



The Dunfield Retirement Residence

Integrated Accessibility Standard Regulation (IASR)

Multi-Year Accessibility Plan

Introduction

In accordance with our organizational obligations under the Accessibility for Ontarians with Disabilities Act (AODA) and Integrated Accessibility Standards Regulation (IASR), The Dunfield has developed this multiyear plan as a road map that will illustrate how our organization has already and plans to meet all the requirements under the AODA and IASR and remove and prevent any additional barriers to accessibility in our organization.

This multiyear plan outlines the policies, procedures and practices that The Dunfield has established to improve opportunities for people with disabilities and to ensure there is accountability and timely implementation of these requirements of the regulation.

This document is available in alternative format upon request. Please contact our Human Resource Specialist via email at jpun@shiplake.com for further information.

Since 2012, The Dunfield Retirement Residence has been in compliance with the Accessible Customer Service Regulation under the AODA, and will continue to comply with that regulation.

Under the AODA, the following accessibility standards set certain requirements that are applicable to The Dunfield Retirement Residence:

- Customer Service

- Information and Communications
- Employment
- Design of Public Spaces

The Plan will be updated on a yearly basis at a minimum to reflect The Dunfield's accomplishments in improving our services to people with disabilities and to ensure that we continue to meet our obligations for the Integrated Accessibility Standards Regulation under the Accessibility for Ontarians with Disabilities Act.

Statement of Commitment:

The Dunfield's commitment to meeting the accessibility needs of people with disabilities

The Dunfield is committed to meeting the needs of our residents, employees and visitors to our community with disabilities and is working hard to remove and prevent barriers to accessibility. We are focused on fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act (AODA). This accessibility plan outlines the steps The Dunfield is taking to meet these requirements and to improve opportunities for people with disabilities.

The Dunfield will strive to ensure that its policies, practices and procedures are consistent with the following core principles as outlined in the AODA.

Dignity – goods and services are provided in a manner that is respectful to persons with a disability and does not diminish the person's importance.

Independence – Accommodating a person's disability means respecting their right to do for themselves and to choose the way they wish to receive goods and services.

Integration – Wherever possible, services will be provided in a manner that enables people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other customers. This may require alternative formats and flexible approaches. It means inclusiveness and full participation. This is a fundamental human right.

Equal Opportunity – Service is provided to persons with disabilities in a way that their opportunity to access goods and services is equal to that given to others.

The Dunfield is committed to developing accessibility policies and our multi-year accessibility plan outlines what we will do to remove and prevent accessibility barriers in our residence.

A multi-year plan is a road map that will illustrate how The Dunfield plans to meet all requirements under the IASR and remove and prevent any additional barriers to accessibility in our organization. Our plan considers the following:

- How people access our organization and how our services are provided
- How we present information about the services we provide
- How we hire, retain advance and redeploy employees

Customer Service:

Providing accessible customer service to people with disabilities

Compliance date: January 1, 2012

Status: Complete

The Dunfield is committed to excellence in serving all customers including people with disabilities and will carry out its functions and responsibilities in an appropriate manner to accommodate such individuals.

The Dunfield has taken the following measures to meet AODA Customer Service Standards requirements:

- Welcoming and considering a person's disability when and permitting assistive devices, service animals and support persons that may be used by customers with disabilities while accessing our goods and services
- Familiarizing and training, to the extent possible, our staff on the use of various assistive devices, including also on the respectful and effective ways of communicating with customers with disabilities that take into account their disabilities
- Notifying customers promptly in the event of planned or unexpected temporary disruptions to services or facilities for customers with disabilities. This clearly posted notice includes information about the reason for disruption, its anticipated length of time, and a description of alternative services
- Inviting residents, employees and guests to our residence to provide feedback to our Human Resource Specialist via:

Mail / in person:

The Dunfield Retirement Residence (Attention Jessica Pun)
77 Dunfield Ave, Toronto, ON M4S 2H3

Telephone: 416-481-8524; **Fax:** 416-481-3041

E-mail: jpun@thedunfield.com

Training:

Compliance date: January 1, 2012

Status: Complete

The Dunfield is committed to providing training on accessible customer service to all employees and volunteers, including additional training when changes are made to the policy. This training is provided to staff and volunteers upon hire and annually subsequently thereafter.

