

Multi-Year Accessibility Plan

MULTI-YEAR ACCESSIBILITY PLAN 2020-2025 (updated December 2020)
Customer Service Accessibility Standards (CSAS), Ontario Regulation 429/07

The multi-year plan below outlines Cassellholme's strategy to prevent and remove barriers to address the current and future requirements of the AODA, and to fulfill our commitment as outlined in Cassellholme's Accessibility Policy.

| Accessibility for Ontarians with Disabilities Act (AODA), 2005 Customer Service Accessibility Standards (CSAS), Ontario Regulation 429/07 | | |
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| CSAS Section Requirement and Implementation Date | Action Required | Implementation Status |
| <p>Development and implementation of customer service accessibility standards</p> <p>O. Reg. 429/07, s. 3. (1), (2).</p> <p>January 1, 2012 standards</p> | <p>Develop policies to meet needs of persons with disabilities including: Provision of goods and services, Personal assistive devices, Guide dogs/service animals, Support persons, Training and Feedback</p> | <p>Policy completed on November 14, 2014.</p> <p>Policy updated in September 2016.</p> <p>Policy reviewed in December 2023</p> |
| <p>Training for staff</p> <p>O. Reg. 429/07, s. 6. (1), (2)</p> <p>January 1, 2012</p> | <p>Provide education to all staff, volunteers, and service providers on the following:</p> <ul style="list-style-type: none"> • Purpose of AODA • Policy and Procedures on AODA • General Requirements – Emergency and Public safety information • Employment – Workplace emergency information <p>Request designated 3rd party providers to sign off that they are AODA compliant. Maintain a copy of this information in the Home's Contract Binder.</p> <p>Amendment effective July 1, 2016</p> <p>Effective July 1, 2016 every employee, volunteer, and any other person who provides goods and services on behalf of the organization must be trained on how</p> | <p>All new hires receive accessibility training and ongoing training every three (3) years thereafter on Safety 24-7</p> <p>Emergency plans will be established for employees requiring any workplace emergency assistance to suit their needs.</p> <p>Aligned with new requirements as of July 1, 2016</p> <p>Ensure 3rd party providers of goods and services on behalf of the Home completes accessibility awareness training and a record maintained in the Homes contract binder.</p> |

**Accessibility for Ontarians with Disabilities Act (AODA), 2005
Customer Service Accessibility Standards (CSAS), Ontario Regulation 429/07**

| CSAS Section Requirement and Implementation Date | Action Required | Implementation Status |
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| | to provide accessible customer service. | |
| <p>Feedback process for providers of goods or services</p> <p>O. Reg. 191/11, s. 7</p> <p>January 1, 2012</p> | <p>Implement a feedback process</p> <p>Solicit feedback and monitor barriers or improvements</p> <p>Review all feedback and action as required.</p> <p>Amendment effective July 1, 2016</p> <p>Under the new consolidated structure, the accessibility requirements of the Customer Service Standards apply to the provision of goods, services and facilities.</p> | <p>Added an accessibility feedback option to the website – accessibility@cassellholme.on.ca</p> <p>Respond and action concerns reported in person, over the telephone, or by email to ensure accessibility requirements are met.</p> |

**Accessibility for Ontarians with Disabilities Act (AODA)
Integrated Accessibility Standards Regulation (IASR) 191/11**

Please note that effective July 1, 2016 amendments to the AODA consolidated the Accessibility Standards for Customer Service and the Integrated Accessibility Standards (IAS) into a single Accessibility Standard

| IASR Section Requirement and Implementation Date | Action Required | Implementation Status |
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GENERAL

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| <p>Accessibility Report</p> <p>AODA, 2005, c. 11, s.14 (1), (2), (3), (4)</p> <p>By December 31, commencing 2012</p> <p>Amendment to Act</p> <p>O. Reg. 413/12. S. 7.</p> <p>As of December 31, 2014</p> | <p>Complete and submit an Accessibility Report to the Ministry of Economic Development, Trade and Employment annually by Dec. 31, 2012 or as required</p> | <p>Accessibility Report submitted December 7, 2012.</p> <p>Accessibility Report filed for 2014.</p> <p>Accessibility Report filed for 2017.</p> <p>Accessibility Report filed for 2023</p> |
| <p>Establishment of Accessibility Policies</p> | <p>Develop, implement and maintain policies governing how the</p> | <p>AODA policy developed November 14, 2014.</p> |

