

Heritage Green Nursing Home

AODA Multi-Year Accessibility Plan

(Finalized September 24th, 2024)

The multi-year plan below outlines Heritage Green’s Nursing Home Long Term Care Home’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 Heritage Green’s Long Term Care Home’s Accessibility Policies.

Requirements	Action Required	Implementation Status
Accessibility for Ontarians with Disabilities Act (AODA), 2005 and Integrated Accessibility Standards Regulation (Ontario Regulation 191/11) (IASR)		
Development and implementation of customer service accessibility standards	Develop policies to meet the needs of persons with disabilities, including the provision of goods and services, Personal assistive devices, Guide dogs/ service animals, Support persons, Training and Feedback	Accessibility policy and procedure (completed) Accessibility Policy is posted on Heritage Green website (completed)
Training and Education	Design and provide education to all staff, volunteers, students, contractors/third-party vendors, and any other people on the following: Purpose of AODA Policy and Procedures on AODA How to provide accessible customer service	Reviewed education materials on online Surge Learning platform, also included in the Code of Conduct (this action was completed on Sept 12/2024 and annually ongoing) by Clinical Educator. Request 3rd party providers to sign off that they are AODA compliant and provide a copy of our AODA training materials/policy (to be completed by Sept 30/2024: Lead Clinical Educator Ruhi Jacob)

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Accessibility for Ontarians with Disabilities Act (AODA), 2005 and Integrated Accessibility Standards Regulation (Ontario Regulation 191/11) (IASR)		
Feedback process for providers of goods or services	Implement a feedback process	Feedback process on website – informed providers – (completed)
Requirements	Action Required	Implementation Status
Accessibility for Ontarians with Disabilities Act (AODA) Integrated Accessibility Standards (IAS), Ontario Regulation 191/11		
GENERAL		
Accessibility Compliance Checklist Audit Report	Complete and submit an Accessibility Audit Checklist to aoda.compliance@ontario.ca	Submitted Sept 24/ 2024 by Administrator Scott Kozachenko
Establishment of Accessibility Policies	Develop, implement and maintain policies governing how the organization achieves or will achieve accessibility Include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner	Polices/Procedures to be reviewed by Accessibility Working Group (every quarter – Sept/Dec/March/June) on the development of the following: Commitment Statement Accessibility Policies

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Accessibility for Ontarians with Disabilities Act (AODA) Integrated Accessibility Standards (IAS), Ontario Regulation 191/11		
Multi-Year Accessibility Plans O. Reg. 191/11, s. 4. (1)	Establish, implement and maintain a multi-year accessibility plan Post multi-year plan on website Review and update the plan every 5 years Post quarterly status report of progress on Family/Resident Council Board Documents to be available in an accessible format upon request	Develop multi-year accessibility plan (completed) Multi-year plan approved/signed off by the Administrator of the LTCH (completed Sept 24/2024) The quarterly review of the action items - meeting of the Multi year plan to be held by Accessibility Committee Sept/Dec/March/June 5-year multi-year plan posted on the website NEXT Multi-Year Plan Sept 2029 (Update)
Procuring or Acquiring goods, services or facilities	Incorporate accessibility criteria and features when acquiring or purchasing goods, services or facilities	Collaborate with vendors to ensure accessibility obligations in procurement (give vendors/contractors the Accessibility Policy and Procedures & Human Rights Code) – by Sept 30 th , 2024 by Clinical Educator Ruhi Jacob
Training	Ensure that training is provided on the requirements of the accessibility standards in regard to the AODA and	Surge Learning to incorporate training/education materials that will meet the training requirements of the

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	<p>the Human Rights Code as it pertains to people with disabilities</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 training dates and the number of people who participated</p>	<p>Accessibility Standards. (completed)</p> <p>Annual education reports are reviewed to determine that educational requirements have been met under IAS (completed)</p>
INFORMATION and COMMUNICATION STANDARDS		
<p>Emergency Procedure, Plans or Public Safety Information O. Reg. 191/11, s. 13 (1), (2)</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 are conducted annually on emergency procedures and plans. (completed)</p> <p>Emergency procedures and plans are also posted for public safety on website and Surge Learning platform. (completed)</p> <p>Upon request, managers will provide information on emergency procedures & plans in an alternative format (yes, ongoing)</p>
<p>Workplace Emergency Response Information O. Reg. 191/11, s. 13 (1), (2)</p>	<p>Provide individualized workplace emergency response information to employees who have a disability; if the disability is such that the</p>	<p>Upon request or becoming aware for the need for accommodation by an employee who has a disability</p>

