

Manual: Corporate Administration	Chapter: 17 Key Acts of Legislation/Inspections by Government Authorities	Policy No. AD 17-01-00
Subject: Integrated Accessibility Standards		Effective Date: January 1, 2015
Standard: Accessibility for Ontarians with Disabilities Act 2005 Integrated Accessibility Standards	Cross Reference:	Supersedes: Page: Page 1 of 7

POLICY:

The IOOF Seniors Homes Inc. (Corporation) is committed to meeting the requirements of the Integrated Accessibility Standards defined in the Accessibility for Ontarians with Disabilities Act 2005 Ontario Regulation 191/11.

The Corporation will ensure that policies, procedures are implemented and maintained as per legislative time lines to address integration, independence, dignity, and equal opportunity (where applicable).

This policy outlines the goals and objectives the Corporation will follow in the identification, removal, and prevention of barriers to persons with disabilities to ensure access to the Corporations services, and facilities.

DEFINITIONS:

Accessible formats

may include, but are not limited to, large print, recorded audio and electronic formats, Braille, and other formats used by persons with disabilities.

Barrier

anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability. This includes physical, architectural, information/ communication, technological barriers and/or a policy or practice.

Communication Support

may include, but is not limited to, captioning, alternative and augmentative communication, plain language, sign language and other supports that facilitate effective communication.

Defining Disability:

- a) Any degree of physical disability, infirmity, malformation, or disfigurement that is caused by bodily injury, birth defect or illness and,

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Subject: Integrated Accessibility Standards		Effective Date: January 1, 2015
Standard: Accessibility for Ontarians with Disabilities Act 2005 Integrated Accessibility Standards	Cross Reference:	Supersedes:
		Page: Page 2 of 7

without limiting the generality of the foregoing includes diabetes mellitus, epilepsy, a brain injury, and any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impairment, deafness or hearing impairment, muteness or speech impediment, or physical reliance on a guide dog or other animal or in 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, an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

PROCEDURE:**Accessibility Plans**

The Corporation will develop, implement, maintain and evaluate the Multi- Year Accessibility Plan to prevent and remove barriers to persons with disabilities in order to meet the Accessibility for Ontarians with Disabilities Act legislation. The plan will be developed in consultation with Corporation's Management, and representatives of the population served.

Responsibilities of the Director of Housing Accommodations

- Act as the lead for developing the Multi- Year Accessibility Plan and policies and procedures to meet the regulations required in the Accessibilities for Ontarians with Disabilities Act, 2005.
- Prepare an annual status report of the Corporations Multi-Year Accessibility Plan which will outline the progress of measures taken to implement the Plan and the strategy to identify, prevent, and remove barriers to persons with disabilities.

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Subject: Integrated Accessibility Standards		Effective Date: January 1, 2015
Standard: Accessibility for Ontarians with Disabilities Act 2005 Integrated Accessibility Standards	Cross Reference:	Supersedes: Page: Page 3 of 7

The annual status report will be presented to the CEO, the Continuous Quality Improvement Committee and the Corporation's Board of Directors.

Responsibilities of the Chief Executive Officer

- Review, approve and endorse the Multi- Year Accessibility Plan.
- Review, the annual status/progress of the Multi- Year Accessibility Plan.

Responsibilities of the Board of Directors

- Review, the annual status/progress of the Multi- Year Accessibility Plan and endorse the Plan.

The Corporation shall make the Accessibility Plan and annual reports available to the public on the web site www.ioof.com The Plan and/or Annual Reports will be provided in an accessible format, upon request.

Accessing Services and/or Facilities

The Corporation shall ensure that accessibility is a factor when accessing the services and/or facilities, except when it is not practicable to do so. The Corporation shall provide an explanation, upon request, when it has not been practicable to incorporate accessibility features.

Self Service Kiosks

The Corporation shall consider accessibility for persons with disabilities when designing, procuring or acquiring any future self-service kiosks.

Training

The Corporation shall provide training on the requirements of the Accessibility Standards to all Employees, Volunteers and Contract Staff. The training provided is on the requirements of the Accessibility Standards and on the Human Rights Code as it pertains to persons with disabilities.

Training is available in accessible venues/formats including Volunteer Orientation, Corporate Orientation for new hires, regular in services, power point

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Standard: Accessibility for Ontarians with Disabilities Act 2005 Integrated Accessibility Standards	Cross Reference:	Supersedes:
		Page: Page 4 of 7

presentations, SURGE online training modules, and at monthly Departmental Staff meetings.

