

Accessibility Plan and Policies for Pinecrest Nursing Home

This 2023-28 accessibility plan outlines the policies and actions that will be put in place to improve opportunities for people with disabilities.

Introduction and Statement of Commitment

The Ontario government passed the *Accessibility for Ontarians with Disabilities Act* (AODA) in 2005. It is the goal of the government of Ontario to make Ontario accessible by 2025. Pinecrest Nursing Home is committed to complying with the *Accessibility for Ontarians with Disabilities Act, 2005* and all of the standards under it in order to meet the accessibility needs of persons with disabilities in a timely manner.

Pinecrest Nursing Home is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

The regulations associated with the Integrated Accessibility Standards (hereafter referred to as the "IASR") under the AODA require that effective January 1, 2014, Pinecrest Nursing Home establish, implement, maintain and document a multi-year accessibility plan which outlines the organization's strategy to prevent and remove barriers for persons with disabilities and to meet its requirements under the Act.

Under the AODA, the following accessibility standards set certain requirements that are applicable to Pinecrest Nursing Home.:

- Customer Service;
- Information and Communications; and
- Employment

This multi-year plan outlines Pinecrest's strategy to prevent and remove barriers to address the current and future requirements of the AODA, and in order to fulfill our commitment as outlined in Pinecrest Nursing Home's Accessibility Policies.

In accordance with the requirements set out in the IASR, Pinecrest Nursing Home will:

- Provide this plan in an accessible format, upon request; and
- Review and update this plan at least once every five years
- Post this plan on Pinecrest website

Overview – standards under the Accessibility for Ontarian with Disabilities Act that apply at Pinecrest

- Accessibility Standards for Customer Service
- Integrated Accessibility Standards Regulations
 1. Information and Communication Standards
 - a. Emergency Procedure, Plans or Public Safety Information
 - b. Workplace Emergency Response Information
 - c. Feedback, Accessible Formats and Communication Supports
 - d. Accessible Websites and Web Content
 2. Employment Standards
 - a. Recruitment
 - b. Informing Employees of Supports
 - c. Documented Individual Accommodation Plans/Return to Work Process
 - d. Performance Management, Career Development and Redeployment
 3. Transportation – this standard Training

Accessibility Standards for Customer Service

The Accessibility Standards for the Customer Service Regulation were created to establish accessibility standards for customer service in Ontario. In keeping with this regulation, Pinecrest Nursing Home is committed to providing respectful services that focus on the unique needs of the individual.

To achieve this, the organization makes reasonable efforts to ensure that its policies, procedures and

practices pertaining to the provision of goods and services to the public and other third parties adhere to the following guiding principles as set out in Accessibility Standards for Customer Service: Ontario Regulation 191/11.

- Our goods and services must be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of our goods, services or facilities to persons with disabilities must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis to enable a person with a disability to obtain, use or benefit from the goods or services.
- Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services or facilities.
- When communicating with a person with a disability, we shall do so in a manner that takes into account the person's disability

Action Plan:

The following measures have been implemented by Pinecrest Nursing Home:

- Ensuring all persons who, on behalf of Pinecrest Nursing Home, deal with the public or other third parties, and all those who are involved in the development and approvals of customer service policies, practices and procedures, as well as all others providing services to our customers, are trained to communicate and provide the best possible customer service to all customers, including persons with disabilities;
- Ensuring staff are trained and familiar with various assistive devices that may be used by customers with disabilities who are accessing Pinecrest Nursing Home's goods or services;
- Ensuring completion of accessibility training is tracked and recorded;
- Ensuring customers accompanied by a guide dog or other service animal in areas of Pinecrest Nursing Home open to the public and other third parties, are accommodated;
- Ensuring that if a person with a disability is accompanied by a support person, the support person is accommodated.
- Issuing a public notice in a timely manner in the event of a planned or unexpected disruption of service or inaccessibility of facilities used by persons with disabilities. The notice must include the reason of the disruption, the anticipated duration, and a description of alternative facilities or service, if any, that may be available.
- Continuing to welcome and appreciate feedback from persons with disabilities through multiple communication methods;
- Reporting compliance with the customer service standard on the Accessibility Compliance Report

Integrated Accessibility Standards Regulations:

Information & Communication Standards

Accessible Emergency Information

Pinecrest Nursing Home is committed to making our building safer for persons with disabilities during emergency circumstances. We will provide the staff, residents and guests with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information as soon as practicable if such information is necessary given the nature of the employee's disability.

1. Emergency Procedure, Plans or Public Safety Information

The following measures were implemented by Pinecrest Nursing Home effective January 1, 2012:

- Emergency procedures, plans and public safety information that are prepared by Pinecrest Nursing Home and made available to the public, will be made available in an accessible format or with appropriate communication supports, as soon as practicable, upon request

2. Workplace Emergency Response Information

Action Plan:

- Where the organization becomes aware of the need to accommodate an employee's disability, and if the employee's disability is such that individualized emergency response information is necessary, Pinecrest Nursing Home will provide individualized workplace emergency response information to the employee with the disability as soon as practicable after it becomes aware of the need.
- If an employee who receives individualized workplace emergency response information requires assistance, with the employee's consent, Pinecrest Nursing Home will provide the workplace emergency response information to the person designated by the organization to provide assistance to the employee.
- Pinecrest Nursing Home will review the individualized workplace emergency response information when:
 - the employee moves to a different location in the organization;
 - the employee's overall accommodations needs or plans are reviewed; and/or
 - Pinecrest Nursing Home reviews its general emergency response policies.

