

St. Andrew's Residence, Chatham

Operations Manual



SUBJECT: Accessibility Multi-Year Plan	SECTION: Administration
POLICY NO: A35	REGULATION: AODA
EFFECTIVE DATE: June 12, 2023	REVISION DATE: June 16, 2023

1. Commitment to Accessibility

St. Andrew's Residence, Chatham supports the principles of the Accessibility for Ontarians with Disability Act (AODA) and is deeply committed to meeting the requirements of the Integrated Accessibility Standards Regulation. We will work to prevent and remove barriers and to provide fair and effective accommodation for people with disabilities.

Providing a home where seniors enjoy an exceptional quality of life and well-being is our Vision. Our commitment to accessibility extends beyond the four walls of our organization and into the community, through partnering with and funding agencies who work to improve the lives of people with disabilities.

2. Policies

St. Andrew's Residence Accessibility Policy is available to the public. It is reviewed annually and updated as new practices come into effect.

3. Customer Service

St. Andrew's Residence recognizes the importance of the AODA and was in compliance with the Customer Service Standard by January 1, 2016. This included the publication of an Accessibility Policy, a review of customer services procedures across the organization and training of all staff and volunteers who provide customer service to external constituents.

4. Training

St. Andrew's Residence is committed to training employees and volunteers on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. The method and content of training is tailored to the needs of employees or volunteers.

By January 1, 2016, current employees completed online accessible customer service training. Since then, new employees and volunteers have been trained as part of their orientation.

By January 1, 2015, training on the Integrated Accessibility Standards Regulation (IASR) and the Human Rights Code (as it relates to disabilities) was provided to all staff and has since been included in orientation for new employees. Training materials for volunteers have also been modified to meet the new standard

5. Information and Communications

St. Andrew's Residence is committed to removing barriers and making information and communication accessible for all residents, clients and their families and St. Andrew's Residence is in compliance with the Information and Communications Standard. Stakeholders wishing to

St. Andrew's Residence, Chatham

Operations Manual



receive publicly available information through alternative means are encouraged to contact St. Andrew's Residence and accommodation will be provided.

Effective January 1, 2017, all new or updated Websites have conformed to the World Wide Web Consortium Web Content and Accessibility Guidelines (WCAG) 2.0, Level A.

Effective January 1, 2015, St. Andrew's Residence ensured that all feedback processes such as surveys and focus groups are accessible to people with disabilities upon request. This includes providing alternative methods of providing feedback such as telephone or email. Since January 1, 2016, St. Andrew's Residence has informed stakeholders that publicly available information will be provided in accessible formats upon request and will work with individuals to meet their particular needs as soon as possible.

By January 1, 2021, St. Andrew's Residence met the requirements for accessible websites and web content. St. Andrew's Residence will continue to work with service providers to ensure that all public websites and content on those websites conform with WCAG 2.0 Level AA.

6. Employment

St. Andrew's Residence Human Resources (HR) programs and policies are intended to reinforce an inclusive organizational culture where each individual is treated with dignity and respect and St. Andrew's Residence is in compliance with the Employment Standard. Practices are currently in place to identify and remove barriers to accessibility and these will be evaluated and improved upon over time.

As of September 1, 2016, workplace emergency response plans were put into place for any employee who made a request. Since then, employees have been encouraged to identify any needs they have and the HR department works with them to develop an appropriate plan.

Job Candidates are notified via postings that St. Andrew's Residence welcomes applications from individuals requiring accommodation. Upon request, St. Andrew's Residence will provide reasonable accommodation during the hiring process.

Employees with disabilities may request that workplace information is made accessible to them. This includes practices such as one-on-one discussions to explain complex information, sign language interpretation or other supports suited to the individual. St. Andrew's Residence will also work with employees upon request to provide reasonable accommodation during performance management and for training or other orientation to new positions upon job transfers or promotions.

Job Candidates are notified via postings that St. Andrew's Residence welcomes applications from individuals requiring accommodation. Upon request, St. Andrew's Residence will provide reasonable accommodation during the hiring process.

St. Andrew's Residence develops formal accommodation plans for employees with disabilities who require them. When developing accommodation plans, St. Andrew's Residence works with individual employees in order to meet their specific needs. Accommodation and Return to Work procedures included in the Accessibility Policy outline the steps St. Andrew's Residence will take

St. Andrew's Residence, Chatham

Operations Manual





to support employees who have been away from work due to a disability in their reintegration into the workplace.

7. Maintenance of Accessible Elements

St. Andrew's Residence is committed to the safety of our staff, volunteer, clients and the public by creating a Preventative and Emergency Maintenance Plan for the Accessible Elements of our public spaces. Proper notices will be posted when the accessible elements are temporarily not in working order. Notices will include the reason for the disruption, the duration of the disruption and will give a location for alternative accessible elements.

Date	Revision	Effective
Sept., 2016	New	Sept. 26, 2016
Oct. 7, 2019	Updated as required.	Oct. 10, 2019
May 10, 2021	Policy reviewed, no changes recommended	May 10, 2021
June 12, 2023	Policy Reviewed, added additional information for Notices of Disruption at # 7.	June 16, 2023

Recommended By:  Approved By: 

Title: Christine Elliott
Director of Administration

Title: Glen Norton
Interim Executive Director