Availability of customer service plan and accessible formats:

Compliance date: January 1, 2012

Status: Complete

The Dunfield is committed to ensuring that our customer service plan and any related materials are made available to all employees and to the public in accessible formats when requested.

Information and Communications:

Making information accessible for people with disabilities

The Dunfield is committed to meeting the communication needs of people with disabilities. We will ensure that our information and communications systems and platforms are accessible and are provided in formats that meet the needs of persons with disabilities. We will consult with people with disabilities to determine their information and communication needs and continue to develop optimal ways of communicating information.

Training:

Compliance date: January 1, 2015

Status: Complete

The Dunfield is committed to providing training to all employees, volunteers and other staff members who participate in developing The Dunfield's

policies and who provide goods, services or access to The Dunfield's facilities on the following:

- the requirements of the accessibility standards referred to in the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*
- the Human Rights Code as it relates to people with disabilities
- additional training on the Information and Communications and Employment standards in a way that best suits the duties of the employees, volunteers and other staff members

Accessible websites and content:

The Dunfield will take the following steps to make any new websites and content on those sites conform to Web Content Accessibility Guidelines (WCAG) 2.0, Level A by January 1, 2014.

Compliance date: January 1, 2014

Status: Complete

The Dunfield continues to meet and further expand upon many of the WCAG 2.0, Level AA requirements on our website.

Compliance date: January 1, 2021

Status: Ongoing

The Dunfield is committed to ensuring that we continue to work towards meeting the WCAG 2.0, Level AA requirements on our website, other than:

Feedback Process:

The Dunfield will ensure its existing feedback processes are accessible to people with disabilities upon request.

Compliance date: January 1, 2015

Status: Complete

The Dunfield has implemented an accessible feedback process on the way in which we provide goods and services to people with disabilities. As per the AODA policy, feedback regarding the way The Dunfield provides goods and services to persons with disabilities can be made in person, by email, letter or telephone. All feedback will be directed to:

Mail / in person:

The Dunfield Retirement Residence (Attention Jessica Pun)

77 Dunfield Ave, Toronto, ON M4S 2H3

Telephone: 416-481-8524; **Fax:** 416-481-3041

E-mail: jpun@thedunfield.com

Accessible formats and communication supports:

Compliance date: January 1, 2016

Status: Complete

The Dunfield will take the following steps to make sure all publicly available information is made accessible upon request:

- Provide requested information and communication supports in an accessible format to accommodate individual needs in a timely manner and at no additional cost
- Consult with the individual requesting the information to determine the most suitable accessible format or communication support
- Communicate to the public via our website and to all of The Dunfield's employees via training, that accessible formats and communication supports are available to persons with disabilities upon request.

Employment:

Making accessibility a regular part of finding, hiring and supporting employees with disabilities.

The Dunfield is committed to fair and accessible employment practices and processes that will attract and retain employees with disabilities through all phases of the employment cycle (e.g. job postings, phone interviews, in person interviews, reference checks, letters of offer and orientation).

The Dunfield has taken the necessary steps to prevent and remove other accessibility barriers identified around all employment practices, including recruitment, assessment and hiring processes.

Recruitment, assessment and selection:

Compliance date: January 1, 2016

Status: Complete

We take the following steps to notify the public and staff that, when requested, The Dunfield will accommodate people with disabilities during the recruitment and assessment processes and when employees are hired.

The Dunfield will review and modify its hiring policies, recruitment procedures, job posting and any applicable websites, as necessary, to notify employees and the public on how The Dunfield will accommodate persons with disabilities during the recruitment and hiring processes.

