

<b>EHATARE RETIREMENT &amp; NURSING HOME</b>			
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<b>SUBSECTION:</b>		<b>DATE REVISED:</b>	
<b>APPROVED BY:</b>	<b>Executive Director</b>	<b>DATE REVIEWED:</b>	<b>1-March-18</b>

## AODA MULTI-YEAR ACCESSIBILITY PLAN

### Accessibility Plan and Policies for Ehatare

This 2012-23 accessibility plan outlines the policies and actions that Ehatare will put in place to improve opportunities for people with disabilities.

### Statement of Commitment

Ehatare is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

### Accessible Emergency Information

[Organization name] is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

## TIMELINES & ACTION TAKEN BY EHATARE

<b>Compliance Standard</b>	<b>Deliverable/Action Item</b>	<b>Compliance Deadline</b>	<b>Status</b>
<i>Accessibility Policy</i>	Develop, implement, and maintain policies governing how we will achieve accessibility through meeting the requirements set out in the AODA and its regulations and include a statement of commitment to meeting the accessibility needs of people with disabilities in those policies.	January 1, 2012	Completed
<i>Individualized Workplace Emergency Response Information</i>	Ensure employees with disabilities are provided with individualized workplace emergency response information, to be set out in the organization's individualized emergency response information form.	January 1, 2012	Completed

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<b>Compliance Standard</b>	<b>Deliverable/Action Item</b>	<b>Compliance Deadline</b>	<b>Status</b>
<i>Emergency Procedure, Plans or Public Safety Information</i>	Emergency procedures, plans, and public safety information prepared by the organization and made available to the public will be made available in an accessible format or with appropriate communication supports, as soon as practicable upon request.	January 1, 2012	Completed
<i>Training – Customer Service</i>	Train employees, students, volunteers, individuals, or organizations that provide facilities, goods, or services on the organization’s behalf and any individual who is involved in the preparation of the organization’s policies and plans regarding the requirements of the AODA and the Accessibility Standards for Customer Service.	January 1, 2012	Completed
<i>Assistive Devices</i>	Ensure that the organization is able to accommodate the use of an assistive device by a person with a disability on the organization’s premises.	January 1, 2012	Completed
<i>Guide Dogs, Other Service Animals &amp; Support Persons</i>	Ensure that guide dogs, other service animals, and support persons are able to enter the organization’s premises to accompany a person with a disability.	January 1, 2012	Completed
<i>Notice of Temporary Disruptions in Service</i>	Ensure that notice of temporary disruptions in the services or facilities that people with disabilities use to access the organization’s goods or services is posted.	January 1, 2012	Completed
<i>Accessible Feedback Process</i>	Ensure that the organization’s feedback process is accessible to people with disabilities by providing for or arranging for the provision of accessible formats and communications supports upon request.	January 1, 2012	Completed

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<b>Compliance Standard</b>	<b>Deliverable/Action Item</b>	<b>Compliance Deadline</b>	<b>Status</b>
<i>Accessibility Compliance Report</i>	File an Accessibility Compliance Report	January 1, 2012	Completed
<i>Accessibility Policies</i>	Establish, implement and maintain a multi- year accessibility plan outlining the organization’s strategy to prevent and remove barriers to accessibility and to meet the requirements set out in the AODA and its regulations.	January 1, 2014	Completed
<i>Multi-Year Accessibility Plan</i>	Develop, implement, and maintain policies governing how the organization will achieve accessibility through meeting the requirements set out in the AODA and its regulations and include a statement of commitment to meeting the accessibility needs of people with disabilities in those policies.	January 1, 2014	Completed
<i>Self-Service Kiosks</i>	Have regard to accessibility features that could be built into kiosks to best meet the needs of people with disabilities if implementing self-service kiosks.	January 1, 2014	Completed
<i>Accessible Websites and Web Content</i>	Ensure that the organization’s website and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level A.	January 1, 2014	Completed
<i>Feedback</i>	Ensure feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications support upon request. Notify the public about the availability of accessible formats and communications.	January 1, 2015	Completed