The Corporation shall keep records of the training provided, including the dates of the training and the number of individuals to whom training is provided.

Feedback

The Corporation shall ensure that a process is in place to receive and respond to feedback to persons with disabilities.

Accessibility Formats and Communication Supports

Upon request, the Corporation shall provide or arrange for the provision of accessible formats or communication supports for persons with disabilities.

These accessible formats and communication supports will be provided in a timely manner and in a way that takes into account the individual's accessibility needs due to disability except when it is not practicable to do so. The Corporation shall consult with the person making the request to determine the suitability of the accessible format or communication support. The Corporation will accommodate reasonable requests for accessible documents and communication supports that are within its fiscal resources.

The Corporation shall notify the public about the availability of accessible formats and communication supports upon request, by including a notice on its website.

Accessible Websites and Web Content

The Corporation will ensure that its external internet websites and web content published on or after January 1, 2012 conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to level AA, except where it is not practicable.

Recruitment, Interviewing, and Selection

The Corporation is committed to equal consideration of candidates based upon the physical demands required to be met for each position during the recruitment,

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Standard: Accessibility for Ontarians with Disabilities Act 2005 Integrated Accessibility Standards	Cross Reference:	Supersedes:
		Page: Page 5 of 7

interviewing and selection process. Job postings will define the availability of accommodations for persons with disabilities in its application process.

Individuals selected to participate in interviews will be notified of the availability of accommodations, upon request. In cases where accommodations due to disability are requested, the Corporation shall consult with the individual and provide or arrange for suitable accommodations in a manner that takes into account the applicants disability needs except when it is not practicable to do so... Accommodations will be provided with respect to the material or processes used in recruitment.

Informing Employees of Accessibility Supports

The Corporation shall inform employees of its policies, and any updates to such policies, used to support employees with disabilities. The Corporation shall provide this information to new employees as soon as practicable after commencing employment. This includes policies on providing job accommodations that take into account the employee's accessibility needs due to disability where it is practicable.

Accessible Formats and Communication Supports for Employees

The Corporation shall, when requested by an employee with a disability, consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is required in order to perform their job where practicable to do so., as well as information that is generally available to employees in the workplace.

Workplace Emergency Response Information

The Corporation is committed to ensuring the safety of its employees. Individual workplace emergency response information shall be provided to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the employee's need. This information shall be provided as soon as practicable and in a cost effective manner after the Corporation becomes aware of the need for accommodation.

Manual: Corporate Administration	Chapter: 17 Key Acts of Legislation/Inspections by Government Authorities	Policy No. AD 17-01-00
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Standard: Accessibility for Ontarians with Disabilities Act 2005 Integrated Accessibility Standards	Cross Reference:	Supersedes:
		Page: Page 6 of 7

When an employee requires assistance in an emergency, the Corporation shall with the employee's consent, provide such information to the person designated by the Corporation to provide assistance.

The Corporation shall review the individualized workplace emergency response information should the employee move to a different work location in the organization, when the employee's accommodation needs and plans are reviewed and/or change, and when the Corporation reviews its Emergency Preparedness Plan.

Documented Individual Accommodation Plans

The Corporation shall develop a clear format for individual accommodation plans for employees with disabilities. The individual accommodation plan will include: Information regarding accessible formats and communication supports provided to the employee.

If requested, individualized workplace emergency response information and any other accommodations that are to be provided.

Return to Work Process

The Corporation shall maintain its already established return to work process for employees with a disability and who require disability - related accommodation in order to return to work.

The Corporation's return to work process shall outline the steps it will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

The AODA return to work process will not replace or override any other return to work process created by or under any other statute (i.e. the Workplace Safety Insurance Act. 1997)

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		Page: Page 7 of 7

Performance Management and Redeployment

The Corporation will take into account the accessibility needs of employees with disabilities and any individual accommodation plans when providing any performance management, career development, and advancement except when it is not practicable to do so. When redeploying employees (assigning employees to other Departments or positions), the Corporation will also take into account the employee's accessibility needs due to disability and any individual accommodation plan except when it is not practicable to do so..

Design of Public Spaces Standard

The IOOF Seniors Homes Inc. will meet the Accessibility standards for the Design of Public Spaces when building or making major modifications to public spaces. The IOOF seniors Homes Inc. shall follow the enhanced Ontario Building Code (o.Reg.368/13) for the construction and major changes to existing features. (O.Reg. 413/12)



Chief Executive Officer

Jan 1, 2015

Date