

RESPONSIVE MANAGEMENT INC.

MULTI-YEAR ACCESSIBILITY PLAN 2012 – 2017 (updated September 1, 2015)

Accessibility for Ontarians with Disabilities Act (AODA), 2005 Customer Service Accessibility Standards (CSAS), Ontario Regulation 429/07		
CSAS Section Requirement and Implementation Date	Action Required	Implementation Status
Development and implementation of customer service accessibility standards O. Reg. 429/07, s. 3. (1), (2). January 1, 2012	<ul style="list-style-type: none"> Develop policies to meet needs of persons with disabilities including: Provision of goods and services, Personal assistive devices, Guide dogs/service animals, Support persons, Training and Feedback 	<ul style="list-style-type: none"> Policy and procedure completed Policy posted on new website for each home September 2013. Signage posted on entrance doors for Service Animals.
Training for staff O. Reg. 429/07, s. 6. (1), (2) January 1, 2012	<ul style="list-style-type: none"> Provide education to all staff, volunteers, and service providers on the following: <ul style="list-style-type: none"> Purpose of AODA Policy and Procedures on AODA General Requirements - Emergency and Public safety information Employment - Workplace emergency information Request 3rd party providers to sign off that they are AODA compliant and provide a copy of their AODA training materials. Maintain a copy of this information in the Home's Contract Binder. 	<ul style="list-style-type: none"> DVD on Surge Learning platform from AccessForward. Developed and added policy K-15 to Code of Conduct for all new hires, current staff, students, volunteers and service providers. Discussion took place at Joint Administrator Meeting re: need for contracts to include AODA compliance Service Providers are providing their AODA policy.
Feedback process for providers of goods or services O. Reg. 191/11, s. 7 January 1, 2012	<ul style="list-style-type: none"> Implement a feedback process Solicit feedback and monitor barriers or improvements Review all feedback and if possible include in plans 	<ul style="list-style-type: none"> Added an accessibility feedback option to the Client Service Response Form. Review
Accessibility for Ontarians with Disabilities Act (AODA) Integrated Accessibility Standards Regulation (IASR) 191/11		
IASR Section Requirement and Implementation Date	Action Required	Implementation Status

GENERAL

<p>Accessibility Report</p> <p>AODA, 2005, c. 11, s. 14 (1), (2), (3), (4)</p> <p>By December 31, commencing 2012</p> <p>Amendment to Act</p> <p>O. Reg. 413/12, S. 7.</p> <p>As of December 31, 2014</p>	<ul style="list-style-type: none"> • Complete and submit an Accessibility Report to the Ministry of Economic Development, Trade and Employment annually by Dec. 31, 2012 or as required • File the accessibility report required under subsection 14 (1) of the Act with a director according to the schedule 	<ul style="list-style-type: none"> • Accessibility Report submitted December 7, 2012. • Two additional homes acquired in 2013 added to the Rykka Care Centres LP Business number. • Accessibility Report has been filed for 2014 and every three years thereafter.
<p>Establishment of Accessibility Policies</p> <p>O. Reg. 191/11, s. 3.(1).</p> <p>January 1, 2014</p>	<ul style="list-style-type: none"> • Develop, implement and maintain policies governing how the organization achieves or will achieve accessibility • Include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner 	<ul style="list-style-type: none"> • Developed a working group between RHM/RMI on to create a Commitment Statement and Accessibility Policies • RMI Policy Steering Committee reviewed and approved Commitments Statement. Implemented in each home, December 3, 2013. • Policy Steering Committee reviewed and approved commitment statement for posting in homes.
<p>Accessibility Plans</p> <p>O. Reg. 191/11, s. 4. (1)</p> <p>January 1, 2014</p>	<ul style="list-style-type: none"> • Establish, implement and maintain a multi-year accessibility plan • Post multi-year plan on website • Review and update plan every 5 years • Post annual status report of progress • Documents to be available in an accessible format upon request 	<ul style="list-style-type: none"> • Draft of multi-year plan presented to the RMI Executive Group and Administrators and approved at January 2014 meeting • Multi-year plan posted on website following approval • Will update multi-year plan as required • The multi-year plan will be provided in an accessible format to meet accessibility needs upon request

