

RESPONSIVE HEALTH MANAGEMENT

MULTI-YEAR ACCESSIBILITY PLAN 2012 – 2017

CSAS Section Requirement and Implementation Date	Action Required	Implementation Status
Accessibility for Ontarians with Disabilities Act (AODA), 2005 Customer Service Accessibility Standards (CSAS), Ontario Regulation 429/07		
<p style="text-align: center;">Development and implementation of customer service accessibility standards O. Reg. 429/07, s. 3. (1), (2). January 1, 2012</p>	<p><input type="checkbox"/> Develop polices 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><input type="checkbox"/> Policy and procedure completed</p> <p><input type="checkbox"/> Policy posted on new website for each home September 2013.</p>
<p style="text-align: center;">Training for staff O. Reg. 429/07, s. 6. (1), (2) January 1, 2012</p>	<p><input type="checkbox"/> Design and provide education to all staff, volunteers, and contractor and any other people on the following:</p> <ul style="list-style-type: none"> ○ Purpose of AODA ○ Policy and Procedures on AODA 	<p><input type="checkbox"/> Review education materials on Surge Learning</p> <p><input type="checkbox"/> Developed and added policy K-20 to orientation of all new hires, students, volunteers, contractors</p> <p><input type="checkbox"/> Request 3rd party providers to sign off that they are AODA compliant and provide a copy if their AODA training materials. Maintain a copy of this information in the Home's Contract Binder (discussion to take place at October JAM meeting Re: Contracts to include AODA compliance)</p>
<p style="text-align: center;">Feedback process for providers of goods or services O. Reg. 191/11, s. 7 January 1, 2012</p>	<p><input type="checkbox"/> Implement a feedback process</p>	<p><input type="checkbox"/> Added an accessibility feedback option to the Client Service</p>

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Accessibility for Ontarians with Disabilities Act (AODA) Integrated Accessibility Standards (IAS), Ontario Regulation 191/11		
GENERAL		
<p style="text-align: center;">Accessibility Report AODA, 2005, c. 11, s.14 (1), (2), (3), (4)</p> <p style="text-align: center;">By December 31 commencing 2012</p> <p style="text-align: center;">Amendment to Act O. Reg. 413/12. S. 7. As of December 31, 2014</p>	<p><input type="checkbox"/> Complete and submit an Accessibility Report to the Ministry of Economic Development, Trade and Employment annually by Dec. 31 or as required</p> <p><input type="checkbox"/> File the accessibility report required under subsection 14 (1) of the Act with a director according to the schedule</p>	<p><input type="checkbox"/> Homes advised/reminded at Joint Administrators meeting September, 2013 of expectation to submit report by end of December each year. A copy to be forwarded to the Executive Assistant</p> <p><input type="checkbox"/> Will file the required report to the director as of December 31, 2014 and every three years thereafter</p>
<p style="text-align: center;">Establishment of Accessibility Policies O. Reg. 191/11, s. 3.(1).</p> <p style="text-align: center;">January 1, 2014</p>	<p><input type="checkbox"/> Develop, implement and maintain policies governing how the organization achieves or will achieve accessibility</p> <p><input type="checkbox"/> Include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner</p>	<p><input type="checkbox"/> Development of working group between RHM/RMI on the development of the following :</p> <ul style="list-style-type: none"> ○ Commitment Statement ○ Accessibility Policies <p><input type="checkbox"/> Draft of above prepared for review at Joint Administrator's meeting on October 31, 2013</p>
<p style="text-align: center;">Accessibility Plans O. Reg. 191/11, s. 4. (1)</p> <p style="text-align: center;">January 1, 2014</p>	<p><input type="checkbox"/> Establish, implement and maintain a multi-year accessibility plan</p> <p><input type="checkbox"/> Post multi-year plan on website</p> <p><input type="checkbox"/> Review and update plan every 5 years</p> <p><input type="checkbox"/> Post annual status report</p>	<p><input type="checkbox"/> CM and JS met on September 24, 2013 October 15, 2013 to develop a draft multi-year accessibility plan</p> <p><input type="checkbox"/> Draft of multi-year plan will be presented to the</p>