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| <p>O. Reg. 191/11, s. 3.(1).</p> <p>January 1, 2014</p> | <p>organization achieves or will achieve accessibility</p> <p>Include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner</p> | <p>Updated September 2016 to reflect the consolidation of the Customer Service Accessibility and Integrated Accessibility into the Accessibility Standard.</p> <p>Review as required</p> |
| <p>Accessibility Plans</p> <p>O. Reg. 191/11, s. 4. (1)</p> <p>January 1, 2014</p> | <p>Establish, implement and maintain a multi-year accessibility plan</p> <p>Post multi-year plan on website</p> <p>Review and update plan every 5 years</p> <p>Post annual status report of progress</p> <p>Documents to be available in an accessible format upon request</p> | <p>Multi-year plan established in 2015 outlining strategy to remove and prevent barriers for persons with disabilities.</p> <p>Plan reviewed and updated in December 2023 and posted on website.</p> |
| <p>Procuring or Acquiring goods, services or facilities</p> <p>O. Reg. 191/11, s. (5) & (6)</p> <p>Section 5 – January 1, 2013</p> <p>Section 6 – January 1, 2014</p> | <p>Incorporate accessibility criteria and features when acquiring or purchasing goods, services or facilities</p> | <p>Collaborate with vendors to ensure accessibility needs are considered in procurement of goods and services.</p> |
| <p>Training</p> <p>O. Reg. 191/11, s. 7 (1), (2), (3), (4), & (5).</p> <p>January 1, 2015</p> | <p>Ensure that training is provided on the requirements of the accessibility standards regarding AODA and the Human Rights.</p> <p>Training shall be appropriate to the duties of employees, volunteers and other persons</p> <p>A record must be maintained of the training provided, including the</p> | <p>Accessibility training is provided on the requirements of the AODA through an online training platform.</p> <p>Training is provided at the time of hire and 3 years thereafter. Electronic training records are maintained and reviewed to determine that required AODA training has been met per the schedule.</p> <p>Any policy changes will be delivered using the on-line platform and mandatory sign-off..</p> |

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| | <p>training dates and the number of people who attended.</p> <p>Training shall be provided in respect of any policy changes.</p> | |
| INFORMATION and COMMUNICATION STANDARDS | | |
| <p>Emergency Procedure, Plans or Public Safety Information</p> <p>O. Reg. 191/11, s. 13 (1), (2)</p> <p>January 1, 2012</p> | <p>Provide information on emergency procedures, plans, and public safety information in an accessible format or with appropriate communication supports, as soon as practicable, upon request</p> | <p>Education and training is conducted annually on emergency procedures and plans.</p> <p>Emergency measures plan for public safety on the website.</p> <p>Upon request managers will provide information on emergency procedures & plans in an alternative format.</p> |
| <p>Workplace Emergency Response Information</p> <p>O. Reg. 191/11, s. 13 (1), (2)</p> <p>January , 2012</p> <p>O. Reg. 191/11, s. 27 (1), (2), (3), (4)</p> <p>December 18, 2019</p> | <p>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 employer is aware of the need for accommodation due to the employee's disability</p> <p>With the employees consent, provide the person designated by the employer to provide assistance to the employee with the individualized workplace emergency response information.</p> <p>Review the individualized workplace emergency information, a) when the employee moves to a different location in the organization; b) when the employee's overall accommodations needs or plans are reviewed; and c) when the employer review its emergency response policies.</p> | <p>Accommodation policy in effect and most recently revised in October 2018.</p> <p>Upon request or becoming aware for the need for accommodation by an employee who has a disability, we develop an accommodation plan that outlines what is required or needed, who is going to do it, and who will report that it is being done.</p> <p>All managers have been provided education and training to the adherence of O. Reg. 191/11, s. 13 (1), (2)</p> |

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| <p>Accessible Websites and Web Content</p> <p>O. Reg. 191/11, s. 14</p> <p>January 1, 2014- WCAG 2.0 Level A</p> <p>January 1, 2012- WCAG 2.0 Level AA</p> | <p>Make new internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A</p> <p>Make new internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, other than criteria noted in the legislation.</p> | <p>The website was developed in 2016. Web design is currently semi-compliant with AODA standards. A plan is underway in January 2024 to make website and web content conform with WCAG 2.0 Level AA guidelines.</p> |
| <p>Feedback</p> <p>O. Reg. 191/11, s. 14</p> <p>January 1, 2015</p> | <p>Ensure that any process for receiving and responding to feedback is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports upon request.</p> | <p>Feedback can be provided from the public through the website. https://www.cassellholme.ca/about-us/accessibility/</p> <p>Committees (Family Council and Resident Council) that engage our residents and family members provide a venue to address accessibility concerns with a program, service, or the facility in general.</p> <p>Feedback can also be provided in person, or over the telephone. Our website has a “who to call” to direct concerns to the appropriate contact.</p> |
| <p>Accessible Formats and Communication Supports</p> <p>O. Reg. 191/11, s. 12</p> <p>January 1, 2016</p> | <p>Provision of accessible formats and communication supports for persons with disabilities must be provided or arranged upon request</p> | <p>Alternate formats and communication supports will be made available upon request whenever possible.</p> |