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Accessibility for Ontarians with Disabilities Act (AODA) Integrated Accessibility Standards (IAS), Ontario Regulation 191/11		
	<p>individualized information is necessary and the employer is aware of the need for accommodation due to the employee’s disability</p>	<p>we develop an accommodation plan that outline what is required or needed, who is going to do it, and who will report that it is being done (ongoing).</p> <p>All managers/staff will be provided education on the Accommodation Policy (via Surge Learning Platform) – (ongoing annually)</p>
<p>Accessible Websites and Web Content</p>	<p>Ensure the Heritage Green websites and web content conforms with the World Wide Web Consortium Web Content Accessibility Guidelines</p> <p>The web content conforms with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, other than criteria noted in the legislation</p>	<p>Web designer (Metroland/Torstar) is compliant with AODA standards (ref. <i>Integrated Accessibility Standards Regulation Policy and Procedure</i> on Metroland website)</p>
<p>Feedback</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</p>	<p>Feedback process available on website and on Resident/Family Board</p>

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Accessibility for Ontarians with Disabilities Act (AODA) Integrated Accessibility Standards (IAS), Ontario Regulation 191/11		
Accessible Formats and Communication Supports	Provision of accessible formats and communication supports for persons with disabilities must be provided or arranged upon request	Alternate formats and communication supports are available upon request whenever possible
Employment Standards		
Employment Standards relating to Recruitment, Informing Employees, Accessible Formats, Individual Accommodation Plans, Return to Work Process, Performance Management, Career Development/ Advancement and Redeployment	As per the Act and Regulation	The working group met and agreed that existing job postings (internal/external) policies and procedure reviewed and revised as necessary (completed)
	<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 organization's policies for</p>	<p>Job postings were updated to include accommodation for disabilities to support participation in the recruitment process</p> <p>Applicants are informed that accommodations are available on request</p> <p>New and existing employees are advised of the organization's policies for supporting</p>

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	accommodating employees with disabilities	employees with disabilities (completed on Surge Platform)
	<p>Informing Employees</p> Inform new and existing employees of their policies for supporting employees with disabilities, including employment-related accommodation for disabilities	There is an Accommodation Policy that outlines procedures for employees requiring accommodation (posted on online Surge Learning Platform) – completed and ongoing annually
	<p>Accessible Formats</p> Consult with employees with disabilities in order to provide them with the accessible formats and communication supports they require to do their jobs effectively and to be informed of information that is generally available to all employees in the workplace	Employees who require accessible formats are provided with accessible formats of communication in discussion with the employee
	<p>Individual Accommodation Plans</p> Develop written individual accommodation plans for employees with disabilities	There is an Accommodation Policy that outlines procedures for employees requiring accommodation (completed) – management works with WSIB/Medical Doctor of employee/HR Specialists Dunk and Associates, along with

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		employee, to develop accommodation plan
	<p>Return to Work Process</p> <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>There is an Accommodation Policy that outlines procedures for employees requiring accommodation</p>
	<p>Performance Management</p> <p>Use performance management processes that take into account the accessibility needs of employees with disabilities</p>	<p>Review the staff annual performance plan – does it take into account the accessibility needs of employees with disabilities (YES it does, completed)</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>Job postings and external advertisements for jobs were updated to include an AODA statement (completed)</p> <p>Orientation checklists for staff, volunteers, students, physicians and contract services were revised to include an AODA statement (completed)</p>
	<p>Redeployment</p> <p>Consider the accessibility needs of employees with disabilities before moving them to other positions so that</p>	<p>The accessibility and accommodation needs of employees would be considered</p>

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	employees can continue to have their accommodation needs met	in accordance with established procedures (ongoing)
IAS Section Requirement Maintenance of Accessible	<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 automatic accessible door entrances.</p> <p>Procedures are in place for preventative and emergency maintenance</p> <p>In the event of temporary disruptions, procedures are in place to deal with the situation.</p>
Approved by Signature:	Scott Kozachenko (Administrator): _____	Date: September 24, 2024