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	<p>of progress</p> <input type="checkbox"/> Documents to be available in an accessible format upon request	<p>RHM/RMI Executive Group at the October 16th, 2013 meeting</p> <input type="checkbox"/> Will post multi-year plan on website once approved
<p>Procuring or Acquiring goods, services or facilities O. Reg. 191/11, s. (5) & (6)</p> <p>Section 5 – January 1, 2013 Section 6 - January 1, 2014</p>	<input type="checkbox"/> Incorporate accessibility criteria and features when acquiring or purchasing goods, services or facilities	<input type="checkbox"/> Collaborate with vendors to ensure accessibility obligations in procurement
<p style="text-align: center;">Training O. Reg. 191/11, s. 7 (1), (2) & (5).</p> <p style="text-align: center;">January 1, 2015</p>	<input type="checkbox"/> Ensure that training is provided on the requirements of the accessibility standards in regards to the AODA and the Human Rights Code as it pertains to people with disabilities	<input type="checkbox"/> Collaborate with Surge Learning to incorporate training/education materials that will meet the training requirements of IAS
	<input type="checkbox"/> Training shall be appropriate to the duties of employees, volunteers and other persons	<input type="checkbox"/> Quarterly reports to be reviewed to determine that educational requirements have been met under IAS
	<input type="checkbox"/> A record must be maintained of the training provided, including the training dates and the number of people who participated	
INFORMATION and COMMUNICATION STANDARDS		
<p>Emergency Procedure, Plans or Public Safety Information O. Reg. 191/11, s. 13 (1), (2)</p>	<input type="checkbox"/> Provide information on emergency procedures, plans, and public safety	<input type="checkbox"/> Education and training is conducted annual on emergency procedures

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<p style="text-align: center;">January 1, 2012</p>	<p>information in an accessible format or with appropriate communication supports, as soon as practicable, upon request</p>	<p>and plans.</p> <p><input type="checkbox"/> Emergency procedures and plans are also posted for public safety.</p> <p><input type="checkbox"/> Upon request managers will provide information on emergency procedures & plans in an alternative format</p>
<p>Workplace Emergency Response Information O. Reg. 191/11, s. 13 (1), (2)</p> <p style="text-align: center;">January , 2012</p>	<p><input type="checkbox"/> 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><input type="checkbox"/> Upon request or becoming aware for the need for accommodation by an employee who has a disability that 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><input type="checkbox"/> All managers will be provided education and training to the adherence of O. Reg. 191/11, s. 13 (1), (2)</p>
<p>Accessible Websites and Web Content O. Reg. 191/11, s. 14</p> <p>January 1, 2014-WCAG 2.0 Level A January 1, 2012-WCAG 2.0</p>	<p><input type="checkbox"/> 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><input type="checkbox"/> Make new internet websites and web content</p>	<p><input type="checkbox"/> Executive Assistant to contact web designer for documentation to support their compliance with AODA standards.</p>

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Level AA	conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, other than criteria noted in the legislation	
<p style="text-align: center;">Feedback O. Reg. 191/11, s. 14 January 1, 2015</p>	<input type="checkbox"/> 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	<input type="checkbox"/> Client Service Response forms are available and in the public information binder to provide the opportunity for feedback
<p style="text-align: center;">Accessible Formats and Communication Supports O. Reg. 191/11, s. 12 January 1, 2016</p>	<input type="checkbox"/> Provision of accessible formats and communication supports for persons with disabilities must be provided or arranged upon request	<input type="checkbox"/> Alternate formats and communication supports are available upon request whenever possible
EMPLOYMENT STANDARDS		
<p style="text-align: center;">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 style="text-align: center;">O. Reg. 191/11, s. (22), (23), (24), (25), (26), (27), (28), (29),(30), (31), (32)</p>	<input type="checkbox"/> As per Act and Regulation Recruitment <input type="checkbox"/> Notify internal and external job applicants that accommodation for disabilities will be provided to support their participation in the recruitment process <input type="checkbox"/> Notify selected applicants that accommodations are available on request <input type="checkbox"/> Advise successful	<input type="checkbox"/> Working group met and agreed that existing policies and procedures would be reviewed and revised as necessary or new policies and procedures developed if necessary in collaboration with a HR Specialist in 2015

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<p>January 1, 2016</p>	<p>applicants of the organizations' policies for accommodating employees with disabilities</p> <p>Informing Employees</p> <p><input type="checkbox"/> Inform new and existing employees of their policies for supporting employees with disabilities, including employment-related accommodation for disabilities</p> <p>Accessible Formats</p> <p><input type="checkbox"/> 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><input type="checkbox"/> Develop written individual accommodation plans for employees with disabilities</p> <p>Return to Work Process</p> <p><input type="checkbox"/> Have in place a documented process for supporting employees</p>	

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	<p>who return to work after being away for reasons related to their disability</p> <p>Performance Management</p> <ul style="list-style-type: none"> <input type="checkbox"/> Use performance management processes that take into account the accessibility needs of employees with disabilities <p>Career Development</p> <ul style="list-style-type: none"> <input type="checkbox"/> Take into account the accessibility needs of employees who have disabilities <input type="checkbox"/> Provide employees with disabilities with the opportunities to advance within the organization <p>Redeployment</p> <ul style="list-style-type: none"> <input type="checkbox"/> 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 	