



EASTHOLME

East District of Parry Sound Home for The Aged

Multi-Year Accessibility Plan

Updated: December 2017

Next update: June 2022

In compliance with Ontario Regulation 191/11 under the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”)

Introduction

The Integrated Accessibility Standards Regulations (“IASR”) under the AODA require that Eastholme Home for the Aged (“Eastholme”) establish, implement, maintain and document its accessibility policies and multi-year accessibility plan (the “Accessibility Plan”), which outlines Eastholme’s strategy for preventing and removing barriers for persons with disabilities and to meet our requirements under the IASR and the AODA.

The Multi-Year Accessibility Plan will be publicly available, including in an accessible format upon request. The Accessibility Plan will be reviewed and updated, if applicable, at least once every five years.

Application

The Multi-Year Accessibility Plan applies to all employees and customers of Eastholme in Ontario, and, where indicated, to any independent contactors providing services on behalf of Eastholme in Ontario.

Our Commitment

In fulfilling our mission, Eastholme strives to treat all individuals in a manner that allows them to maintain their dignity and independence. Eastholme promotes integration and equal opportunity and is committed to meeting the needs of people with disabilities in a timely manner. We will seek to achieve this by preventing and removing barriers to accessibility and by meeting accessibility requirements under the AODA. This Multi-Year Accessibility Plan sets out Eastholme’s policy on how we will achieve accessibility generally, as well as in employment, and information and communications.

Under the IASR, the following accessibility strategies set out the requirements that are applicable to Eastholme:

1. Training;
2. Information and Communication;
3. Kiosks;
4. Employment; and
5. Design of Public Spaces Standards.

Accessibility Standards for Customer Service

In accordance with its customer service standard requirements under the IASR, Eastholme is committed to providing exceptional customer service to all of its customers and clients. For more information, please refer to Eastholme's *Accessible Customer Service Policy*.

Accessible Emergency Information

Eastholme is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request.

Eastholme will also provide employees with disabilities with individualized emergency response information when necessary.

Integrated Accessibility Standards Regulations (IASR)

The following sets out how Eastholme is committed to complying with the IASR.

1. Training

Eastholme is committed to providing training on the requirements of the accessibility standards referred to in the IASR and on the *Human Rights Code*, as it pertains to persons with disabilities.

This includes providing appropriate training on the requirements of the IASR and on the *Human Rights Code* as it pertains to persons with disabilities for employees, independent contractors and volunteers.

2. Information and Communication

Eastholme is committed to making company information and communications accessible to persons with disabilities. Eastholme will incorporate new accessibility requirements under the information and communication standards to ensure that its information and

communications systems and platforms are accessible and are provided, upon request, in accessible formats that meet the needs of persons with disabilities.

a. Feedback, Accessible Formats and Communication Supports

In accordance with the IASR, Eastholme has a process for receiving and responding to feedback and ensuring provision of accessible formats and communication supports, upon request and in a timely manner.

b. Accessible Websites and Web Content

Eastholme's existing website is currently compliant with the WCAG 2.0 Level A guidelines. In accordance with the IASR, Eastholme has taken steps to ensure that its internet websites Eastholme, and web content on those sites published after January 1, 2020, will conform with the World Wide Consortium Web Content Accessibility Guidelines (WCAG 2.0) Level AA, except where meeting the requirement is not practicable .

3. Kiosks

While Eastholme does not utilize kiosks in providing its services to the general public, Eastholme recognizes its obligations under the IASR should it choose to utilize kiosks for this purpose in the future.

4. Employment

a. Recruitment

Eastholme is committed to fair and accessible employment recruiting practices that attract and retain employees with disabilities. This includes providing accessibility across all stages of the employment cycle.

In accordance with the IASR, Eastholme will do the following:

(i) Recruitment General

Eastholme will notify employees and the public of the availability of accommodation for applicants with disabilities in the recruitment process. This will include considering the accommodation request and where appropriate make available necessary provisions.

(ii) Recruitment, assessment and selection

Eastholme will notify job applicants, when they are individually selected to participate in an assessment or selection process and inform them that accommodations are available upon request in relation to the materials or processes to be used in the assessment/selection process.

(iii) Notice to Successful Applicants

When making offers of employment, Eastholme will notify the successful applicant of its policies for accommodating employees with disabilities.

b. Informing Employees of Supports and General Provision of Accessible Formats and Communications Supports

In accordance with the IASR, Eastholme will inform all employees of policies that support 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 a disability.

c. Documented Individual Accommodation Plans/Return to Work Process

Eastholme will incorporate new accessibility requirements under the IASR to ensure that barriers in accommodation and return to work processes are eliminated and corporate policies surrounding accommodation and return to work are followed, where applicable.

Eastholme's existing policies and practices include steps that Eastholme will take to accommodate employees with disabilities and to facilitate employees' return to work after absence due to disability.

Eastholme will review and assess existing policies to ensure that they include steps that Eastholme will take to accommodate employees with disabilities and to facilitate employees' return to work after absence due to disability. Eastholme will also ensure that they include a process for the development of documented individual accommodation plans for employees with disabilities, if such plans are required.

d. Performance Management, Career Development and Redeployment

Eastholme will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans when considering performance management and career development and advancement.

5. Design of Public Spaces

While Eastholme has no current plans to engage in new construction or significant redevelopment of its facilities at present, Eastholme will meet the Accessibility Standards for all built obligations should any such construction take place in the future.

Eastholme will put procedures in place to prevent service disruption to its accessible parts of public spaces. In the event of a service disruption, Eastholme will notify the public of the service disruption and alternatives available.

Information and Feedback

For more information on this accessibility plan or to provide feedback, please contact the Director of Administrative Services at:

- Phone: 705-724-2005
- Email: dmrobins@eastholme.ca

Accessible formats of this document are available free upon request.