

Elm Grove Living Centre Inc. Multi-Year Accessibility Plan

Statement of Commitment

Elm Grove Living Centre Inc. (“Elm Grove”) is committed to treating all people in a way that allows them to maintain their dignity and independence. We are committed to meeting the accessibility needs of people with disabilities in a timely manner. We will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”).

Accessible Client Service

Elm Grove is dedicated to maintaining an accessible environment for people with disabilities in the delivery of our goods and services (collectively “Services”). We endeavour to ensure that our policies, practices and procedures relating to providing our Services to people with disabilities are consistent with the following principles:

- our Services are provided in a way that respects the dignity and independence of people with disabilities; and
- people with disabilities have equal opportunities to access, use and benefit from our Services, in the same place and in a similar way as other individuals.

Elm Grove’s commitment to excellence in serving all individuals, including people with disabilities, means that we will promote and achieve accessibility by doing the following:

1. Communication

Elm Grove will communicate with people with disabilities in ways that take into account their disability. We will train our staff and volunteers who communicate with individuals on how to interact and communicate with people with various types of disabilities.

2. Assistive Devices

People with disabilities are welcome to bring and use their own assistive devices and/or use any assistive devices provided by Elm Grove. We will ensure that our staff and volunteers are trained on the various types of assistive devices that may be used by people with disabilities while accessing our Services.

3. Support Persons

People with disabilities are welcome to enter the parts of our premises that are open to the public and other third parties, and may be accompanied by a support person while on our premises.

Elm Grove may require people with disabilities to be accompanied by a support person when on our premises, but only if a support person is necessary to protect the health and safety of the person with disabilities or the health or safety of others on the premises.

Any fees that may be associated with Services provided to a support person while accompanying a person with disabilities will be clearly communicated in advance.

4. Service Animals

People with disabilities may be accompanied by a guide dog or other service animal on the parts of our premises that are open to the public or other third parties, except if the service animal is excluded by law. In the event that a service animal is excluded by law from our premises, we will provide other resources or supports to enable the person with disabilities to access our Services. Elm Grove will also ensure that staff and volunteers dealing with the public are properly trained on how to interact with people with disabilities who are accompanied by service animals.

5. Notice of Temporary Disruption

Elm Grove will promptly notify individuals in the event of a planned or unexpected disruption in the facilities or Services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or Services, if available. The notice will be posted at our public entrances, or communicated by such method as is reasonable in the circumstances.

Training for Staff

Elm Grove provides training to employees, volunteers and other persons who provide Services and facilities on our behalf. This training focuses on Ontario's accessibility laws and on the *Human Rights Code* as it relates to people with disabilities. Training is provided in a way that best suits the duties of employees, volunteers and other representatives.

Training will be provided as soon as practicable after a staff member or other individual commences his or her duties and will include the following topics:

- the purposes of the AODA and the requirements of the customer service standard;
- how to interact and communicate with persons with various types of disabilities;
- how to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog, service animal or a support person;
- how to use or access the equipment or devices available on our premises that may help with the provision of Services to persons with disabilities;

- what do if a person with a particular type of disability is having difficulty accessing our Services; and
- our policies, practices and procedures relating to the customer service standard.

Elm Grove has also taken the following steps to ensure that its employees, volunteers and other representatives are provided with the training needed to meet Ontario's accessible laws:

- We have designated an internal officer who will be responsible for developing and coordinating appropriate training;
- Interactive training session(s) will be provided to all existing employees, volunteers and other persons who provide Services and facilities on our behalf, as soon as practicable;
- New employees, volunteers and other persons who provide Services and facilities on our behalf will be provided with training as part of their orientation at the time of hire;
- Training will be provided in respect of any changes to our accessibility policies on an ongoing basis; and
- A record of individuals who have received training will be maintained by Elm Grove.

