

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)



Policy

This Policy outlines how MAPLE MANOR NURSING HOME complies with the Accessibility Standards established by the Integrated Accessibility Standards Regulation under the Accessibility for Ontarians with Disabilities Act, 2005.

Procedure

Maple Manor is committed to respecting the dignity and independence of people with disabilities by preventing and removing barriers to accessibility.

Definitions

“accessible formats” are alternatives to standard print such as large print, recorded audio, and Braille.

“barriers” are anything that prevent a person with a disability from fully taking part in society because of that disability.

Barriers include:

- physical barriers (i.e. a step at the entrance to a building)
- architectural barriers (i.e. no elevators in a building of more than one floor)
- information or communications barriers (i.e. a publication that is not available in large print)
- attitudinal barriers (i.e. assuming a person with a disability cannot perform a certain task)
- technological barriers (i.e. a website that does not support screen-reading software)
- policies or practices (i.e. a recruitment process that does not offer accommodations)

“**Communication alternatives**” may be used to enable successful communication with people with disabilities and may include:

- verbal explanation of a written document
- video captioning, transcripts
- use of plain language or sign language

“**Disability**” means:

- A physical, mental, cognitive, or developmental condition that impairs, interferes with, or limits a person's ability to engage in certain tasks or actions or participate in typical daily activities and interactions;
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

“**Information**” includes data, facts and knowledge in any format, including text, audio, digital, and images.

Accessibility Plan

Maple Manor’s Accessibility Plan (the “Plan”) is set out in Appendix A.

Maple Manor will review and update the Plan at least once every five years

Accessibility Training

Maple Manor will provide accessibility training to all of its employees and others who provide products and services on behalf of Maple Manor who are not required to be trained by another organization.

Accessibility training will include:

- The Accessibility Standards set out below
- The rights of persons with disabilities under the Ontario Human Rights Code

Maple Manor will:

- Provide accessibility training appropriate to a person’s duties performed on behalf of Maple Manor
- Update the accessibility training to reflect any changes to this Policy

- Keep a record of the accessibility training provided

Accessibility Standards

1. Information and Communication Standards

This section outlines how Maple Manor will make information accessible for people with disabilities.

1.1 Feedback Processes

Maple Manor will:

- provide accessible formats and communication supports for its processes for receiving and responding to feedback on request
- notify the public about the availability of these formats and supports

1.2 Requests for Accessible Formats and Communication Supports

Maple Manor will notify the public about the availability of accessible formats and communication supports.

When requested, Maple Manor will:

- consult with the person making the request to determine their accessibility needs
- provide information in an accessible format and with communication supports, taking into account the person's accessibility needs due to disability
- provide accessible formats and communication supports in a timely manner and at a cost that is no more than the regular cost charged to other persons

1.3 Website Accessibility

Maple Manor will make its external websites and their web content accessible to people with disabilities by conforming to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 according to regulations:

- by January 1, 2021, all existing and new websites and their web content will conform to WCAG 2.0 Level AA.

1.4 Exceptions to Information and Communication Standards

The requirements set out in sections 1.1, 1.2 and 1.3 above do not apply to:

- products
- (ii) information that Maple Manor does not control directly or indirectly through a contract
- (iii) information or communications that cannot be converted because it is not feasible to convert them or the technology to convert them is not readily available

If it is determined that information or communications cannot be converted, Maple Manor will provide the person requesting the information or communication with:

- an explanation of why the information or communication cannot be converted; and
- a summary of the information or communication.

2 Employment Standards

This section outlines how Maple Manor will make accessibility part of the recruitment process and support employees with disabilities. These standards only apply to employees or potential employees and do not apply to any non-paid individuals.

2.1 Recruitment

When advertising job positions, Maple Manor will notify its employees and the public about the availability of accommodation for job applicants with disabilities. When inviting individually selected job applicants to participate in the interview process, Maple Manor will:

- inform the applicant that accessibility accommodations are available upon request
- (ii) consult with an applicant who requests accommodation and provide suitable accommodation based on the applicant's accessibility needs

When offering a job to a successful applicant Maple Manor will inform them of policies on accommodating employees with disabilities.

2.2 Accessible Formats and Communication Supports for Employees

Maple Manor will:

- inform employees of its accessible employment policies
- provide these policies to new employees when they begin their employment
- provide updated information to all employees whenever these policies change

Upon request from an employee with a disability, Maple Manor will:

- consult with the employee in order to determine their accessibility needs
- provide suitable accessible formats and communication supports based on the employee's accessibility needs due to disability for information needed to perform his or her job and that is generally available to Maple Manor employees in the workplace.

2.3 Workplace Emergency Response Information

Maple Manor will provide individualized workplace emergency response information to employees who have a disability:

- if the disability makes Emergency Response Information necessary;
- if Maple Manor is aware of the need for accommodation; and
- as soon as is practicable.

With the employee's consent, Maple Manor will also provide the emergency response information to any person designated to assist the employee.

Maple Manor will review the emergency response information when:

- the employee moves to a different location within Maple Manor
- the employee's overall accommodation needs or plans are reviewed
- Maple Manor reviews its general emergency response policies

2.4 Individual Accommodation Plan

Maple Manor will have a written process for assessing the request for, and development of an individual accommodation plan for any employee with a disability who requests accommodation.

Among other elements, the process will outline how:

- the employee's disability needs will be assessed
- the employee's personal information will be protected
- the employee can participate in developing the accommodation plan
- the employee can request that a representative from the workplace participate in developing the plan
- the reasons for denying a plan are communicated to the employee
- the accommodation plan can be made accessible
- the accommodation plan is reviewed and updated

Return to Work Process

Maple Manor will have a written 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.

The return-to-work process will include developing an accommodation plan.

2.6 Performance Management, Career Development and Redeployment

Maple Manor will take into account the accessibility needs of its employees with disabilities when:

- providing career development
- engaging in performance management discussions
- considering redeployment of the employee

APPENDIX A

ACCESSIBILITY PLAN

January 1, 2017

Notify the public about the availability of accessible formats and communication supports.

Provide information in an accessible format and with communication supports in consultation with any person making the request and based on the person's accessibility needs.

Implement accessibility requirements relating to employment as set out in section 2 of the Accessibility Policy

January 1, 2019

Maple Manor will have the website updated to reflect

January 1, 2020

Review this Plan and update as necessary.

Reference: Accessibility for Ontarians with Disabilities Act (AODA)
: Accessible Workplace Requirements