCH and made available to the public, will be made available in an accessible format or with appropriate communication supports, as soon as practicable, upon request;

### **2. Workplace Emergency Response Information**

#### **Commitment:**

Where HMLTCH is aware that an employee has a disability and that there is a need for accommodation, individualized workplace emergency response information will be provided to the employee as soon as practicable if such information is necessary given the nature of the employee's disability.

- Where the organization becomes aware of the need to accommodate an employee's disability, and if the employee's disability is such that the individualized emergency response information is necessary, HMLTCH will provide individualized workplace emergency response information to the employee with the disability as soon as practicable after it becomes aware of the need.
- If an employee who receives individualized workplace emergency response information requires assistance, with the employee's consent, HMLTCH will provide the workplace emergency response information to the person designated by the organization to provide assistance to the employee.



HMLTCH will review the individualized workplace emergency response information when the employee's overall accommodation needs or plans are reviewed; and/or HMLTCH reviews its general emergency response policies.

### **3. Accessibility Policies and Multi-Year Accessibility Plan**

**Commitment:**

The organization commits to making its policy documents publicly available and will provide them in an accessible format upon request.

HMLTCH will:

- Establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under this Regulation;
- Post the accessibility plan on our website and provide the plan in an accessible format upon request; and
- Review and update the accessibility plan at least once every five years.

**Initial Date of Development: November 1, 2023**

**Next Date for Plan Review: November 1, 2028**

### **4. Training**

**Commitment:**

HMLTCH is committed to implementing a process to ensure that all employees, volunteers, and all other persons who provide goods, services and facilities on HMLTCH’s behalf, and persons participating in the development and approval of HMLTCH’s policies, are provided with appropriate training on the requirements of the IASR and on the Ontario Human Rights Code as it pertains to persons with disabilities, and are provided with such training as soon as practicable.

In accordance with the IASR, HMLTCH:

- Developed and provided the appropriate training on the requirements of the IASR and on the Ontario Human Rights Code as it pertains to persons with disabilities, to employees, volunteers, third-party contractors who provide goods, services, and facilities on HMLTCH’s behalf, and persons participating in the development and approval of the HMLTCH’s policies;
- Provided the training referenced above to all new team members;



- Keeps and maintains a record of the training provided, including the dates that the training was provided;
- Will ensure that training is provided on any changes to the prescribed policies.

## **5. Information and Communication Standards**

### **Commitment:**

HMLTCH is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of making applicable company information and communications accessible to persons with disabilities.

### ***(i) Feedback, Accessible Formats and Communication Supports***

In accordance with the IASR, HMLTCH will:

- Ensure that feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request. The organization will notify the public about the availability of accessible formats and communication supports.
- Except as otherwise provided for under the IASR, provide or arrange for the provision of accessible formats and communication supports upon request for persons with disabilities in a timely manner that considers the person's accessibility needs.
- Consult with the person making the request in determining the suitability of an accessible format or communication support.
- Notify the public about the availability of accessible formats and communication supports.

### ***(ii) Accessible Websites and Web Content***

In accordance with the IASR, HMLTCH will ensure that the public website and online content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A (new websites and online content)



## **6. Employment Standards (also see “2. Workplace Emergency Response Information” above)**

### **(i) Recruitment**

HMLTCH is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of making the recruitment process accessible to persons with disabilities.

Recruitment General: HMLTCH notifies employees and the public of the availability of accommodation for applicants with disabilities in the recruitment process. This initially involved a review and modification of existing recruitment policies, procedures, processes, and templates and presently involves specifying that accommodation is available for applicants with disabilities on HMLTCH’s website and on job postings.

Recruitment, Assessment and Selection: HMLTCH notifies 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 in the assessment/selection process.

This initially involved a review and modification of existing recruitment policies, procedures, processes, and templates and presently involves:

- Inclusion of availability of accommodation notice as part of the script in the scheduling of an interview and/or assessment;
- If a selected applicant requests an accommodation, consultation with the applicant and arranging for provision of suitable accommodations in a manner that takes into account the applicant’s accessibility needs due to disability.

Notice to Successful Applicants: When making offers of employment, HMLTCH notifies the successful applicant of its policies for accommodating employees with disabilities. This initially included a review and modification of existing recruitment policies, procedures, processes, and templates and presently involves



inclusion of notification of HMLTCH's policies on accommodating employees with disabilities in offer of employment letters.

## **(ii) Employment Supports**

HMLTCH is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of informing employees of available accessibility supports.

