

EHATARE RETIREMENT & NURSING HOME

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SUBSECTION: Accessibility Policy	DATE REVISED:
APPROVED BY: Executive Director	DATE REVIEWED: July-2021

Introduction and Statement of Commitment

The enactment of the Accessibility for Ontarians with Disabilities Act (AODA) in 2005 fundamentally changed the approach to accessibility for people with disabilities by establishing accessibility standards that all organizations and businesses that operate in Ontario must adhere to. In this regard, organizations and businesses that provide goods and services in Ontario would be obligated to continually identify, remove, and prevent barriers so that people with disabilities have more opportunities to participate in everyday life.

In 2008, the Accessibility Standards for Customer Service (CSS) became law. In 2011, the Integrated Accessibility Standards Regulation (IASR) harmonized the Information and Communications, Employment and Transportation standards. The IASR requirements are to be phased in from 2011 to 2021, with specific compliance deadlines for various sections of the regulation.

In accordance with the Integrated Accessibility Standards Regulation (IASR), Ehatare has created a multi-year accessibility plan which outlines strategies that will be taken to remove and prevent barriers under this regulation. At the end of each year, Ehatare will revisit the plan to update the progress in meeting the various requirements of this regulation and add any new items.

Ehatare is committed to meeting the needs of individuals living with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility as well as meeting the requirements under the AODA. We are committed to providing equal treatment to people with disabilities with respect to services, programs, goods, and facilities, in a manner that respects their dignity and independence.

Our commitment includes:

- Transforming our culture to include accessibility into our everyday practice,
- Commitment to the principles of independence, dignity, integration, and equality of opportunity to meet the needs of people with disabilities,
- Establishing, maintaining, and implementing policies, associated practices and procedures to meet the accessibility needs of people in a timely manner,
- Excellence in serving all our clients including people with disabilities in a manner that takes into account the person's disability,
- Promoting values that support relationships between people with disabilities and the organization,
- Training all employees and volunteers who provide goods and services to our clients, and persons participating in the development and approval of Ehatare policies, practices, and procedures on the requirements under the Integrated Regulation and the Ontario Human Rights Code as it pertains to persons with disabilities,
- Providing people with disabilities the same opportunity of access to employment opportunities and related services as do all prospective employees.

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Definitions

Accessible formats

Formats that are an alternative to standard formats and are accessible to people with disabilities. Accessible formats may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Communication supports

Supports that individuals with disabilities may need to access information. These include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Disability

From the Ontario Human Rights Code, R.S.O. 1990, c. H. 19:

- a. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness;
- b. a condition of mental impairment or developmental disability;
- c. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoke language;
- d. a mental disorder; or
- e. an injury or disability for which benefits were claimed or received under the Workplace Safety and Insurance Act, 1997, S.O. 1997, c. 16 sche. A, or Ontario Disability Support Program.

In addition, the definition of disability under the Ontario Human Rights Code, R.S.O. 1990, c. H. 19, may include but is not limited to:

- Acquired Brain Injury
- Deaf, deafened, hard-of-hearing
- Low vision or blind
- Chronic health conditions (cancer, epilepsy, heart disease, etc.)

Scope

Ehatare will implement and maintain policies governing how they will achieve accessibility through meeting its requirements in accordance with the AODA and the IASR.

Ehatare will continue to adhere to the Accessibility Standards for Customer Service Policy, which is posted on our website (www.ehatare.ca).

These policies apply to all employees, students, volunteers and others who provide goods, services or facilities on behalf of the organization.

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Policy

In addition to our continued obligation under the CSS, Ehatare is required to meet accessibility obligations under the AODA and IASR according to the timetable specific for large organizations.

Ehatare will file an accessibility compliance report every three (3) years. The report will be available to the public and upon request in an accessible format.

The purpose of this policy is to outline Ehatare's commitment to helping identify and remove barriers that impede a person's ability to access our goods, services and facilities.

Procedure

Integrated Accessibility Standards – Ontario Regulation 191/11

In accordance with the IASR, Ehatare has made the following accessibility commitments:

General Accessibility

- Ehatare has developed a multi-year accessibility plan, which outlines the strategy to prevent and remove barriers and meet its requirements under this Regulation. The plan is available in a digitally accessible format on Ehatare's website and is available in an alternate format upon request. Ehatare will review and update the multi-year plan in consultation with the various department leaders at least once every 5 years.
- Ehatare ensures all employee groups, volunteers, persons who participate in the development of policies, and all other persons who provide goods, services, or facilities on behalf of Ehatare receive training on the requirements of the accessibility standards and on the Ontario Human Rights Code, as it pertains to persons with disabilities.

The training that is provided shall be appropriate to the duties of the employees, volunteers and other persons.

Information and Communication

Unconvertible Information

Ehatare will meet the communication needs of persons with disabilities and will provide information and communication materials in accessible formats or with communication supports upon request.

