



# IOOF SENIORS HOMES INC.

## 2018-2023 Accessibility Plan

This document outlines the IOOF Seniors Homes Inc. priorities for the next five years for meeting the requirements of the accessibility legislation to remove and prevent barriers within the Corporations facilities, programs and services. This chart outlines the five standards of the Accessibility for Ontarians with Disabilities Act, 2005.

### The Five Accessibility Standards

Customer Service

Integrated Accessibility Standard

Employment

Transportation

Design of Public Spaces

- The Multi Year Accessibility Plan will be posted on the website and made available in accessible formats, upon request. (2018.)
- An annual status report will be prepared on the progress of the multi- year plan's implementation and will be posted on the website and made available in accessible formats, upon request. (annually)
- A comprehensive review of this plan will be completed every five years. (2023)
- Annual work plans will be developed with input by the Resident Housing Association Executive Committee and Terraces Resident Liaison Committee. (annually)
- A report of accomplishments will be shared at the Corporate Continuous Quality Improvement Meeting Annually.

IOOF Seniors Homes Inc.  
Multi Year Accessibility Plan 2018- 2023

| Legislation   | Action  | Strategies for Compliance   | Compliance /Progress to Date  |
|---|---|---|---|
| Accessibility for Ontarians with Disabilities Act (AODA), 2005 Customer Service Accessibility Standards |   |   |   |
| Customer Service Accessibility Standards O. Reg. 429/0, s. 3. (1), (2).<br>January 1, 2012              | <ul style="list-style-type: none"> <li>Continue to respond to and track feedback, concerns and requests. Responses will be provided in a timely manner taking into account each person's needs and the IOOF Seniors Homes abilities to meet such needs.</li> <li>Review and update policies and procedures that relate to the Customer Service Standard for the provision of goods, services or facilities to persons with disabilities.</li> </ul> | <ul style="list-style-type: none"> <li>Mandatory training for all staff.</li> </ul>   | <p><b>In Compliance/ On-going</b></p> <p><i>All staff receive training annually through Surge Training.</i></p> <p><i>All new hires are trained on the AODA legislation at corporate orientation.</i></p> |
| Feedback process for providers of goods or services<br>O. Reg. 191/11, s. 7<br>January 1, 2012          | Feedback regarding the way the Corporation provides services and access to facilities to people with disabilities can be made in person, by appointment, by telephone. (705 728 2389 Ext 305), or through email to the CEO  | <ul style="list-style-type: none"> <li>A Feedback form will be developed and posted on the website in order to make it easier to send and receive feedback relating to services and programs.</li> <li>Annual Resident Customer Service Surveys will include a section specific to AODA to collect Feedback.</li> </ul> | <p><b>January 2021</b></p> <p><b>On-going</b></p>   |

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| Accessibility for Ontarians with Disabilities Act (AODA), 2005 Integrated Accessibility Standards |   |   |  |
| Information and Communication   | <ul style="list-style-type: none"> <li>▪ The IOOF Homes will continue to arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request.</li> <li>▪ Notice of service disruptions shall include: The reason for the service disruption. The length of time for the service disruption. If there is an alternate facility or service available.</li> </ul>   | <ul style="list-style-type: none"> <li>▪ Continue to consult with the person making the request to determine the suitability of an accessible format or communication support.</li> </ul> | <ul style="list-style-type: none"> <li>▪ <b>On- going</b></li> <li>▪ <b>On- going</b></li> </ul> |
| Accessible Website and Web Content  | <ul style="list-style-type: none"> <li>▪ The IOOF Seniors Homes will continue to ensure its website, Intranet and web content meets Level A compliance with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)</li> <li>▪ The IOOF Seniors Homes will ensure that its website, Intranet and web content meets Level AA compliance with the World Wide Web Consortium Web Content Accessibility Guidelines by January 1, 2021.</li> </ul> | <ul style="list-style-type: none"> <li>▪ The Corporation plans to contract a website development company to ensure compliance.</li> </ul>   | <b>Target January 1, 2021</b>  |

IOOF Seniors Homes Inc.  
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Employment Standards

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| <p>Employment Standards relating to Recruitment, Informing Employees, Accessible Formats, Individual Accommodation Plans, Return to Work Process, Performance Management, Career Development/ Advancement and Redeployment<br/><b>O. Reg. 191/11, s. (22), (23), (24), (25), (26), (27), (28), (29),(30), (31), (32)</b><br/><b>January 2016</b></p> | <p><b>Recruitment</b></p> <ul style="list-style-type: none"> <li>▪ Notify internal and external applicants that accommodation for disabilities will be provided to support their participation in the recruitment process.</li> <li>▪ Notify selected applicants that accommodations are available on request.</li> <li>▪ Advise successful applicants of the organizations' policies for accommodating Employees with disabilities.</li> </ul> <p><b>Informing Employees</b></p> <ul style="list-style-type: none"> <li>▪ Inform new and existing Employees of their policies for supporting Employees with disabilities, including Employment-related accommodation for disabilities.</li> </ul> <p><b>Accessible Formats</b></p> <ul style="list-style-type: none"> <li>▪ Consult with employees with disabilities in order to provide them with the accessible formats and communications supports they require to do their jobs effectively and to be informed of information that is generally available to all employees in the workplace.</li> </ul> | <p>Policies and procedures and new employee orientation will be reviewed and revised as necessary by the Director of Human Resources.</p> <p>Job Descriptions will be reviewed by the Director of Human resources to determine which positions can accommodate a person with a disability.</p> <p>For those few Job Descriptions within the Corporation that can accommodate a disability where practicable.</p> | <ul style="list-style-type: none"> <li>▪ HR Audit competed in Dec 2019 shows there have been no requests for accommodation.</li> <li>▪ A review of Policies and Procedures to be completed in 2020.</li> <li>▪ <b>On-going</b></li> </ul> |
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|  | <p><b>Individual Accommodation Plans</b></p> <ul style="list-style-type: none"><li>▪ Develop written individual accommodation Working group met and agreed that existing policies and procedures would be reviewed and revised as necessary or new policies and procedures developed if necessary in collaboration with a HR Specialist in 2015 plans for employees with disabilities.</li></ul> <p><b>Return to Work Process</b></p> <ul style="list-style-type: none"><li>▪ Have in place a documented process for supporting employees who return to work after being away for reasons related to their disability.</li></ul> <p><b>Performance Management</b></p> <ul style="list-style-type: none"><li>▪ Use performance management processes that take into account the accessibility needs of employees with disabilities.</li></ul> <p><b>Career Development</b></p> <ul style="list-style-type: none"><li>▪ Take into account the accessibility needs of employees who have disabilities</li><li>▪ Provide employees with disabilities with the opportunities to advance within the organization.</li></ul> <p><b>Redeployment</b></p> <ul style="list-style-type: none"><li>▪ Consider the accessibility needs of employees with disabilities before moving them to other positions, so</li></ul> |  |  |
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|---------------------------------------|--|--|------------------|
|                                       | that employees can continue to have their accommodation needs met  |  |                  |
|                                       | Transportation Standard  |  |                  |
| Not Applicable to IOOF Seniors Homes. |  |  |                  |
|                                       | Design of Public Spaces  |  |                  |
|                                       | <ul style="list-style-type: none"> <li>▪ The IOOF Seniors Homes will continue to consult with advisory committees on newly constructed and redeveloped public spaces such as washrooms, sidewalks, walking paths, parking spaces.</li> </ul> |  | <b>On- going</b> |