In accordance with the IASR, HMLTCH:

- Informs its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that consider an employee's accessibility needs due to disability.
- Provides the information required to new employees as soon as practicable after they begin their employment.
- Provides updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that consider an employee's accessibility needs due to disability.
- Where an employee with a disability requests it, consults with the employee to provide or arrange for the provision of accessible formats and communication supports for:
  - Information that is needed to perform the employee's job; and
  - Information available to workplace employees.
  - HMLTCH consults with the employee making the request in determining the suitability of an accessible format or communication support.

## **(iii) Documented Individual Accommodation Plans/Return to Work Process**

HMLTCH is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of improving accommodation and return to work processes in the workplace.

HMLTCH also ensures that the process for the development of documented individual accommodation plans includes the following elements:

- The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.

- The means by which the employee is assessed on an individual basis.
- The manner in which HMLTCH can request an evaluation by an outside medical or other expert, at HMLTCH's expense, to assist HMLTCH in determining if accommodation can be achieved and, if so, how accommodation can be achieved.
- The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.
- The steps taken to protect the privacy of the employee's personal information.
- The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
- If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
- The means of providing the individual accommodation plan in a format that considers the employee's accessibility needs due to disability.

Individual accommodation plans:

- If requested, include any information regarding accessible formats and communications supports provided, as required in the Standard;
- If required, include individualized workplace emergency response information, as required in the Standard; and
- Identify any other accommodation that is to be provided.

HMLTCH ensures that the return to work process as set out in its existing policies outlines the steps HMLTCH will take to facilitate the employee's return to work after a disability-related absence, outlines the development of a written individualized return to work plan for such employees, and requires the use of individual accommodation plans, as discussed above, in the return to work process.



#### **(iv) Performance Management, Career Development and Redeployment**

HMLTCH takes into account the accessibility needs of employees with disabilities, as well as individual accommodation plans:

- When using its performance management process in respect of employees with disabilities;
- When providing career development and advancement to its employees with disabilities;
- When redeploying employees with disabilities.

In accordance with the IASR, HMLTCH:

- Reviews, assesses and, as necessary, modifies existing policies, procedures, practices, and templates to ensure compliance with the IASR;
- Takes the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans, into account when:
  - Assessing performance
  - Managing career development and advancement
  - Redeployment is required

### **7. Design of Public Spaces Standard (Accessibility Standards for the Built Environment)**

HMLTCH follows the standards set out in the Design of Public Spaces Standard in circumstances where it qualifies as an obligated organization under the Act and constructs or redevelops any public space to which the Act applies.

HMLTCH's company policies for preventive and emergency maintenance apply equally to the accessible elements of any public spaces within our built environment to which the Act applies.

Where accessible elements attached to any public spaces to which the Act applies are not in working order due to temporary disruptions, the organization will issue a public notice in a timely manner in the event of a planned or unexpected disruption of service or inaccessibility of facilities used by persons with disabilities. The notice will include the



reason of the disruption, the anticipated duration, and a description of alternative facilities or service, if any, that may be available.

## **8. Customer Service Standard**

### **Commitment:**

The Customer Service Standard was created to establish accessibility standards for customer service in Ontario. In keeping with this regulation, the organization is committed to providing respectful services that focus on the unique needs of the individual.

To achieve this, the organization makes reasonable efforts to ensure that its policies, procedures, and practices pertaining to the provision of goods and services to the public and other third parties adhere to the following guiding principles as set out in the IASR.

- Our goods and services must be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of our goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
- Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- Every person who participates in developing HMLTCH's policies and every other person who provides goods, services, or facilities on behalf of HMLTCH, receive training about the provision of the provider's goods, services, or facilities, as the case may be, to persons with disabilities.
- Ensuring completion of accessibility training is tracked and recorded;
- Ensuring staff are trained and familiar with various assistive devices that may be used by customers with disabilities who are accessing the HMLTCH's goods or services;
- Ensuring customers accompanied by a guide dog or other service animal in areas of HMLTCH open to the public and other third parties, are accommodated;
- Ensuring that if a person with a disability is accompanied by a support person, the support person is accommodated;



- Issuing a public notice promptly in case of planned or unexpected disruption of service or inaccessibility of facilities used by persons with disabilities. The notice must include the reason for the disruption, the anticipated duration, and a description of alternative facilities or service, if any, that may be available.
- Continuing to welcome and appreciate feedback from persons with disabilities through multiple communication methods.

## **9. Compliance**

HMLTCH will file accessibility reports required under the Act in accordance with the provisions contained in the Act, using the Accessibility Compliance Reporting Tool.

**Initial Compliance Date: November 1, 2023**

**Next Required Compliance Date: November 1, 2028**