



FJ Davey Home Multi-Year Accessibility Plan

2021

Introduction and Statement of Commitment

The Ontario government passed the Accessibility for Ontarians with Disabilities Act (AODA) in 2005. It is the goal of the government of Ontario to make Ontario accessible by 2025. FJ Davey Home is committed to complying with the Accessibility for Ontarians with Disabilities Act 2005 and all of the standards under it in order to meet the accessibility needs of persons with disabilities in a timely manner.

The regulations associated with the Integrated Accessibility Standard (hereafter referred to as the "IASR") under the AODA require that effective January 1, 2014, FJ Davey Home (hereafter referred to as the Home) establish, implement, maintain and document a multi-year accessibility plan which outlines the organization's strategy to prevent and remove barriers for persons with disabilities and to meet its requirement under the IASR.

Under the AODA, the following accessibility standards set certain requirements that are applicable to FJ Davey Home:

- Customer Service
- Information and Communication
- Employment

This multi-year plan outlines the Home's strategy to prevent and remove barriers to address the current and future requirements of the AODA, and in order to fulfill our commitment as outlined in the Home's Accessibility Policies which are developed and updated by Extendicare Assist Management & Consulting Services.

In accordance with the requirements set out in the IASR, the FJ Davey Home will:

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

Overview

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- c) Documented Individual Accommodation Plans/Return to Work Process
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- 6. Design of public spaces
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 - a) Establishment of policies
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 - c) Notice of temporary disruptions
 - d) Training of staff
 - e) Feedback process
 - f) Format of documents

Accessibility Standards Regulation

Commitment:

The accessibility Standards for the Customer Service Regulation were created to establish accessibility standards for customer service in Ontario. In keeping with this regulation, the organization is committed to providing respectful services that focus on the unique needs of the individual.

To achieve this, the organization makes reasonable efforts to ensure that its policies, procedures and practices pertaining to the provision of goods and services to the public and other third parties adhere to the following guiding principles as set out in Accessibility Standards for Customer Service: Ontario Regulation 429/07.

- Our goods and services must be provided in a manner that respects the dignity and independence of persons with disabilities
- The provision of our goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods and services
- Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.

The FJ Davey Home has been in compliance with the Accessible Customer Service Regulation under the AODA since January 1, 2012.

Action Taken:

The following measures have been implemented by the FJ Davey Home:

- Ensuring all persons who, on behalf of the Home, deal with the public, or other third parties, and all those who are involved in the development and approvals of customer service policies, practices and procedures, as well as all others providing services to our customers, are trained to communicate and provide the best possible customer service to all customers, including persons with disabilities.
- Ensuring staff are trained and familiar with various assistive devices that may be used by customers with disabilities who are accessing the Home's goods or services;
- Ensuring completion of accessibility training is tracked and recorded
- Ensuring customers accompanied by a guide dog or other service animal in areas of the Home are open to the public and other third parties, are accommodated

- Ensuring that if a person with a disability is accompanied by a support person, the support person is accommodated
- Issuing a public notice in a timely manner in the event of a planned or unexpected disruption of service or inaccessibility of facilities used by persons with disabilities. The notice must include the reason of disruption, the anticipated duration, and a description of alternative facilities or service, if any, that may be available
- Continuing to welcome and appreciate feedback from persons with disabilities through multiple communication methods
- Reporting compliance with the customer service standard on the Accessibility Compliance Reporting tool at Service Ontario's One-Source for Business website

Required Compliance Date: January 1, 2012

Status: ✓ Completed

Planned Action:

- Report continued compliance with the customer service standard on the Accessibility Compliance Reporting tool at Service Ontario's One-Source for Business website
- Through 2021, Continue staff and program education to support continued compliance and reporting of non-compliance

Status: In Progress

Accessibility Policies and Multi-Year Plan

Commitment:

The organization commits to making its policy documents publically available and will provide them in an accessible format upon request.

The organization will:

- Establish, implement, maintain and document a multi-year accessibility plan. It will outline the organizations strategy to prevent and remove barriers and meet its requirements under this Regulation
- Post the accessibility plan on our website and provide the plan in an accessible format upon request
- Review and update the accessibility plan at least once every five years

Required Compliance: January 01, 2014

Status: Completed and Acknowledged

Update: reviewed and updated January 2015;

Reviewed and Updated January 2016;

Reviewed and updated October 2019

Reviewed and updated in 2021

Integrated Accessibility Standards Regulation

1. Emergency Procedure, Plans or Public Safety Information

Commitment:

The Home is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of making our company premises safer for persons with disabilities during emergency circumstances.