Procuring or Acquiring goods, services or facilities O. Reg. 191/11, s. (5) & (6) Section 5 – January 1, 2013 Section 6 - January 1, 2014	<ul style="list-style-type: none"> • Incorporate accessibility criteria and features when acquiring or purchasing goods, services or facilities 	<ul style="list-style-type: none"> • Collaborate with vendors to ensure accessibility obligations in procurement
Training O. Reg. 191/11, s. 7 (1), (2) & (5). January 1, 2015	<ul style="list-style-type: none"> • Ensure that training is provided on the requirements of the accessibility standards in regards to the AODA and the Human Rights Code as it pertains to people with disabilities • Training shall be appropriate to the duties of employees, volunteers and other persons • A record must be maintained of the training provided, including the training dates and the number of people who attended. 	<ul style="list-style-type: none"> • Collaborated with Surge Learning to incorporate training/education materials that will meet the training requirements of IASR • Quarterly reports to be reviewed to determine that educational requirements have been met under IASR • Training attendance printed yearly to verify attendance at required training on AODA.
INFORMATION and COMMUNICATION STANDARDS		
Emergency Procedure, Plans or Public Safety Information O. Reg. 191/11, s. 13 (1), (2) January 1, 2012	<ul style="list-style-type: none"> • Provide information on emergency procedures, plans, and public safety information in an accessible format or with appropriate communication supports, as soon as practicable, upon request 	<ul style="list-style-type: none"> • Education and training is conducted annually on emergency procedures and plans. • Emergency procedures and plans are also posted for public safety. • Upon request managers will provide information on emergency procedures & plans in an alternative format.

<p>Workplace Emergency Response Information</p> <p>O. Reg. 191/11, s. 13 (1), (2)</p> <p>January , 2012</p>	<ul style="list-style-type: none"> • Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability 	<ul style="list-style-type: none"> • Upon request or becoming aware for the need for accommodation by an employee who has a disability that we develop an accommodation plan that outlines what is required or needed, who is going to do it, and who will report that it is being done. • Emergency plan developed and practiced for AODA volunteers in place. • All managers have been provided education and training to the adherence of O. Reg. 191/11, s. 13 (1), (2)
<p>Accessible Websites and Web Content</p> <p>O. Reg. 191/11, s. 14</p> <p>January 1, 2014-WCAG 2.0 Level A</p> <p>January 1, 2012-WCAG 2.0 Level AA</p>	<ul style="list-style-type: none"> • Make new internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A • Make new internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, other than criteria noted in the legislation. 	<ul style="list-style-type: none"> • Web design has developed and information implemented to support compliance with AODA standards for all home sites.
<p>Feedback</p> <p>O. Reg. 191/11, s. 14</p> <p>January 1, 2015</p>	<ul style="list-style-type: none"> • Ensure that any process for receiving and responding to feedback is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports upon request. 	<ul style="list-style-type: none"> • Client Service Response forms are available and information on the process for providing feedback is available in the Public Information Binder.
<p>Accessible Formats and Communication Supports</p> <p>O. Reg. 191/11, s. 12</p> <p>January 1, 2016</p>	<ul style="list-style-type: none"> • Provision of accessible formats and communication supports for persons with disabilities must be provided or arranged upon request 	<ul style="list-style-type: none"> • Alternate formats and communication supports are available upon request whenever possible.
EMPLOYMENT STANDARDS		
	<ul style="list-style-type: none"> • As per Act and Regulation <p>Recruitment</p> <ul style="list-style-type: none"> • Notify internal and external job applicants that accommodation for disabilities will be provided to support their participation in the recruitment 	

Employment Standards relating to Recruitment, Informing Employees, Accessible Formats, Individual Accommodation Plans, Return to Work Process, Performance Management, Career Development/ Advancement and Redeployment

O. Reg. 191/11, s. (22), (23), (24), (25), (26), (27), (28), (29), (30), (31), (32)

January 1, 2016

May 1, 2016

process

- Notify selected applicants that accommodations are available on request
- Advise successful applicants of the organizations' policies for accommodating employees with disabilities

Informing Employees

- Inform new and existing employees of the policies for supporting employees with disabilities, including employment-related accommodation for disabilities

Accessible Formats

- Consult with employees with disabilities in order to provide them with the accessible formats and communications supports they require to do their jobs effectively and to be informed of information that is generally available to all employees in the workplace

Individual Accommodation Plans

- Develop written individual accommodation plans for employees with disabilities

Return to Work Process

- Have in place a documented process for supporting employees who return to work after being away for reasons related to their disability

Performance Management

- Use performance management processes that take into account the accessibility needs of employees with disabilities

Career Development

- Take into account the accessibility needs of employees who have disabilities
- Provide employees with disabilities with the opportunities to advance within the organization

Redevelopment

- Consider the accessibility needs of employees with disabilities before moving them to other positions, so that employees can continue to have their

- Policy Review Committee met in January 2014 and agreed that existing policies and procedures would be reviewed and revised as necessary or new policies and procedures developed if necessary in collaboration with an HR Specialist in 2015

	accommodation needs met.	
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