


Belmont HOUSE

SUBJECT:	ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES – MULTI-YEAR ACCESSIBILITY PLAN & POLICIES		
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SIGNATURE:			

PURPOSE

This policy is intended to meet the requirements of the *Integrated Accessibility Standards, Ontario Regulation 191/11*. It outlines the accessibility plan, policies and actions that Belmont House will put in place to improve opportunities for people with disabilities.

PREAMBLE

This policy applies to every person who deals with members of the public, our residents or their agents on behalf of Belmont House Inc. This includes but is not limited to all staff, volunteers, service providers and other third parties. All parties are expected to provide accessible service as outlined in the *Integrated Accessibility Standards, Ontario Regulation 191/11*.

In accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11*, this policy addresses the following:

- General Requirements
- Accessible Formats and Communication Supports
- Accessible Websites and Web Content
- Education and Training Resources
- Emergency Procedures, Plans or Public Safety Information
- Employment Standards Overview
- Exceptions
- Feedback
- Recruitment, Assessment and Selection
- Documented Individual Accommodation Plans
- Plans and Processes
- Return to Work and Redeployment

POLICY

1. Belmont House is committed to treating all people in a way that allows them to maintain their dignity and independence. Belmont believes in integration and equal opportunity. Belmont is 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.

2. Employment services and Information and Communication materials and services shall follow the principles of Dignity, Independence, Integration (except when alternate measures are necessary to meet the needs of people with disabilities) and Equal Opportunity.

GENERAL REQUIREMENTS

General requirements that apply across both the *Information and Communications* and *Employment* Standards are outlined as follows.

A.1 Establishment of Accessibility Policies and Plans

- Belmont House will develop, implement and maintain policies guiding how it will achieve accessibility through these requirements. Belmont House is responsible for including a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. This should be achieved through documentation in Belmont House's policies and making these documents publicly available, in an accessible format upon request.
- Belmont House will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR regulation.
- Belmont House will post its accessibility plans on their website, if any, and provide the plan in an accessible format upon request.
- Belmont House will review and update its accessibility plan once every five years and will establish, review and update its accessibility plans in consultation with persons with disabilities or an advisory committee. Annual status reports will be prepared to report on the progress of steps taken to implement Belmont House's accessibility plan and post this status on its website. If requested, the report shall be created in an accessible format.

A.2 Procuring or Acquiring Goods and Services, or Facilities

- Effective January 1, 2014, Belmont House will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. The only exception is in cases where it is impracticable to do so.

A.3 Training Requirements

- By January 1, 2015, Belmont House will provide training for its employees and volunteers regarding the IASR and the Ontario *Human Rights Code*. Training will be provided for individuals who are responsible for developing the organization's policies, and all other persons who provide, goods, services or facilities on behalf of Belmont House.

Belmont House will keep a record of the number of individuals who were trained and the dates that the training was provided.

A.4 Self-Serve Kiosks

- Effective January 1, 2014 Belmont House will ensure accessibility features are incorporated when procuring or acquiring self-service kiosks. This applies to the procuring of new and replacement of any current kiosks after January 1, 2014. Belmont House will always be aware of the accessibility features of self-service kiosks for persons with disabilities.

B. **Accessible Formats and Communication Supports**

B.1 Belmont House will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and at no additional cost to the individual. Belmont House will take into account the person's accessibility needs when customizing individual requests.

B.2 By January 1, 2016, if an employee with a disability requests it, Belmont House will provide or arrange for the provision of accessible formats and communication supports for the following:

1. Information needed in order to perform their job; and
2. Information that is generally available to all employees in the workplace.

Belmont House should consult with the employee making the request to determine the best way to provide the accessible format or communication support.

C. **Accessible Websites and Web Content**

C.1 By January 1, 2021, Belmont House will make its web content conform to the Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA. Web content includes any information which resides on an internet or intranet web site.

D. **Education and Training Resources**

D.1 Commencing January 1, 2015, Belmont House will ensure that educational or training institutions (as defined in the regulation) provide training materials and learning courses in accessible formats. These accessible formats must take into account the needs of students with disabilities. Student records and program information such as course requirements, descriptions and availability must be made available in accessible formats, upon request.

E. **Emergency Procedures, Plans or Public Safety Information**

E.1 Belmont House will provide public emergency procedures, plans or public safety information in an accessible format or with appropriate communication supports as soon as practicable, upon request.

F. Employment Standards Overview

- F.1 The Employment Standard requires employers to provide for accessibility across all stages of the employment life cycle – recruitment, providing accessible information, plans for emergencies, individual accommodation, return to work, performance manager and career development redeployment. It is a framework for integrating accessibility into regular workplace processes.