Action Taken:

The following measures were implemented by the Home effective January 1, 2012:

- Emergency procedures, plans and public safety information that are prepared by the Home and made available to the public, will be made available in an accessible format or with appropriate communication supports upon request

Required Compliance Date: January 1, 2012

Status: √ Completed

Update: October 2019

- Emergency response and preparedness reviewed and updated with 2019 Accreditation
- Code responses practiced as required – for example Code red fire drills monthly
- Sept 2019 collaborating with the larger community to fully develop the Sault Saint Marie Retirement Home 24-Hour Facility and Community Partner Emergency Response Strategy
- 2021 commenced the emergency response preparedness committee to ensure all codes are evaluated and reviewed regularly

2. Workplace Emergency Response Information

Commitment:

Where the Home is aware that an employee has a disability and that there is a need for accommodation, individualized workplace emergency response information will be provided to the employee at the time that the employer is aware of such accommodation, if such information is necessary given the nature of the employee's disability.

Action Taken:

The following measures were implemented by the Home effective January 1, 2012

- Where the organization becomes aware of the need to accommodate an employee's disability, and if the employee's disability is such that the individualized emergency response information is necessary. The Home will provide individualized workplace emergency response information to the employee with the disability as soon as practicable after it becomes aware of the need
- If an employee who receives individualized workplace emergency response information requires assistance, with the employees consent, the Home will provide the workplace emergency response information to the person designated by the organization to provide assistance to the employee
- The Home will review the individualized workplace emergency response information when:
 - the employee moves to a different location in the organization
 - the employee's overall accommodations needs or plans are reviewed; and/or
 - the Home reviews its general emergency response policies

Required Compliance Date: January 1, 2012

Status: √ Completed

Update: October 2019 / 2021

- Policies are up to date

- Staff continue to be encouraged to complete Hazard reports with any unsafe work situation
- Modified work to accommodate personal needs is actively used and supported with appropriate documentation

3. Training

Commitment:

The Home is committed to implementing a process to ensure that all employees, volunteers, and all other persons who provide goods, service and facilities on the Home's behalf, and persons participating in the development and approval of the Home's policies are provided with appropriate training on the requirements of the IASR and on the Ontario Human Rights Code as it pertains to persons with disabilities, and are provided with such training as soon as practical.

Action Taken

The following measures were implemented by the Home effective January 1, 2012:

- Appropriate training on the requirements of the AODA and on the Ontario Human Rights Code as it pertains to persons with disabilities was provided to all employees, volunteers, third party contractors who provide goods, service and facilities on the Home's behalf.
- AODA training provided to all new employees during General Orientation
- Records of training completed to include dates and individuals trained are electronically recorded.

In accordance with the IASR, the F. J. Davey Home will:

- Developed and provided the appropriate training on the requirements of the IASR and on the Ontario Human Rights Code as it pertains to persons with disabilities, to employees, volunteers, their party contractors who provide goods, services and facilities to the Home.
- Provided the training referenced above as soon as was practical
- Keep and maintained records of the training provide, including the dates the training was provided and the number of persons who completed the training
- Will ensure that training is provided on any changes to the prescribed policies on an ongoing basis.
- Moving forward AODA training will be implemented through the Home's online Learning platform (SURGE learning system) for all new employees

Planned Action:

- Continue staff education on any updated policies as provided by Extencicare Canada Inc.

Required Compliance Date: January 1, 2015

Status: Completed

Update: July 01, 2016

October 2019 / 2021

- Staff education continues to be supported via the SURGE web based learning platform and the Dunk and Associates health and safety management program

4. Information and Communication Standards

Commitment:

The Home is committed to complying with the provisions of the AODA and will provide appropriate company information and communications accessible to persons with disabilities.

