

Multi-Year Accessibility Plan Policy

In 2005, the Accessibility for Ontarians with Disabilities Act ("AODA") was passed. The purpose of the AODA is to break down barriers and obstacles that keep people with disabilities from easily managing basic activities such as getting groceries, traveling, and integrating into the workforce. The goal of the legislation is to achieve a fully accessible Ontario by 2025.

The regulations associated with the Integrated Accessibility Standards ("IASR") require The Care Company to establish and maintain a multi-year accessibility plan which outlines The CARE Company's strategy to prevent and remove barriers for persons with disabilities and to meet its requirements under AODA.

This multi-year accessibility plan will help The Care Company make advancements in meeting the requirements under the AODA. The plan outlines the specific requirements of the AODA. The Care Company's Multi Year Accessibility Plan will be reviewed yearly and updated. The plan will be posted on the Care Company website with the Accessibility for Ontarian with Disabilities Policy.

The Care Company will file the accessibility reports required under the Act in accordance with the provisions contained in the Act using the Accessibility Compliance Reporting Tool.

Work Plan for Accessibility Initiatives

AODA, Customer Service Standards (Ontario Regulation 429/07)

Item #	Requirement of the Accessibility Standards	Actions to be taken	Status
GENERAL			
1	<p style="text-align: center;">Establishment of Accessibility Policies</p> <ul style="list-style-type: none"> ● Establish policies/procedures on providing goods or services to persons with disabilities according to principals set out in regulation to remove barriers to people with disabilities ● Upon request, provide the document in an accessible format 	Accessibility policy/procedure revised	Completed
2	<p style="text-align: center;">Service Animals and Support Persons</p> <ul style="list-style-type: none"> ● Establish policies and procedures for persons with disabilities requiring a service animal or support person to always accompany them 	Accessibility policy/procedure advised to include service animals or support person	Completed
3	<p style="text-align: center;">Notice of Temporary Disruptions</p> <ul style="list-style-type: none"> ● Provide public notice of disruption in facilities or services by posting on premises which includes anticipated duration and description of alternatives if available 	Policy to be revised	Completed and ongoing

4	<p style="text-align: center;">Training</p> <ul style="list-style-type: none"> ● Provide all employees, contract staff and volunteers with the training needed to meet AODA Customer Service Standards including the specific topics set out in the regulation. ● Ensure training is provided on an ongoing basis to reflect any changes to policies and/or procedures ● Keep records of training provided 	Training required upon hire	Completed and ongoing
5	<p style="text-align: center;">Feedback Process</p> <ul style="list-style-type: none"> ● Establish a written process for receiving and responding to feedback; make information about process publicly available 	Policy revised to include feedback process	Completed and ongoing
6	<p style="text-align: center;">Reporting</p> <ul style="list-style-type: none"> ● File the compliance report for the Accessibility Standards for Customer Service 	Managing Partner to complete	Completed and ongoing
7	<p style="text-align: center;">Establishment of Accessibility Policies</p> <ul style="list-style-type: none"> ● Develop a Statement of commitment and accessibility policies and make the documents publicly available and in an accessible format 	Statement of commitment has been created and policy advised and available to the public as well as has been available upon request	Completed
8	<p style="text-align: center;">Accessibility Plans</p> <ul style="list-style-type: none"> ● Establish, implement, maintain, and document in a multi-year accessibility plan ● Post the plan on the website and provide it in an accessible format ● Review and update the plan at least once every five years 	Multi-year plan being created Plan to be posted on website in an accessible format	Completed
9	<p style="text-align: center;">Reporting</p> <ul style="list-style-type: none"> ● File and Certify an Accessibility report every three years ● Make the report available to the public and upon request, in an accessible format 	Managing Partner/CEO to completed	Completed and ongoing
10	<p style="text-align: center;">Training</p> <ul style="list-style-type: none"> ● Provide all employees, contract staff and volunteers with the training need to meet AODA Integrated Accessibility Standards and the Human Rights Code as it relates to persons with disabilities ● Ensure that any party who works on behalf of The Care Company to develop policies is 	Training to be done for all new employees which meet the AODA Integrated Accessibility Standards	Completed and ongoing