Accessible Emergency Information

Elm Grove provides its clients and visitors with publicly available emergency information in an accessible format upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Information and Communications

Elm Grove is committed to meeting the communication needs of people with disabilities. Information and communications will be made accessible to persons with disabilities through implementation of the following:

1. Website and Content

We will take the following steps to make any new website launched by Elm Grove, and content on that site, conform with WCAG 2.0, Level A:

- We will review accessibility features related to our current internet website;
- We will adopt new internet technology standards to ensure that accessibility features are installed on a new internet website;

- Our internet website and web content will conform with WCAG 2.0, Level AA by January 1, 2021; and
- Compliance with the AODA will be included as one of the criteria in selecting technology vendors for new website development initiatives.

2. Feedback Process, Accessible Formats and Communication Supports

Elm Grove has taken the following steps to ensure that our existing feedback processes are accessible to people with disabilities upon request:

- We will ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging to provide accessible formats and communications supports, upon request; and
- Members of the public will be notified about the availability of accessible formats and communications supports.

By January 1, 2016, Elm Grove will take the following steps to provide accessible formats and communications supports to persons with disabilities:

- Requests for accessible formats and communications supports will be dealt with in a timely manner and we will take into account the person's accessibility needs due to a disability;
- We will consult with persons making the request to determine the suitability of the accessible format or communications support; and
- We will provide accessible formats and communications supports to persons with disabilities at a cost that is no more than the regular cost charged to other persons.

Employment

Elm Grove is committed to fair and accessible employment practices. By January 1, 2016, we will take the following steps to make employment at Elm Grove more accessible to persons with disabilities:

1. Recruitment

Elm Grove will notify its employees and the public about the availability of accommodation for applicants with disabilities during the recruitment processes:

- We will review and modify, as necessary, our existing recruitment policies, procedures and processes;
- We 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;

- We will consult with selected applicants if accommodation is requested by them;
- We will provide or arrange to provide suitable accommodation to selected applicants in a manner that takes into account their accessibility needs due to a disability; and
- When making offers of employment, we will notify successful applicants of our policies for accommodating employees with disabilities.

2. Supports for Employees

Elm Grove will inform all employees of policies that support employees with disabilities:

- We will inform existing employees and new hires of our policies supporting 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;
- Information about our policies supporting employees with disabilities will be provided as soon as practicable after a new employee begins employment;
- We will keep employees updated on changes to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability; and
- Where an employee with a disability so requests it, we will consult with the employee to provide or arrange to provide suitable accessible formats and communications supports for information that is needed in order to perform the employee's job or that is generally available to employees in the workplace.

3. Individual Accommodation Plans/Return to Work Process

Elm Grove will create and implement a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

We will review our existing policies to ensure that they include steps that Elm Grove will take to accommodate an employee with a disability and to facilitate an employee's return to work after absenteeism due to disability. We will also review our existing policies to ensure that they include a process for the development of documented individual accommodation plans for employees with a disability, if such plans are required.

Elm Grove will ensure that our return to work process outlines the steps that we will take to facilitate the employee's return to work after a disability-related absence, and will use documented individual accommodation plans as part of the process.

4. Performance Management, Career Development and Redeployment

Elm Grove will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if we are using performance management, career development and redeployment processes:

- We will review, assess and, as necessary, modify existing policies, procedures and practices to ensure compliance with the AODA; and
- We 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, and when reassignment is required.

Design of Public Spaces

By January 1, 2017, Elm Grove will meet the Accessibility Standards for the Design of Public Spaces, as applicable, when building or making major modifications to service-related elements.

Policy Access

Elm Grove notifies persons to whom it provides Services of its policies by posting a Notice of Availability of Documents at a conspicuous place on the premises, on Elm Grove's website or by such method as is reasonable in the circumstances.

When required under this Plan to give a copy of a document to a person with disabilities, Elm Grove will provide the document or information in a format that takes into account the person's disabilities.

Any policy, practice or procedure of Elm Grove that does not respect and promote dignity and independence of people with disabilities will be modified or removed.

Feedback Process

This Plan and information about our related practices and procedures will be made available to any member of the public upon request.

Elm Grove welcomes and appreciates any feedback regarding the methods we use to provide Services to people with disabilities. Every complaint received will be reviewed. Where possible, issues will be addressed. If a complaint cannot be addressed, the complainant will be advised.

Individuals may provide their feedback in person, by telephone, by fax, in writing, or by delivering an email to:

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