A. Feedback, Accessible Formats and Communication Supports

Planned Action:

In accordance with the IASR, the FJ Davey Home will:

- Ensure that feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request. The organization will notify the public about the availability of accessible formats and communication supports
- Except as otherwise provided for under the IASR, 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
- Consult with the person making the request in determining the suitability of an accessible format or communication support
- Notify the public about the availability of accessible formats and communication supports

Required Compliance Date:

January 1, 2015 – Feedback – related provisions

January 1, 2016 – Accessible formats & Communication Supports-related

Status: In Process

Update : October 2019

- Communication to support public accessibility is maintained via the relationships with the external partners of F. J. Davey, community liaisons and via the Board of Directors

B. Accessible Website and Web Content

Planned Action:

In accordance with the IASR, the Home will ensure that the Home's public websites and online content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.01, Level A (new websites and online content) by January 1, 2014, to Level AA for all content by January 1, 2021.

Required compliance date: January 1, 2014 – WCAG 2.0 Level A – new Internet websites and web content, January 1, 2021 – WCG 2.0 Level AA – all Internet websites and web content, except for exclusions set out in the IASR

Status: In Progress

Update : October 2019 / 2021

- In progress. IT infrastructure to ensure supports in place to meet compliance deadlines
- Extencicare Corporate reviews websites to ensure accessibility criteria are met

5. Employment Standards

A. Recruitment

Commitment:

The Home is committed to complying with the provisions of the AODA in respect of this requirement with the objective of making the recruitment process accessible to persons with disabilities.

Planned Action:

In accordance with the IASR, the Home will do the following:

Recruitment – General

The Home will notify employees and the public of the availability of accommodation for applicants with disabilities in the recruitment process. This will include:

- A review and, as necessary, modification of existing recruitment policies, procedures, processes and templates
- Specifying that accommodation is available for applicants with disabilities on the Home's website and on job postings

Recruitment, Assessment and Selection

The Home will ensure job applicants who have been selected as potential employees are aware that accommodations are available upon request. Adjusting accommodation parameters to meet individual need may include, but not be limited to:

- a review and, as necessary, modification of existing recruitment policies, procedures and templates
- Inclusion of availability of accommodation notice as part of the script in the scheduling of an interview and/or assessment
- if a selected applicant requests an accommodation, consult with the applicant and arrange for provision of suitable accommodations in a manner that takes into account the applicant's accessibility needs due to disability

Notice to Successful Applicants

When making offers of employment the Home will notify the successful applicant of its policies for accommodating employees with disabilities. This will include:

- A review and, as necessary, modification of existing recruitment policies, procedures, processes and templates;
- Inclusion of notification of the Home's policies on accommodating employees with disabilities in offer of employment letters

Required Compliance Date: January 1, 2016

Status: Completed

Updated : October 2019 / 2021

- F. J. Davey Home is fully compliant with this component with policies and procedures being followed as per Extendicare Assist Management & Consulting policies and HR practices

B. *Employee Supports***Commitment:**

The Home is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of informing employees of available accessibility supports.

Planned Action:

In accordance with the IASR, the Home will:

- 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
- Provide the information required to new employees as soon as practical after they begin their employment
- 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
- Where an employee with a disability requests it, consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:
 - information that is needed in order to perform the employee's job; and
 - Information that is generally available to employees in the workplace
- the Home will consult with the employee making the request in determining the suitability of an accessible format or communication support

Required Compliance Date: January 1, 2016

Status: Completed

Update: October 2019 / 2021

- Maintain process of full support at time of hire so that needed accommodations are recognized and known at time of hire and supports put in place within 4 weeks of hire

C. Documented Individual Accommodation Plans/Return to Work Process**Commitment:**

The Home is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of improving accommodation and return to work processes in the workplace,

Planned Action:

The Home's existing policies will be reviewed to include processes that the Home will follow to accommodate an employee with a disability and to facilitate an employee's return to work after absenteeism due to disability.

The Home will review and assess the existing policies to ensure that they include a process for the development of documented individual accommodation plans for employees with a disability, if such plans are required.

