

SECTION: ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) **INDEX I.D.:** K-10

SUBJECT: ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) POLICY **PAGE:** 1 OF 3

ORIGINAL DATE: December 3, 2013

APPROVED BY: **REVIEWED DATE:** September 1, 2023

STANDARD:

The Management of the Home is committed to meeting the accessibility needs of persons with disabilities in accordance with the requirements of the Accessibility Standards for Customer Service (ASCS) and the Integrated Accessibility Standards (IAS) within the time period set out in the standards.

PROCEDURE:

Accordingly, Management of the Home will endeavor to:

- Comply with the Accessibility Standards on Customer Service within the time period set out in the standards (as of January 2012)
- Comply with the Integrated Accessibility Standards (standards relating to Employment, Information and Communication, Transportation, and the Design of Public Spaces) within the time period set out in the Standards
- File an Accessibility Report with the Director, Ministry of Economic Development, Trade and Employment annually (by December 31 of each year, beginning in 2012) or at such times as the Director may specify
- Provide information to the Accessibility for Ontarians with Disabilities (AODA) inspector on request
- 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 (as of January 2012)
- 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 reasonably aware of the need for accommodation due to the employee's disability (as of January 2012)
- Create a multi-year accessibility plan to outline how RHM will comply with the accessibility

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regulations within the required timeframe (as of January 1, 2014)

- Post the Accessibility Plan on each Home’s website (as of January 1, 2014)
- Review and update the Accessibility Plan at least once every five years
- Consider accessibility for persons with disabilities when procuring or acquiring self-service kiosks (as of January 1, 2014)
- Provide training to staff, volunteers and third parties who provide goods and services on their behalf to ensure that they understand the Integrated Accessibility Standards and the *Ontario Human Rights Code* as it relates to people with disabilities (as of January 1, 2015)
- Comply with the Employment Standards relating to Recruitment, Informing Employees, Accessible Formats, Individual Accommodation Plans, Return to Work Process, Performance Management, Career Development, and Redeployment (as of January 1, 2016)
- Make processes for receiving and responding to feedback available to people with disabilities in an accessible format or with appropriate communication supports, on request (as of January 1, 2015)
- Provide information and communicate in an accessible manner in regard to the organization’s goods, services and facilities to people with disabilities, on request (as of January 1, 2016)
- Make new internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A (as of January 1, 2014)
- 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 (as of January 1, 2021)

OUTCOME:

There is documented evidence that the management of the Home is in compliance with the Accessibility for Ontarians with Disabilities Standards on Customer Service and relevant Integrated Accessibility Standards within the legislative timeframes.

HUMAN RESOURCES MANUAL

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SUBJECT: ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) POLICY **PAGE:** 3 OF 3

ORIGINAL DATE: December 3, 2013

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ADDITIONAL REFERENCES:

1. Ontario Regulations 429/07 made under the Accessibility for Ontarians with Disabilities Act, 2005, Accessibility Standards for Customer Service
2. Accessibility for Ontarians with Disabilities Act, 2005; Ontario Regulation 191/11 Integrated Accessibility Standards
3. Human Resources Manual, Policy ID # K-05, Accessibility For Ontarians With Disabilities Commitment Statement
4. Human Resources Manual, Policy ID # K-15, Customer Service.