

Multi-Year Accessibility Plan



Introduction and Statement of Commitment

Bay Haven Senior Care Community is committed to complying with the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and all of the standards under it in order to meet the accessibility needs of persons with disabilities in a timely manner.

This multi-year accessibility plan outlines Bay Haven Senior Care Community’s strategy to prevent and remove barriers to address the current and future requirements of the AODA. In accordance with the requirements set out by the Integrated Accessibility Standards (IASR) under the AODA, Bay Haven Senior Care Community will:

- Post this plan on our website (<http://www.bayhaven.com/>)
- Provide this plan in an accessible format, upon request; and
- Review and update this plan at least once every five years

Bay Haven files an accessibility report annually or when required by the director. A copy of this report can be requested.

Standard Description	Action	Compliance Date	Status
<u>Part 1 – General Standards</u>			
3. Establishment of Accessibility Policies			
(1) Develop, implement and maintain policies governing how the organization achieves or will achieve accessibility (2) Include a statement of organizational commitment to meet the accessibility (3) Prepare documents describing its policies, make the documents publicly available, and provide them in an accessible format upon request.	<ul style="list-style-type: none"> • Developed and communicated to all employees: AODA 2005: Integrated Accessibility Standards, Ontario Regulation 191/11 Policy • Stated on Bay Haven website that our accessibility policies are available upon request and in an accessible format 	January 1, 2014	Completed
4. Initial Accessibility Plans			
(1) (a) 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; (b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and (c) review and update the accessibility plan at least once every five years.	<ul style="list-style-type: none"> • Multi-year Accessibility Plan made available on Bay Haven website • Multi-year Accessibility Plan is updated at least once every five years 	January 1, 2014	Completed

	<ul style="list-style-type: none"> Multi-year Accessibility Plan states that alternative formats of the document area available upon request 		
Updated Accessibility Plans			
	Policies to be reviewed in 2018 to ensure compliance.	January 1, 2019	In progress
7. Training			
<p>(1) Ensure that training is provided on the Regulation requirements of the accessibility standards and on the <i>Human Rights Code</i> as it pertains to persons with disabilities to, all employees, and volunteers; all persons who participate in developing the organization's policies; and all other persons who provide goods, services or facilities on behalf of the organization.</p> <p>(2) The training on the requirements of the accessibility standards and on the <i>Human Rights Code</i> referred to in subsection (1) shall be appropriate to the duties of the employees, volunteers and other persons.</p> <p>(3) Every person referred to in subsection (1) shall be trained as soon as practicable.</p> <p>(4) Provide training in respect of any changes to the policies on an ongoing basis.</p> <p>(5) Keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.</p>	<ul style="list-style-type: none"> Accessibility and Customer Service standards training is available on line, annually and for new staff. 	January 1, 2015	Completed (surge)
<u>Part 2 – Information and Communications Standard</u>			
11. Feedback Process			
<p>(1) Ensure that the processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.</p> <p>(3) Notify the public about the availability of accessible formats and communication supports.</p>	<ul style="list-style-type: none"> Developed and implemented a communication plan to educate staff regarding receiving and responding to feedback from the public and employees. Included a statement on our website that accessible formats and communication supports are provided or arranged for upon request when receiving and responding to feedback. 	January 1, 2015	Completed (website)
12. Accessible Formats and Communication Supports			
<p>(1) Upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,</p> <p>(a) in a timely manner and,</p>	Policies and website include a statement that accessible formats and communication	January 1, 2016	Completed (website)