- Provide training to hiring managers on AODA employment regulations to ensure they are practicing fair and accessible employment practices.
- Work with vendors to ensure external web pages are compliant with the Information and Communication Standards under IASR's requirements (e.g. job postings on external websites)
- When recruiting new employees, The Dunfield informs potential applicants that we accommodate the specific needs of applicants with disabilities

- Include notice of accommodation in the scheduling interview or assessment document
- Upon request and in consultation with the applicant, we provide accommodation appropriate to the applicant's accessibility needs
- Notify a successful applicant, when making offers of employment of The Dunfield's policies for accommodating employees with disabilities, including within the letter of offer.

Developing individual accommodation plans & return to work policies:

The Dunfield will take the following steps to develop and put in place a process for developing **accommodation plans** and **return to work** policies for employees that have been absent due to a disability.

Compliance date: January 1, 2016

Status: Complete

Accessibility will be considered when creating return to work policy and procedures including:

- Development of a return to work policy and process for our employees who have been absent from work due to a disability and require disability related accommodations in order to return to work
- Annually, request all staff to inform Human Resources of whether they require an individualized emergency response plan;
- Outline steps we will take to facilitate a return to work accommodation;
- Track and document return to work accommodations;
- Reference documented individual accommodation plans;
- Accommodate through alternate work arrangements (as well as other benefits provided through Manulife)
- Ensure the process for the development of documented individual accommodation plans includes the following elements in accordance with the provisions of the IASR, shall include the manner in which:

- the employee requesting accommodation participates in the development of the plan;
- the employee is assessed on an individual basis and annually thereafter to ensure the plan continues to remain effective, efficient and suitable to the employees' needs;
- The Dunfield may request an evaluation by a physician, at The Dunfield's expense, to assist in determining if and how to achieve accommodation;
- The employee's personal information is kept private and confidential;
- The accommodation plan format takes into account the employee's accessibility needs;

Performance management, career development and redeployment processes:

The Dunfield will take into account the needs of employees with disabilities and individual accommodation plans when implementing and using performance management, career development and deployment processes.

The Dunfield will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account when The Dunfield is:

- Using performance management processes in respect of employees with disabilities;
- Providing career development and advancement to our employees with disabilities;
- Redeploying employees with disabilities.

Compliance date: January 1, 2016

Status: Complete

The Dunfield is committed to ensuring that we are mindful of accessibility needs and individual accommodation plans when executing our performance management process, career development and redeployment opportunities for employees with disabilities. For example, The Dunfield will:

- Review, assess and modify existing related policies, procedures and practices to ensure compliance with IASR, when necessary;
- Review employee's accommodation plans prior to performance reviews and career development discussions and make adjustments to our practices as required.
- Make accommodations, where required, to support employee's performance and productivity in their current and any future roles.
- Take into account the accessibility needs of employees with disabilities and, as applicable, individualized accommodation plans;
- Review, assess and include accessibility needs of employees with disabilities including notification of the ability to provide accommodations on internal job postings.
- Review the orientation checklist to ensure the accessibility needs of an employee with disabilities are considered when an employee moves internally to a new role.
- Providing performance management documents in accessible formats upon request

Accessible emergency information:

Compliance date: January 1, 2012

Status: Complete

The Dunfield is committed to providing customers and clients with publicly available emergency information in an accessible format upon request. We are also committed to providing employees with disabilities with individualized emergency response information when necessary. For example:

- Upon learning of an employee's needs, we will work with them to create an individualized emergency response plan in their requested accessible format

- The information is reviewed on an annual basis to accommodate a possible change in the employee's workspace location, a change in the employee's overall accommodation needs, or in The Dunfield's emergency response policies
- Each employee's individualized emergency plan is shared with those employees who are designated emergency response personnel

Design of Public Spaces:

Compliance date: January 1, 2017

Status: Ongoing

The Dunfield will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

These public spaces include:

- Outdoor paths of travel, like sidewalks, ramps, stairs, and curb ramps
- Accessible parking
- Service-related elements like service counters and waiting areas

The Dunfield will work towards ensuring that procedures are in place to prevent service disruptions to accessible parts of our public spaces. In the event of a service disruption, we will notify the public of the service disruption and of the available alternatives.

For more information:

For more information on this accessibility plan or to receive this document in a different format, please contact The Dunfield at:

Mail / in person:

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