Information and communication

Pinecrest Nursing Home is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of making applicable company information and communications accessible to persons with disabilities.

3. Feedback, Accessible Formats and Communication Supports

Action Plan:

In accordance with the IASR, Pinecrest Nursing Home will:

- Ensure that feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request. The organization will notify the public about the availability of accessible formats and communication supports by posting to our website.
- Except as otherwise provided for under the IASR, provide or arrange for the provision of accessible formats and communication supports upon request for persons with disabilities in a timely manner that takes into account the person's accessibility needs.
- Consult with the person making the request in determining the suitability of an accessible format or communication support.
- Notify the public about the availability of accessible formats and communication supports as noted on our website.

4. Pinecrest Nursing Home's website and the content on it's website conforms with WCAG 2.0, level AA.

Employment Standards

1. Recruitment

Pinecrest Nursing Home is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of making the recruitment process accessible to persons with disabilities.

Action Plan:

In accordance with the IASR, Pinecrest Nursing Home will do the following:

- Pinecrest Nursing Home will notify employees and the public of the availability of accommodation for applicants with disabilities in the recruitment process. This will include:
 - A review and, as necessary, modification of existing recruitment policies, procedures, processes and templates.

- Specifying that accommodation is available for applicants with disabilities, on Pinecrest job postings.

Recruitment, Assessment and Selection

- Pinecrest will notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used in the assessment/ selection process. This will include:
 - A review and, as necessary, modification of existing recruitment policies, procedures, processes and templates;
 - Inclusion of availability of accommodation notice as part of the script in the scheduling of an interview and/or assessment;
 - If a selected applicant requests an accommodation, consult with the applicant and arrange for provision of suitable accommodations in a manner that takes into account the applicant's accessibility needs due to disability.

Notice to Successful Applicants: On orientation, Pinecrest Nursing Home will notify the successful applicant of its policies for accommodating employees with disabilities. This will include:

- A review and, as necessary, modification of existing recruitment policies, procedures, processes and templates;

2. Employee Supports

Pinecrest Nursing Home is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of informing employees of available accessibility supports.

Action Plan:

In accordance with the IASR, Pinecrest Nursing Home will:

- Inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.
- Provide the information required to new employees as soon as practicable after they begin their employment.
- Provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.
- Where an employee with a disability requests it, consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:
 - Information that is needed in order to perform the employee's job; and
 - Information that is generally available to employees in the workplace.
 - Pinecrest Nursing Home will consult with the employee making the request in determining the suitability of an accessible format or communication support.

3. Documented Individual Accommodation Plans/Return to Work Process

Pinecrest Nursing Home is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of improving accommodation and return to work processes in the workplace.

Action Plan:

- Pinecrest Nursing Home's existing policies include processes that will be followed to accommodate an employee with a disability and to facilitate an employee's return to work after absenteeism due to disability.
- Pinecrest Nursing Home will ensure that the process for the development of documented individual accommodation plans includes the following elements:

- The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.
- The means by which the employee is assessed on an individual basis.
- The manner in which Pinecrest can request an evaluation by an outside medical or other expert, Pinecrest's expense, to assist Pinecrest in determining if accommodation can be achieved and, if so, how accommodation can be achieved.
- The steps taken to protect the privacy of the employee's personal information.
- The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
- If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
- The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

Individual accommodation plans will:

- If requested, include any information regarding accessible formats and communications supports provided, as required in the Standard;
- If required, include individualized workplace emergency response information, as required in the Standard; and
- Identify any other accommodation that is to be provided.

Pinecrest Nursing Home policies outlines the steps Pinecrest will take to facilitate the employee's return to work after a disability-related absence, outlines the development of a written individualized return to work plan for such employees, and requires the use of individual accommodation plans, as discussed above, in the return to work process.

4. Performance Management, Career Development and Redeployment

Pinecrest Nursing Home will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans:

- When using its performance management process in respect of employees with disabilities;
- When providing career development and advancement to its employees with disabilities;
- When redeploying employees with disabilities.

Action Plan:

In accordance with the IASR, Pinecrest Nursing Home will:

- Take the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans, into account when:
 - Assessing performance
 - Managing career development and advancement
 - Redeployment is required

Training

Pinecrest will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Action Plan:

In accordance with the IASR, Pinecrest Nursing Home will:

- Determine and ensure that appropriate training on the requirements of the IASR and on the Ontario Human Rights Code as it pertains to persons with disabilities, is provided to all employees,

volunteers, third-party contractors who provide goods, services and facilities on Pinecrest Nursing Home's behalf, and persons participating in the development and approval of Pinecrest's policies;

- Ensure that the training is provided to persons referenced above as soon as practicable;
- Keep and maintain a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided;
- Ensure that training is provided on any changes to the prescribed policies on an ongoing basis.

Rebuild

When Pinecrest rebuilds, accessibility will be a focus to prevent barriers for those with disabilities. Pinecrest will incorporate accessibility in decisions for construction and design of places accessed by residents, staff and visitors.

Plan Review

This plan will be reviewed and updated at least every 5 years.

Approved: 2014	Revised/reviewed: 2017, 12/2023	Authorized By: Administrator
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