<p>(b) at a cost that is no more than the regular cost charged to other persons.</p> <p>(2) Consult with the person making the request in determining the suitability of an accessible format or communication support.</p> <p>(3) Notify the public about the availability of accessible formats and communication supports.</p>	<p>supports are provided or arranged for upon request when receiving and responding to feedback.</p>		
<p>13. Emergency Procedures, Plans or Public Safety Information</p>			
<p>(1) If emergency procedures, plans or public safety information are available to the public; provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.</p>	<ul style="list-style-type: none"> • Although we don't have safety procedures necessary for the public, our internal Emergency Safety Plans are located at exit areas and formatted in large print • Accessible formats are provided upon request. 	<p>January 1, 2012</p>	<p>N/A</p>
<p>14. Accessible Websites and Web Content</p>			
<p>(2) Make internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA.</p> <p>(4) Meet the requirements of this section in accordance with the following schedule:</p> <ol style="list-style-type: none"> 1. New internet websites and web content on those sites must conform with WCAG 2.0 Level A. 2. By January 1, 2021, all internet websites and web content must conform with WCAG 2.0 Level AA, other than, <ul style="list-style-type: none"> i. success criteria 1.2.4 Captions (Live), and ii. success criteria 1.2.5 Audio Descriptions (Pre-recorded). <p>(5) Except where meeting the requirement is not practicable, this section applies,</p> <ol style="list-style-type: none"> (a) to websites and web content, including web-based applications, that an organization controls directly or through a contractual relationship that allows for modification of the product; and (b) to web content published on a website after January 1, 2012. <p>(6) In determining whether meeting the requirements is not practicable, consider,</p> <ol style="list-style-type: none"> (a) the availability of commercial software or tools or both; and (b) significant impact on an implementation timeline that is planned or initiated before January 1, 2012. 	<ul style="list-style-type: none"> • Website and content conform to guidelines. 	<p>January 1, 2014</p>	<p>Completed</p>
<p>All Websites and Web Content</p>			
	<p>Ensure that Bay Haven's website and web content conform to the WWW Consortium</p>	<p>January 1, 2021</p>	<p>TBD</p>

	Web Content Accessibility Guidelines.2.0 Level AA.		
15. Educational and Training Resources or Materials			
<p>(1) If notification of need is given:</p> <p>1. Provide educational or training resources or materials in an accessible format that takes into account the accessibility needs due to a disability of the person with a disability to whom the material is to be provided by,</p> <p>i. procuring through purchase or obtaining by other means an accessible or conversion ready electronic format of educational or training resources or materials, where available, or</p> <p>ii. arranging for the provision of a comparable resource in an accessible or conversion ready electronic format, if educational or training resources or materials cannot be procured, obtained by other means or converted into an accessible format.</p> <p>2. Provide student records and information on program requirements, availability and descriptions in an accessible format to persons with disabilities.</p> <p>(2) For the purposes of this section and sections 16, 17 and 18, an obligated organization is an educational or training institution if it falls into one of the following categories:</p> <p>1. It is governed by the <i>Education Act</i> or the <i>Private Career Colleges Act, 2005</i>.</p> <p>2. It offers all or part of a post-secondary program leading to a degree pursuant to a consent granted under the <i>Post-secondary Education Choice and Excellence Act, 2000</i>.</p> <p>4. It is a public or private organization that provides courses or programs or both that result in the acquisition by students of a diploma or certificate named by the Minister of Education under paragraph 1 of subsection 8 (1) of the <i>Education Act</i>.</p>	<p>We provide training to staff and volunteers. We can make the training format accessible if needed but Bay Haven is not an educational or training institution.</p>	<p>January 1, 2013</p>	<p>N/A</p>
16. Training to Educators			
<p>(1) Provide educators with accessibility awareness training related to accessible program or course delivery and instruction.</p> <p>(2) Keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.</p>		<p>January 1, 2013</p>	<p>N/A</p>
<u>Part 3 – Employment Standards</u>			
22. Recruitment General			
<p>(1) Notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.</p>	<ul style="list-style-type: none"> Included a statement on our website career page and in all publicly posted help wanted notifications regarding the 	<p>January 1, 2016</p>	<p>Completed</p>

