Accessibility Customer Service		Policy Manual Section: **Section 1—Administration & Organization**
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PURPOSE
To ensure Bay Haven Care Community provides care, services, programs, information, facilities and employment opportunities in a manner that respects the dignity, independence, integration and equal opportunity of persons with disabilities.

POLICY
Bay Haven Care Community ("Bay Haven") is committed to meeting the accessibility needs of persons with disabilities in a timely manner and to identifying, preventing and removing barriers. Bay Haven will maintain accessibility policies, procedures and a multi-year accessibility plan in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), Ontario Regulation 191/11, Integrated Accessibility Standards, and the Ontario Human Rights Code.

SCOPE
This policy applies to Bay Haven's Retirement Home (RH), Long-Term Care (LTC) and shared operations, including employees, volunteers, policy developers and persons providing goods, services or facilities on Bay Haven's behalf.
It addresses accessibility for residents, prospective residents, families, substitute decision-makers, visitors, employees, job applicants and members of the public.
This policy works alongside applicable RH and LTC requirements and Bay Haven's resident rights, care planning, consent, privacy, complaints, emergency management, infection prevention and control, and human resources procedures.

PROCEDURE
1. Responsibilities
Senior management will:
- Provide leadership and resources to implement accessibility requirements.
- Incorporate accessibility into operational planning, programs and facility changes.
- Approve and monitor the multi-year accessibility plan.
- Ensure required accessibility compliance reports are submitted by applicable deadlines.

The Administrator or designate will:
- Coordinate implementation across RH and LTC.
- Maintain this policy and the multi-year accessibility plan.
- Assign and publicize an accessibility contact.
- Coordinate responses to accessibility requests and concerns.

Department managers will:
- Identify barriers and arrange appropriate accommodations.
- Ensure personnel receive relevant training.
- Maintain required records and disruption arrangements.

- Refer unresolved barriers to the Administrator.

Employees, volunteers and service providers will:

- Follow this policy and complete required training.
- Respect individual accessibility needs and preferences.
- Report barriers and requests requiring additional support.

2. Accessible Care, Services and Communication

Bay Haven will communicate in ways that take the person's disability-related needs into account. Staff will ask how best to assist, speak directly to the person wherever possible, allow sufficient time and avoid assumptions about abilities or understanding.

Accessible arrangements may include plain language, large print, accessible electronic documents, reading information aloud, visual cues, communication aids and quieter meeting spaces.

Accessibility needs affecting resident care and participation will be addressed through appropriate assessment and care planning. Staff will follow consent, privacy and lawful decision-making requirements when involving others.

Staff will use the accompanying Accessibility Communication and Assistance—Staff Reference Sheet for practical guidance.

3. Assistive Devices

Persons with disabilities may use personal assistive devices and technologies to access Bay Haven's care, services and facilities.

Staff will ask permission before handling a person's assistive device, except where immediate emergency action is necessary, and will receive appropriate instruction on available accessibility equipment.

Where an identified concern affects use of a device in a particular setting, Bay Haven will consult the person and arrange an effective alternative consistent with applicable law. Operational convenience alone will not justify denying access.

4. Service Animals

Guide dogs and other service animals are permitted with their handlers in areas open to the public or other third parties, unless excluded by law.

Where an animal's disability-related role is not readily apparent, Bay Haven may request documentation from a regulated health professional permitted under Ontario Regulation 191/11. A special service-animal certificate or identification card will not be required.

If an animal is excluded by law, Bay Haven will explain the restriction and arrange another means of accessing the service.

Allergy, infection prevention and other safety concerns will be assessed individually. Staff will seek arrangements that accommodate everyone affected without imposing automatic blanket exclusions.

5. Support Persons

Persons with disabilities may be accompanied by a support person in areas open to the public or other third parties and will not be prevented from accessing that support person.

Staff will respect the direction, consent and privacy of the person receiving services, subject to

lawful decision-making arrangements.
For Bay Haven events with admission fees, the person with a disability will pay the same admission fee as other attendees. No admission fee will be charged to their support person. This arrangement will be communicated in advance.
Bay Haven may require a support person only after consulting the person with a disability, considering available evidence and determining that the support person is necessary to protect their health or safety or that of others, and that no other reasonable means of protection exists.

