



Senior Persons Living Connected Multi-Year Accessibility Plan 2016-2021

Customer Service Standard		
Activities	Target Date for Completion	Status: Complete, In Progress, Ongoing
Customer Service Accessibility Plan	August 2011	Completed
- Write Plan	July 2011	
- Develop polices for Customer Service Standards	July- August 2011	
- Incorporate in Multi- year Accessibility Plan	On-going	
Train Staff on Customer Service Accessibility Standard	November 2011- June 2012	Completed
- Develop Training content	November 2011	
- Develop Training handbook	November 2011	Ongoing training for employees and volunteers
- Provide Training to all employees, volunteers, placement students on specific topics outlined in the AODA regulation	December 2011- June 2012	
	December 2011	

- Incorporate material into the Orientation/ On-boarding training of new employees and volunteers		
Employment Standards		
Workplace emergency response information	February 2014	Completed
- Communication to all staff regarding declaring needs for individualized emergency plans different modes (email, staff meetings, newsletters, staff room posting)	January-February 2014	On-going
- Provide individualized emergency information for employees as requested	February 2014	On-going, as requested
Information for Employees	March 2016	Completed; ongoing
<ul style="list-style-type: none"> - All employees will be notified of the company's policies to support employees with disabilities including accommodation requirements - All new employees notified during orientation of the company's policies to support employee with disabilities including accommodation requirements. - All workplace information is provided to employees in a variety of format and on request (print, verbal, intranet, verbal, staff meetings) - Employee polices are published on intranet and may be provided in other formats on request. - Employees notified of all updated policies related to disabilities and accommodation in accordance to Human Rights and AODA legislation. (staff meetings, AODA training, newsletter) 	<p>December 2015</p> <p>October 2013</p> <p>October 2011</p>	

<ul style="list-style-type: none"> - Feedback process for employees to communicate accessibility needs as it relates to all information for employees' life cycle. (staff meeting, emails, verbal) 	October 2011	
Process to Accommodate employees	Summer 2014 – December 2015	Completed; On-going
<ul style="list-style-type: none"> - Recruitment and Selection Process modified to accommodate individual applicant/candidate needs. - Internal and External candidates notified that accommodations for applicants with disabilities will be provided. - Job Posting updated with accommodation statement - Recruitment methods (include agencies focus on candidates with disabilities) - All Applicants will be encouraged to declare accommodation needs during screening interviews - Interviews and Testing modified to meet applicant needs as requested - Training modified to address employees with disabilities - Accommodation process for employees who become disable - Review and update as required Return to Work policy and process 	Summer 2014 – December 2015	

<ul style="list-style-type: none"> - Career Development discussion to document and modified future development needs - Implement Retention Guidelines for employees with disabilities. - Re-deployment of employees based on accommodation requirement for people with disabilities. 		
General Requirement Standards		
Accessibility policies	October 2013	Completed
<ul style="list-style-type: none"> - Review and audit existing policy - Update existing polices to incorporate standards established by AODA legislation - Create new AODA policies 	<p>July - October 2013</p> <p>July – October 2013</p> <p>July 2012- October 2013</p>	
Training	June 2016	Completed; ongoing
<ul style="list-style-type: none"> - Develop training content, instructional design. - Train all staff and volunteers 		

Muti-Year Plan	July 2012 – to present	Completed; Ongoing
-Write the Plan -Review and Update the plan -Discuss with Senior team plan as part of general management meetings and annual strategic plan update	January 2014 Annual review Ongoing	
Self-Service Kiosk	Sept 2014	Completed; ongoing
-All new self-service kiosks will be designed or purchased to “have regard” for accessibility for people with disabilities. -Public computer terminals and tablets installed to “have regard” for accessibility (colour contrast, screen readers, volume control, height and stability, path to workstation allow for mobility aids)	As required. 2010 – January 2014	
Information and Communication Standards		
Emergency Information	May 2014	Completed; ongoing

- Emergency policy and process revised and updated to incorporate AODA requirements.	July 2011, October 2013	
-Availability of emergency information to public (at request)	April 2014	
-Notification that plan is available on request (website, bulletin boards)	April 2014	
- Provide and document individualized workplace emergency plan information for employees	On-going	
Accessible website and web content	October 2013	Completed
-Build new website in accordance with the AODA standards (WCAG 2.0,)	October 2013	
Feedback	October 2013	Completed; ongoing
-Notification on company website for feedback process	October 2013	
Accessible format and communication supports	October 2013	Completed; ongoing
- Notification on bulletin board and website - Service disruptions feature implemented on website - Regular service disruption notification as required will be published	October 2013	
Design of Public Spaces Standards		

Obtaining Service	November 2015- January 2017	Completed
-Develop a Master Plan for Space design -Submit Plan to board of directors for approval - Implement Plan in accordance with AODA standards -Reporting	November 2015 November 2015 April 2016 January 1 st , 2017	
Maintaining Service	November 2015- January 2017	Completed
Develop a Master Plan for Space design -Submit Plan to board of directors for approval - Implement Plan in accordance with AODA standards -Reporting	November 2015 November 2015 April 2016 January 1 st , 2017	