	availability of accommodation during the recruitment process.		
23. Recruitment, Assessment or Selection			
(1) 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. (2) If a selected applicant requests an accommodation, consult with the applicant and 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.	<ul style="list-style-type: none"> Notify selected applicants that accommodations are available upon request (verbally) but added to Recruitment and Selection Policy If accommodations are requested, hiring manager consults selected applicants about suitable accommodations for their needs 	January 1, 2016	Completed
24. Notice of Successful Applicants			
When making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	<ul style="list-style-type: none"> Notify selected applicants of accommodation policies when making offer. 	January 1, 2016	Completed
25. Informing Employees of Supports			
(1) Inform 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 take into account an employee's accessibility needs due to disability. (2) Provide the information required under this section to new employees as soon as practicable after they begin their employment. (3) Provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	Inform employees of policies to support employees with disabilities, including accommodation policies. Provide updates on changes to policies when an employee with a disability requests, consult with employee to provide/arrange accessible formats and communication supports for information required in order to perform employee's job and any other relevant information for the employee's success at Bay Haven.	January 1, 2016	Completed
26. Accessible Formats and Communication Supports for Employees			
(1) Consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, (a) information that is needed to perform the job; and (b) information that is available to employees in the workplace. (2) Consult with the employee making the request in determining the suitability of an accessible format or communication support.	<ul style="list-style-type: none"> Consult employees about suitable accommodations for their needs 	January 1, 2016	Completed
27. Workplace Emergency Response Information			
(1) Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the	Ensure employees with disabilities are provided with individualized workplace	January 1, 2012	Completed

<p>employer is aware of the need for accommodation due to the employee's disability.</p> <p>(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p> <p>(3) Provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.</p> <p>(4) Review the individualized workplace emergency response information,</p> <p>(a) when the employee moves to a different location in the organization;</p> <p>(b) when the employee's overall accommodations needs or plans are reviewed; and</p> <p>(c) when the employer reviews its general emergency response policies.</p>	<p>emergency response information, to be set out in the organization's individualized emergency response information form.</p>		
<p>28. Documented Individual Accommodation Plans</p>			
<p>(1) Develop a written process for the development of documented individual accommodation plans for employees with disabilities including how the employee requesting accommodation;</p> <ol style="list-style-type: none"> 1. can participate in the development of an individual accommodation plan, 2. is assessed on an individual basis, 3. 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 and, 4. employee's private personal information is protected. <p>3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if and how accommodation can be achieved.</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and updated, and how that will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p> <p>(3) Individual accommodation plans shall,</p>	<ul style="list-style-type: none"> • Include an individual accommodation plan for all employees who have identified accessibility needs 	<p>January 1, 2016</p>	<p>Completed</p>

(a) include any information regarding accessible formats and communications supports provided, (b) include individualized workplace emergency response information; and (c) identify any other accommodation that is to be provided.			
29. Return to Work Process			
(1) Develop a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; (2) The return to work process shall, (a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and (b) use documented individual accommodation plans. (3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.	Return to work plan includes an individual accommodation plan for employee	January 1, 2016	Completed
30. Performance Management			
(1) Take into account the accessibility needs of employees with disabilities, and individual accommodation plans, when using the performance management process in respect of employees with disabilities.	Ensure that the accessibility needs of employees and individual accommodation plans are considered when using performance management, providing career development or advancement opportunities and/or using	January 1, 2016	Completed
31. Career Development and Advancement			
(1) Take into account the accessibility needs of employees with disabilities and individual accommodation plans, when providing career development and advancement to employees with disabilities.	Ensure that the accessibility needs of employees and individual accommodation plans are considered when using performance management, providing career development or advancement opportunities and/or using	January 1, 2016	Completed
32. Redeployment			
(1) Take into account the accessibility needs of employees with disabilities, and individual accommodation plans, when redeploying employees with disabilities.	Ensure that the accessibility needs of employees and individual accommodation plans are considered when using performance management, providing career development or advancement opportunities and/or using	January 1, 2016	Completed