6. Temporary Service Disruptions
Bay Haven will provide notice of planned or unexpected disruptions to facilities or services normally used by persons with disabilities as soon as reasonably possible.
Notices will identify the affected service, reason, expected duration if known, available alternatives and a contact for assistance.
Notice may be provided through postings, direct communication, reception, telephone messages or the website. Disruptions affecting essential resident access or care will be coordinated with care and emergency procedures.

7. Accessible Information and Document Availability
Bay Haven will notify the public and employees that accessible formats and communication supports are available on request.
Bay Haven will consult the person making the request and provide suitable formats or supports in a timely manner, at no additional charge above the ordinary cost charged to others.
Where information cannot be converted, Bay Haven will explain why and provide an accessible summary.
This policy, required customer service documents and the multi-year accessibility plan will be publicly available. Notices about availability will be provided at reception and on Bay Haven's website.

8. Feedback and Complaints
Bay Haven welcomes accessibility feedback in person, by telephone, in writing, by email or through an accessible communication method arranged on request.
Accessibility contact: Scott Strandholt
Telephone: 705-445-6501 Ext 207
Email: Scott@bayhaven.com
Mailing address: 499 Hume St, Collingwood ON, L9Y 4H8

The Administrator or designate will review concerns, investigate as appropriate, determine corrective action and communicate a response using an accessible method.
Responses will be provided promptly. Where additional time is needed, the person will be advised of the expected response date.
Urgent care or safety concerns will be addressed immediately. This process does not replace or delay mandatory RH or LTC complaint handling, reporting or notification. No person will experience retaliation for raising an accessibility concern.

9. Training

Bay Haven will ensure employees, volunteers, and persons providing direct care or services receive training appropriate to their duties.
Training will be provided as soon as practicable after duties begin and when relevant policies change. Bay Haven will ensure contractors are appropriately trained for the services they provide.
Training will address:

- The purpose of the AODA, applicable accessibility standards and the Human Rights Code as it relates to persons with disabilities.
- Bay Haven's accessibility policies and procedures.
- Communication and interaction with persons with different disabilities.
- Assistive devices, service animals and support persons.
- Available accessibility equipment.
- Actions to take when a person has difficulty accessing services.

Records will identify training dates, participants and the number of people trained.

10. Accessible Employment
Bay Haven will provide accessible recruitment and employment practices, including accommodation notices, consultation, accessible workplace information and consideration of accessibility needs in performance management, career development and redeployment.
Documented individual accommodation plans and return-to-work processes will be maintained under the HR Employee Accommodation and Return-to-Work Procedures.
Individualized workplace emergency information will be provided where required, shared with designated assistants with employee consent, and reviewed when work location, accommodation needs or general emergency procedures change.

11. Websites, Facilities and Emergency Information
Public websites and web content covered by Ontario Regulation 191/11 will meet WCAG 2.0 Level AA, subject to applicable regulatory exceptions and provisions.
Construction and redevelopment will meet applicable accessibility and building requirements, including required consultation. Maintenance procedures will address accessible public-space elements and arrangements during disruptions.
Publicly available emergency and safety information will be provided in accessible formats or with communication supports on request, as soon as practicable.
Residents' emergency assistance needs will be addressed through resident care and emergency planning. Where Bay Haven provides transportation, applicable accessibility requirements will be assessed and addressed.

12. Multi-Year Accessibility Plan
Bay Haven will maintain a separate written multi-year accessibility plan identifying barriers, actions, responsibilities and timelines across RH and LTC.
The plan will be posted on Bay Haven's website, provided in accessible formats on request, and reviewed and updated at least once every five years. Management will review progress annually.

REVIEW
This policy will be reviewed annually and when legislation, operations or accessibility needs

change. Practices that create barriers or conflict with accessibility principles will be reviewed and corrected.

RELATED DOCUMENTS

- Multi-Year Accessibility Plan.
- HR Employee Accommodation and Return-to-Work Procedures.
- Resident Rights; Care Planning; Privacy and Consent; Complaints and Feedback.
- Emergency Management; Infection Prevention and Control; Facilities Maintenance.

LEGISLATIVE REFERENCES

- Accessibility for Ontarians with Disabilities Act, 2005.
- Ontario Regulation 191/11, Integrated Accessibility Standards.
- Ontario Human Rights Code.
- Retirement Homes Act, 2010 and Ontario Regulation 166/11.
- Fixing Long-Term Care Act, 2021 and Ontario Regulation 246/22.