



Caressant Care Nursing and Retirement Homes Limited

Multi-Year Accessibility Plan

Introduction

Under the Accessibility for Ontarians with Disabilities Act (“AODA”), 2005, and specifically Regulation 191/11 “Integrated Accessibility Standards” (“IASR”), the Government of Ontario, Legislative Assembly, designated public sector and private sector organizations, including Caressant Care Nursing and Retirement Homes Limited, are required to develop multi-year accessibility plans outlining their strategy to prevent and remove barriers, and to meet requirements under the Regulation (O. Reg. 191/11.s.4).

This multi-year plan outlines Caressant Care’s strategy to prevent and remove barriers to address the current and future requirements of the IASR and fulfill Caressant Care’s commitment.

Caressant Care will establish and implement a multi-year plan with the strategy to prevent and remove barriers to meet the requirements under O.Reg 191/11, s 4 (1).

Caressant Care will take into consideration the prevention and removal of barriers will redeveloping or undertaking upgrades to our facilities.

Caressant Care’s accessibility plan will be posted on our website (caressantcare.com) and will provide a plan in an accessible format upon request.

The accessibility plan will be reviewed at least once every 5 (five) years

Information and Communications

Feedback

Caressant Care will ensure that its process for receiving and responding to feedback is accessible to persons with disabilities. (O. Reg. 191/11, s.11).

Planned Action

Caressant Care will ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request.

When accessible formats and communication supports for persons with disabilities are requested Caressant Care will:

- Provide or arrange for the provision of such accessible formats and communication supports if practicable, or otherwise consider reasonable alternatives to achieve accessibility;
- Consult with the person making the request to determine the suitability of the accessible format or communication support;
- Provide or arrange for the provision of accessible formats and communication supports in a timely manner that takes into account the person's accessibility needs due to disability;
- Notify the public about the availability of accessible formats and communication supports.

Caressant Care will review its feedback process set out in the Accessibility Standards for Customer Service Policy to ensure that it is accessible to persons with disabilities by providing, or arranging for the provision of accessible formats and communications supports, upon request.

Accessible Formats and Communication Supports

Upon request, Caressant Care will provide or arrange for the provisions of accessible formats and communications support for persons with disabilities in a

timely manner that takes into account the person's accessibility needs due to disability.

Caressant Care will consult with the person making the request.

Caressant Care will notify the public about the availability of accessible formats and communication supports. (O .Reg. 191/11, s.12).

Planned Action:

Caressant Care will develop a procedure relating to accessible formats and communications supports for persons with disabilities and notify the public about the availability of accessible formats and communication supports.

In addition to the above, and in accordance to O.Reg 191/11, s.13, Caressant Care prepares emergency procedures, plans or public safety information and makes the information available to the public, Caressant Care will provide this information in an accessible format or with appropriate communication supports, as soon as practical, upon request.

Accessible Websites and Web Content

Caressant Care's Internet websites, including web content, will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where impracticable. (O. Reg 191/11, s.14).

Planned Action

Caressant Care will ensure that its Internet websites are developed in accordance with the WCAG as required by the Regulation.

Caressant Care will ensure all new material posted to its websites conforms to WCAG as required by the Regulation.

Workplace Emergency Response

If Caressant Care is aware that a staff member needs accommodation with respect to workplace emergencies, individualized workplace emergency response information will be provided to the staff as soon as practicable. (O. Reg 191/11, s.27(1)).

If the staff member requires assistance in an emergency, with the staff member's consent, Caressant Care will provide the workplace emergency response information to a person designated to provide assistance to the staff member. (O. Reg 191/11, s 27(2)).

Caressant Care 's Staff Workplace Emergency Response will be in keeping with the Ontario Fire Code Div B Part 2, Section 2.8.1.1 (1) (b) (f), Section 2.8.1 (1), Section 2.8.3 (1) (2) (6) and the Ontario Long Term Care Act Part V, Section 230 (1-8).

Employment

Caressant Care will recruit to take into consideration persons with a disability. Training will be provided to all staff members on the AODA legislation on an on-going basis.