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| EMPLOYMENT STANDARDS | | |
| <p>Employment Standards relating to Recruitment, Informing Employees, Accessible Formats, Individual Accommodation Plans, Return to Work Process, Performance Management, Career Development/ Advancement and Redeployment</p> <p>O. Reg. 191/11, s. (22), (23), (24), (25), (26), (27), (28), (29),(30), (31), (32)</p> <p>January 1, 2016</p> <p>May 1, 2016</p> | <p>As per Act and Regulation all Employment Standards relating to AODA will be reviewed and revisions implemented.</p> <p>Recruitment</p> <p>Notify internal and external job applicants that accommodation for disabilities will be provided to support their participation in the recruitment process</p> <p>Notify selected applicants that accommodations are available on request</p> <p>Advise successful applicants of the organizations' policies for accommodating employees with disabilities</p> <p>Informing Employees</p> <p>Inform new and existing employees of the policies for supporting employees with disabilities, including employment-related accommodation for disabilities</p> <p>Accessible Formats</p> <p>Consult with employees with disabilities in order to provide them with the accessible formats and communications supports they require to do their jobs effectively and to be informed of information that is generally available to all employees in the workplace</p> <p>Individual Accommodation Plans</p> <p>Develop written individual accommodation plans for employees with disabilities</p> <p>Return to Work Process</p> | <p>Policies and procedures updated to meet the AODA commitment for 2016.</p> <p>Job advertisements were updated to include accommodation for disabilities to support participation in the recruitment process.</p> <p>Informing Employees</p> <p>Informing Employees</p> <p>Job applicants are informed that accommodations are available on request.</p> <p>New and existing employees are advised of the organizations polices for supporting employees with disabilities at the time of hire and every 3 years thereafter.</p> <p>There is a Workplace Accommodation policy (outlines procedures for employees requiring accommodation) last updated April 2024.</p> <p>Accessible Formats</p> <p>Employees that require accessible formats or assistive devices to fulfill their role will be made available, wherever feasible, through workplace accommodation.</p> <p>Individual Accommodation Plans</p> <p>The accessibility and accommodation needs of employees are considered in accordance with established policies and procedures, and legislative requirements, when a demonstrated need is evident or requested. through an individual accommodation plan.</p> <p>Return to Work Process</p> <p>Return to work / modified work plans are developed as needed and individually tailored to each unique situation and to each employee they function to assist.</p> <p>Performance Management</p> <p>The PMP process applies performance standards uniformly and consistently to all</p> |

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| | <p>Have in place a documented process for supporting employees who return to work after being away for reasons related to their disability</p> <p>Performance Management</p> <p>Use performance management processes that take into account the accessibility needs of employees with disabilities</p> <p>Career Development</p> <p>Take into account the accessibility needs of employees who have disabilities</p> <p>Provide employees with disabilities with the opportunities to advance within the organization</p> <p>Redevelopment</p> <p>Consider the accessibility needs of employees with disabilities before moving them to other positions, so that employees can continue to have their accommodation needs met.</p> | <p>employees, including employees with disabilities. The PMP process will be adapted to meet any identified or communicated accessibility needs of employees with disabilities through an individual accommodation plan.</p> <p>Career Development</p> <p>Selection criteria at the time of hire or for career advancement thereafter shall be applied uniformly and consistently to all employees, including employees with disabilities to ensure equal opportunity.</p> |
| <p>IAS Section Requirement Maintenance of Accessible Elements</p> | <p>Procedures for preventative and emergency maintenance of the accessible elements in public spaces.</p> <p>Procedures for dealing with temporary disruptions when accessible elements are not in working order.</p> | <p>Accessible elements in public spaces include accessible parking, access aisles, and automatic accessible door entrances for people with disabilities. The Home will establish plans to continue to meet the Accessibility Standards for the design of public spaces when building or making major modifications to public spaces.</p> <p>Procedures are in place for preventative and emergency maintenance of accessibility equipment within the facility.</p> <p>Any reported barriers within the Home's physical facilities including furniture, work stations, building interiors/exterior, parking will be directed to Management personnel for resolution.</p> <p>In the event of temporary disruptions, the Home will notify the public of the service disruption</p> |

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| | | through signage, website or email and place alternate mechanisms in place to deal with the situation, as required to maintain accessible elements of public spaces. |