G. Exceptions

- G.1 The *Information and Communications Standard* does not apply to products and product labels; unconvertible information or communications; or information that the organization does not control directly or indirectly through a contractual relationship. If the organization determines that information or communications are unconvertible, the organization should provide the person requesting information or communication with the following:
- a. An explanation as to why the information or communications are unconvertible;
 - b. A summary of the unconvertible information or communications;
 - c. Information is regarding as *unconvertible* if it is not technically feasible to convert the information or communications; or if the technology to convert the information is not readily available.

H. Feedback Process

- H.1 By January 1, 2015 Belmont House will ensure that the processes already in place for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.

I. Recruitment, Assessment and Selection

- I.1 By January 1, 2016 Belmont House will notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants must be informed that these accommodations are available, upon request, for the interview process and other candidate selection methods. Belmont House must notify the successful applicant of their policies and supports for accommodating people with disabilities.

J. Documented Individual Accommodation Plans

Belmont House will accommodate any employee with a disability. Human Resources with co-operation from the employee will determine suitable accommodations. The plan will be documented in writing and reviewed periodically to ensure the employee's needs are met.

Visitors with a disability that could prevent them from remaining safe in the event of an emergency may notify Reception upon their arrival at the Home in order to ensure the Home responds properly if an unexpected emergency event happens.

Frequent visitors (Family, Friends of a resident) may request a formal accommodation plan to be developed in the event of an emergency. Human Resources would be responsible for the development. Example – Belmont has evacu-chairs for each stairwell for those that cannot walk up and down stairs in an emergency situation which requires an evacuation from a care floor or the entire building.

K. Plans and Processes

Any change in processes will take into consideration the effect of all parties in the workplace that may have a disability. Individual Accommodation plans will be modified accordingly. Any changes within the Belmont House building will take into consideration the AODA rules regarding building requirements. Those plans will be discussed with contractors, Board of Directors, Management to ensure barriers are not created within the Home.

L. Return to Work and Redeployment

Belmont House will accommodate an employee who has a temporary or permanent Disability. The return to work plan will be documented in writing with input from the employee, supervisor, applicable doctor, and union. Return to work plans will be revisited periodically or when appropriate.

PROCEDURES

1. The following parties are responsible for the following:

- **Senior Managers** are responsible for ensuring Belmont House compliance with *Integrated Accessibility Standards, Ontario Regulation 191/11*.and this policy and for reporting compliance information to the Ministry.
- **Directors, Managers and/or Supervisors** are responsible for ensuring their department and the staff comply with this policy and the *Integrated Accessibility Standards, Ontario Regulation 191/11* and for reporting compliance information to Senior Management. They are also responsible for ensuring that the needs of persons with disabilities are taken into account when procuring goods or services.
- **Frontline Staff, Volunteers, Contractors** who provide service to Belmont House residents are responsible for ensuring they are aware of the policy, attend training and follow the policy, procedures and practices as outline herein and in the *Integrated Accessibility Standards, Ontario Regulation 191/11*.

DEFINITIONS

- **Accessible Formats** – include but not limited to large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.
- **Communication Supports** – include but not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.
- **Conversion Ready** – an electronic or digital format that facilitates conversion into an acceptable format.
- **Educator** – Is an employee who is involved in a program or course design, delivery and instruction.
- **Extranet Website** – a controlled extension of the intranet, or internal network of an organization to outside users over the Internet.
- **Information** – includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and conveys meaning.
- **Internet Website** – a collection of related Web pages, images, videos or other digital assets that are addressed relative to a common Uniform Resource Identifier (URI) and are accessible to the public.
- **Intranet Website** – an organization's internal website that is used to privately and securely share any part of the organization's information or operational systems within the organization and includes extranet websites.
- **Kiosk** – an interactive electronic terminal, including a point-of-sale device, for public use that allows users to access one or more services or products.
- **Mobility Aid** – a device used to facilitate the transport, in a seated posture, of a person with a disability.
- **Mobility Assistive Device** – a cane, walker or similar aid.
- **Performance Management** – activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success.
- **Redeployment** – the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.
- **Support Person** – in relation to a person with a disability, another person who accompanies the person with a disability in order to help with communication, mobility, personal care or medical needs, or with access to goods, services or facilities.
- **Web Content Accessibility Guidelines** – refers to the World Wide Web Consortium Recommendation, dated December 2008, entitled "Web Content Accessibility Guidelines (WCAG) 2.0."