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<b>Compliance Standard</b>	<b>Deliverable/Action Item</b>	<b>Compliance Deadline</b>	<b>Status</b>
<i>Training</i>	Train employees, students, volunteers, individuals, or organizations that provide facilities, goods, or services on the organization's behalf and any individual who is involved in the preparation of the organization's policies and plans regarding the requirements of the AODA and the Integrated Accessibility Standards.	January 1, 2015	Completed
<i>Accessibility Compliance Report</i>	File an Accessibility Compliance Report	December 31, 2014	Completed
<i>Accessible Formats &amp; Communication Supports</i>	Ensure the organization is able to communicate with people with disabilities by providing accessible formats and communication supports where necessary.	January 1, 2016	Completed
<i>Employment – Recruitment, Assessment and Selection</i>	<p>We must notify employees and public about availability of accommodation in recruitment process.</p> <p>Notify job applicants when selected to participate in an assessment or selection process that accommodation is available upon request.</p> <p>If accommodation is requested, consult with applicant on suitable accommodation.</p> <p>Notify successful applicants of accommodation policies when making offer.</p>	January 1, 2016	Completed

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<b>Compliance Standard</b>	<b>Deliverable/Action Item</b>	<b>Compliance Deadline</b>	<b>Status</b>
<i>Employment – Informing Employees of Supports</i>	<p>Inform employees of policies to support employees with disabilities, including accommodation policies.</p> <p>Provide updates on changes to policies Where 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 information that is generally available to employees in the workplace.</p>	January 1, 2016	Completed
<i>Employment – Individual Accommodation Plans</i>	Prepare documented individual accommodation plans for employees with disabilities setting out how the employee will be accommodated. To be set out in the organization’s documented individual accommodation plan form.	January 1, 2016	Completed
<i>Employment – Return to Work Process</i>	Ensure that a return to work process for employees with disabilities is in place. To be set out in the organization’s return to work plan form.	January 1, 2016	Completed
<i>Employment – Performance Management, Career Development and Advancement and Re- Deployment</i>	Ensure that the accessibility needs of employees and IAPs are considered when using performance management, providing career development or advancement opportunities and/or using redeployment.	January 1, 2016	Completed
<i>Built Environment – Accessible Off-Street Parking</i>	When constructing new or redeveloping off-street parking facilities that it intends to maintain, the applicable off-street parking facilities shall meet the requirements set out in sections 80.32 through 80.38 of the IASR.	January 1, 2017	Completed

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<b>Compliance Standard</b>	<b>Deliverable/Action Item</b>	<b>Compliance Deadline</b>	<b>Status</b>
<i>Built Environment – Exterior Paths of Travel</i>	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 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.	January 1, 2017	Completed
<i>Built Environment - Maintenance</i>	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.	January 1, 2017	Completed
<i>Accessibility Compliance Report</i>	File an Accessibility Compliance Report	December 31, 2017	Completed
<i>Multi-Year Accessibility Plan</i>	Develop, implement, and maintain policies governing how Ehatare will achieve accessibility through meeting the requirements set out in the AODA and its regulations and include a statement of commitment to meeting the accessibility needs of people with disabilities in those policies	January 1, 2019	Completed
<i>Provide Accessible Customer Service</i>	Train employees, volunteers, individuals or anyone else who provides facilities, goods and/or services on the organization's behalf and any individual who is involved in the preparation of the organization's policies and plans regarding the requirements of the Accessibility Standards for Customer Service	January 1, 2019	Completed

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<b>Compliance Standard</b>	<b>Deliverable/Action Item</b>	<b>Compliance Deadline</b>	<b>Status</b>
<i>Employment – Recruitment, Assessment and Selection</i>	We must notify employees and public about availability of accommodation in recruitment process. Notify job applicants when selected to participate in an assessment or selection process that accommodation is available upon request.	January 1, 2019	Completed
<i>Accessibility Compliance Report</i>	File an Accessibility Compliance Report	December 31, 2020	Completed
<i>Accessible Plans and Policies</i>	Review all AODA to ensure they remain accurate and are accessible to all employees, students, volunteers, and clients.	January 1, 2021	In Progress
<i>Accessible Website and Web Content</i>	Ensure that the organization’s website and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA.	January 1, 2021	In Progress
<i>Accessibility Compliance Report</i>	File an Accessibility Compliance Report	December 31, 2023	Completed