	<p>trained on Ontario's accessibility laws and the Human Rights Code as it relates to disabilities</p> <ul style="list-style-type: none"> • Ensure that other persons who provide goods, services or facilities on behalf of The Care Company has been provided with training on the requirements of accessibility standards 		
	INFORMATION & COMMUNICATION STANDARDS		
11	<p>Feedback</p> <ul style="list-style-type: none"> • Ensure that feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications support, upon request • Notify the public about the availability of accessible formats and communication support 	Processes for feedback are being developed	Completed
12	<p>Accessible Formats and Communication Reports</p> <ul style="list-style-type: none"> • Upon request, provide accessible formats and communication support for persons with disabilities • In a timely manner that takes into account the person's accessibility needs due to disability • At a cost that is no more than the regular cost charged to other persons • Consult with person making the request in determining the suitability of an accessible format or communication report • Notify the public about the availability of accessible formats and communication reports 	Accessible Formats are being developed	Completed and ongoing
13	<p>Emergency Procedures, Plans or Public Safety Information</p> <ul style="list-style-type: none"> • Currently, emergency procedures/plans are available to the public upon request 	If requested, emergency procedures/plans will be provided in an accessible format	Completed
14	<p>Accessible Website and Web content</p> <p>Ensure internet and intranet websites and web content conform to WCAG 2.0 guidelines (Web Content Accessibility Guidelines) to level A</p>	Web site to be refreshed	In progress
	EMPLOYMENT STANDARDS (APPLIES to EMPLOYEES BUT NOT VOLUNTEERS)		
15	<p>General Recruitment</p> <p>Notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes</p>		Completed

16	<p>Recruitment, Assessment or Selection Process</p> <p>Notify our employees and the public about the availability of accommodation for applicants with disabilities in our recruitment process</p>	<p>Statements added to all job postings</p> <p>Add section on the career site for Applicants with Disabilities</p> <p>Train and support HR recruiters to handle an applicant who needs accommodation</p>	Completed
17	<p>Notice to Successful Applicants</p> <p>When making offers of employment, notify the successful candidates of The Care Company's policies for accommodating employees with disabilities</p>	<p>Employment letter amended to include accommodation language.</p> <p>Recruiters provided with script. HR to be provided with a script</p>	Completed
18	<p>Informing Employees of Support</p> <p>Notify our employees about the policies for accommodating employees with disabilities</p>	<p>Onboarding material to be updated to include information on the availability of accommodations for employees with disabilities and related policies</p>	Completed
19	<p>Accessible Formats and Communication Support for Employees</p> <ul style="list-style-type: none"> When an employee with a disability so requests it, The Care Company will shall consult with the employee to provide or arrange for the provision of accessible formats and communication support for a) information that is needed in order to perform the employee's job and b) information that is generally available to employees in the workplace The Care Company shall consult with the employee making the request in determining the suitability of an accessible format or communication support 	<p>Accessibility policy updated to include the requirement for accessible formats</p> <p>These will be treated on an individual basis going forward</p>	Completed
20	<p>Workplace Emergency Response Information</p>		Completed

	<ul style="list-style-type: none"> • Provide individualized workplace emergency response information to employees who have identified themselves as having a disability affecting their ability to evacuate independently • If the employee consents, provide the workplace emergency response to the person designated by The Care Company to provide assistance to the employee 		
21	<p>Documented Individual Accommodation Plans and Return to Work Process</p> <ul style="list-style-type: none"> • Implement a process for developing individual accommodation plans and return to work policies for employees that have disabilities 	Process to be developed for developing individual accommodation plans	Completed
22	<p>Performance Management</p> <ul style="list-style-type: none"> • The Care Company shall 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 	To revise existing policy	Completed
23	<p>Career Development and Advancement</p> <p>The Care Company shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities</p>	To revise existing policy	Completed
24	<p>Redeployment</p> <p>The Care Company shall take into account the accessibility needs of its employees with disabilities as well as individual accommodation plans, when redeploying employees with disabilities</p>	To revise policy to include redeployment	Completed
	<p>Design of Public Spaces</p> <ul style="list-style-type: none"> • Accessible Off-Street Parking <p>The Care Company will ensure that when/if constructing new or redeveloping off-street parking facilities that it intends to maintain, the applicable off-street parking facilities shall meet the requirements for AODA</p> <ul style="list-style-type: none"> • Exterior Paths of Travel <p>When constructing all applicable new or redeveloped paths of travel ie-external walkways, that are not regulated by the Ontario Building Code, The Care Company will ensure that they meet the</p>	N/A	N/A

	<p>requirements as necessary. Usually this is covered under the Ontario Building Code</p> <ul style="list-style-type: none">● Maintenance <p>The Care Company will establish procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under the Accessibility Standards for the Build Environment. This will include temporary service disruptions where accessible elements are not in working order</p>		
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