The Home will ensure that the process for the development of documented individual accommodation plans includes the following elements:

- the manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan
- the means by which the employee is assessed on an individual basis
- the manner in which the FJ Davey Home can request an evaluation by an outside medical or other expert at the Home's expense, to assist the Home in determining if accommodation can be achieved and if so, how accommodation can be achieved

- the manner in which the employee 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
- The steps taken to protect the privacy of the employee's personal information
- The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done
- If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee
- The means of providing the individual accommodation plan in a format that takes into account the employees accessibility needs due to disability

Individual Accommodation plans will:

- if requested, include any information regarding accessible formats and communications supports provided, as required by legislation.
- If required, include individualized workplace emergency response information, as required by legislation and
- Identify any other accommodation that is to be provided

The Home will ensure that the return to work process as set out in its existing policies outlines the steps the Home will take to facilitate the employee's return to work after a disability-related absence, outlines the development of a written individualized return to work plan for such employees, and requires the use of individual accommodation plans, as discussed above, in the return to work process.

Required Compliance Date: January 1, 2016

Status: Completed

Update : October 2019 /2021

- The policies and processes of Extendicare Canada have been adopted by the F.J. Davey home



FJ Davey Individual Accommodation Plan.doc

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D. Performance Management, Career Development and Redeployment

Commitment:

The Home will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans:

- when using its performance management process in respect of employees with disabilities
- when providing career development and advancement to its employees with disabilities
- when redeploying employees with disabilities

Planned Action:

In accordance with the IASR the Home will:

- Review, assess and as necessary modify existing policies, procedures, practices and templates to ensure compliance with the IASR

- Take the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans, into account when:
 - assessing performance
 - managing career development and advancement
 - redeployment is required

Required Compliance Date: January 1, 2016

Status: Complete

Update : October 2019 /2021

- The policies and processes of Extencicare Canada have been adopted by the F.J. Davey home

6 Design of Public Spaces Standard (Accessibility Standards for the Build Environment)

The F.J. Davey Home will follow the standards set out in the design of Public Spaces Standard in circumstances where it qualifies as an obligated organization under the Act and constructs or redevelops any public space to which the Act applies.

The Home's policies for preventative and emergency maintenance will apply equally to the accessible elements of any public spaces within our build environment to which the Act applies.

Where accessible elements attached to any public spaces to which the Act applies are not in working order due to temporary disruptions, the organization will issue a public notice in a timely manner for any planned or unexpected disruption of services or events that cause barriers to access for those with disabilities. The notice will include

- the reason for the disruption,
- the anticipated duration,
- and a description of alternate facilities or services, if any, that may be available.

Required Compliance Date: January 01, 2017

Status: Completed

Update: October 2019 /2021

- Capital plan to be updated to cover replacement / repair of sidewalks, parking and road ways

7. Customer Service Standards

Commitment:

The Customer Service Standard was created to establish accessibility standards for customer service in Ontario. In keeping with this regulation, the organization is committed to providing respectful services that focus on the unique needs of the individual.

To achieve this, the organization makes reasonable efforts to ensure that its policies, procedures and practices pertaining to the provision of goods and services to the public and other third parties adhere to the following guiding principles as set out in the IASR.

- Our goods and services must be provided in a manner that respects the dignity and independence of persons with disabilities
- The provision of our goods and services to persons with disabilities and other must be integrated, unless an alternate measure is necessary, whether

- temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or service.
- Person with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services

Actions Taken:

The Following measures have been implemented by the F. J. Davey Home:

- Ensuring that the updated requirements off all staff and volunteers receive training as indicated by the Long Term Care Act.
- Ensuring completion of accessibility training is tracked and recorded
- Ensuring staff are trained and familiar with various assistive devices that may be used by customers with disabilities
- Ensuring customers accompanied by a guide dog or other service animal in areas of the Home that are open to the public and third parties are accommodated.
- The organization will expand the list of regulated health professional able to authorize a service animal to be present in the Home.
- Ensuring that if a person with a disability is accompanied by a support person, the support person is accommodated. The Home will consult with the person with the disability about the need for a support person and that such support person may only be required as per circumstances described in the Act.
- Will continue to welcome and appreciate feedback from persons with disabilities through multiple communication methods.
- The Home will provide or arrange for the provision of all or any requested document (s), or the information contained in the document in a timely manner that takes into account the persons accessibility needs and at a cost that is no more than the regular cost charged to all other persons.

Required Compliance Date: January 01, 2012

Status: Completed

Update:

- July 01, 2016 – updates to required sections
- October 2019 / 2021 – continue to be in compliance