If Ehatare determines that the information or communication is unconvertible, Ehatare shall provide to the person requesting the information or communication with an explanation as to why it is unconvertible, a summary of the unconvertible information or communication.

For the purposes of this commitment and in accordance with this legislation, information and communications are unconvertible if:

- it is not technically feasible to convert the information or communications; or

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- the technology to convert the information or communications is not readily available

Feedback

Ehatare will ensure that the processes for receiving and responding to feedback are accessible and will provide accessible formats and communications supports upon request.

Ehatare has an accessible feedback process established in accordance with the ISAR.

Accessible Formats Equity

Ehatare will provide or arrange for the provision of accessible formats and communication supports upon request for persons with disabilities, in a timely manner that takes into account the person's accessibility needs due to disability, and at a cost that is no more than the regular charged to other persons.

Ehatare consults with the person making the request in determining the suitability of an accessible format or communication support.

Website

Ehatare will ensure their internet website and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A and increasing to Level AA, in accordance with the schedule set out in this section of the regulation. This includes all web-based applications and web content that are controlled directly or through a contractual relationship.

Education

Ehatare will provide education or training resources or materials in an accessible format that takes into account the accessibility needs due to a disability of the person upon request.

Daily Practice

Written handbooks or brochures for our residents and clients along with overhead projection and oral presentation of items of interest.

Appropriate activities specific to our residents' and clients' cognitive and physical ability

Acceptance of various channels of feedback including group and/or one-to-one meetings, written feedback and comment cards.

Appropriate use of pictures and gestures.

Regular face to face meetings with our residents, clients, and staff. Minutes are available to the relevant parties for review and comment.

Employment

Ehatare is committed to ensuring that all employment practices are inclusive in that that people with disabilities have the same opportunity of access to employment opportunities and related services.

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Recruitment

Ehatare will take the necessary steps to ensure the availability of accommodation for applicants with disabilities in its recruitment processes.

During the recruitment process, Ehatare will 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.

If a request for accommodation is made, the applicant will be consulted with in order to provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

Offers of Employment

When making offers of employment to new employee, Ehatare will inform new employees of the company's policy for accommodating employees with disabilities. This information will be made available in an accessible format or with communication supports upon request.

Employee Information

Ehatare will inform its employees of its policies used to support its employees with disabilities, including, but not limited to, the policy on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

Ehatare will ensure that all information and communication is available in accessible formats or with communication supports upon request. This includes information that is needed by an employee in order to perform their job and information that is generally available to all employees in the workplace.

Return to Work

Ehatare has a Return to Work Policy that outlines the steps that Ehatare takes to facilitate the return to work of employees who were absent because their disability required them to be away from work; and uses documented individual accommodation plans.

The individual accommodation plans may include if requested, any information regarding accessible formats and communication supports and individualized workplace emergency response information.

Performance

Ehatare will take into account the accessibility needs of employees with disabilities as well as individual accommodation plans when using performance management, career development and advancement and redeployment practices.

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Built Environment

Currently:

- Ehatare has accessible entrances that are available and clearly marked. Entrances can be accessed independently and provide direct access to the main floor, lobby, or elevator without having to access stairs or a ramp.
- Weather protection is provided, and routes of travel are wide enough to accommodate mobility devices and lift equipped vans.
- Each location has curb cuts at drives, parking and drop-off locations, with adequate number of accessible parking spaces clearly marked with the International Symbol of Accessibility.
- Landscaping is maintained and well-trimmed to ensure routes of travel are clear and well lit.
- Our doors are operational with a closed fist and the closers are timed to allow sufficient time for movement between areas. Clear, visible signage and lighting are provided, and our emergency systems are checked and maintained on a regular basis. Service desks and service facilities are suitable for both standing and seating users.
- All our public elevators have door jams at each door identifying the floor in raised Braille letters and open public spaces are flexible in design to allow for wheelchair.

Ehatare will also comply with the Built Environment Standards when undertaking new construction and redevelopment of public spaces.

- Ehatare shall meet the requirements set out in sections 80.32 through 80.38 of the IASR when constructing new or redeveloping off-street parking facilities that it intends to maintain, the applicable off-street parking facilities.
- Ehatare shall ensure that they meet the requirements as set out in Sections 80.1 through 80.5 and 80.23 through 80.31 of the IASR when constructing all applicable new or redeveloped paths of travel (e.g., external walkways) that are not regulated by the Ontario Building Code.
- Ehatare shall 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.

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Appendices

[Ehatare Accessible Customer Service Plan.docx](#)

[Ehatare Accessible Interview Checklist.docx](#)

[Ehatare Accommodation Process.docx](#)

[Ehatare Functional Capacity Assessment Form.docx](#)

[Ehatare Individual Employee Emergency Response Information.docx](#)

[Ehatare Individual Plan.docx](#)

[Multi-Year Plan Ehatare.docx](#)