

# Perth Community Care Centre AODA Compliance Timeline and Multi-Year Accessibility Plan (6 Year Plan)

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## Accessibility Statement of Commitment

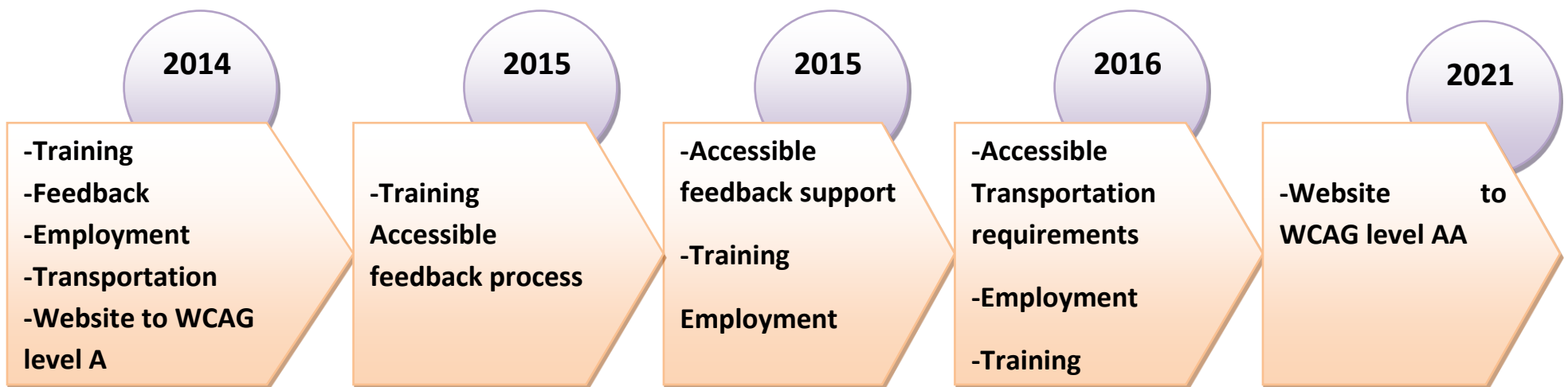
Perth Community Care Centre is committed to making its managed Long-Term Care and Retirement Homes accessible to individuals with disabilities by compassionately caring for our residents, patients and staff, meeting or exceeding the standards set out in the Accessibility for Ontarians with Disabilities Act, 2005.

This commitment will be integrated wherever possible and will ensure that persons with disabilities will benefit from the same level of care and/or services available to our residents, staff, volunteers, visitors and contractors without disabilities.

## Pathway to excellence in achieving the Multi-year Accessibility Plan Aim:

This multi-year Accessibility Plan is developed in accordance with the Integration Accessibility Standards Regulation under the *Accessibility for Ontarians with Disabilities Act, 2005*. It also incorporates Perth Community Care Centre's intentions to meet its obligations under the *Ontarians with Disabilities Act, 2001*. The Plan describes the measures that Perth Community Care Centre took, or will take over the six-year period from 2012-2018 to identify, remove and/or prevent barriers to people with disabilities including staff, residents, volunteers, third party contractors and/or visitors. The plan will be guided by the Perth Community Care Centre - Accessibility for Ontarians with Disability Council.

Perth Community Care Centre and its Homes are working towards meeting AODA requirements, both presently and in the future. The timeline below for Perth Community Care Centre Homes is based on the Province's requirements, with ultimate goal to make Ontario accessible.



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Perth Community Care Centre Accessibility for Ontarians with Disability Council with representation from each Home, corporate staff, managers, front line staff, volunteers, resident and family from owned and managed homes worked towards developing the Multi-year Accessibility Plan to meet the requirements under Integrated Accessibility Standards Regulation (IASR) and The Accessibility for Ontarians with Disabilities Act (AODA). The following table highlights the requirements and the planned actions with the respective timelines.

A “**barrier**” is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability. A barrier can be physical or due to architectural design. Sometimes the way we communicate causes barriers, as can attitude, technology and policies. Accessibility planning helps prevent, identify and remove those barriers

<b>CUSTOMER SERVICE STANDARD</b>		
<b>STATUS: Completed (C); Pending (P); In Progress (In P); Ongoing (O)</b>		
<b>Report on measures taken in 2012-2013</b>		
<b>Requirement</b>	<b>Action - Provide accessible customer service to people with disabilities</b>	<b>Status</b>
<b>Assistive Devices</b>	Perth Community Care Centre and its Homes will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.	<b>C</b>
<b>Communication</b>	We will communicate with people with disabilities in ways that take into account their disability.	<b>C / O</b>
<b>Service animals</b>	We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.	<b>C / O</b>
<b>Support persons</b>	A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. <ul style="list-style-type: none"> <li>• Fees will not be charged for support persons</li> </ul>	<b>C / O</b>

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<p><b>Notice of temporary disruption</b></p>	<p>In the event of a planned or unexpected disruption to services or facilities for customers with disabilities:</p> <ul style="list-style-type: none"> <li>• Elevator</li> <li>• Telephone</li> <li>• Meal delivery</li> <li>• Accessible doors malfunction</li> <li>• Mechanical lifts</li> <li>• No assistive devices available</li> <li>• Electrical beds malfunction</li> </ul> <p>Perth Community Care Centre will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.</p> <p>The notice will be placed at:</p> <ul style="list-style-type: none"> <li>• Reception (where available),</li> <li>• Family/Residents Communication Board</li> <li>• Communication Centre/Nursing Station</li> </ul>	<p><b>C / O</b> <b>C / O</b></p>
<p><b>Training</b></p>	<p>Perth Community Care Centre will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.</p> <p>Individuals in the following positions will be trained:</p> <ul style="list-style-type: none"> <li>• Senior Managers</li> <li>• Registered Dieticians</li> <li>• Attending Physicians/RN/EC</li> <li>• Pharmacy</li> <li>• Perth Community Care Centre Staff</li> <li>• Administrator/General Manager</li> </ul> <p>This training will be provided to staff within 30 days from hiring and yearly thereafter.</p> <p>Training will include:</p>	<p><b>C / O</b></p>

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	<ul style="list-style-type: none"> <li>• An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard</li> <li>• Perth Community Care Centre's owned/managed Home plan related to the customer service standard.</li> <li>• How to interact and communicate with people with various types of disabilities</li> <li>• How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person</li> <li>• How to use the TTY, wheelchair lifts, available on-site or otherwise that may help with providing goods or services to people with disabilities</li> <li>• What to do if a person with a disability is having difficulty in accessing Perth Community Care Centre's owned/managed Home goods and services</li> <li>• Staff will also be trained when changes are made to Perth Community Care Centre accessible customer service plan.</li> </ul>	<b>C / O</b>
<b>Feedback process</b>	<p>Customers who wish to provide feedback on the way Perth Community Care Centre provides goods and services to people with disabilities can e-mail, verbally, suggestion box, feedback card, by mail.</p> <p>All feedback, including complaints, will be directed to the Administrator</p> <p>Customers can expect to hear back within 10 days</p>	<b>C / O</b>
<b>Modifications to this or other policies</b>	Any policy of Perth Community Care Centre that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.	<b>C / O</b>
<b>Report on measures taken in 2016</b>		
<b>July 1, 2016</b>		<b>Status</b>
<b>Training</b>	<p>Perth Community Care Centre will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.</p> <p>Individuals in the following positions will be trained:</p> <ul style="list-style-type: none"> <li>• Senior Managers</li> </ul>	<b>C / O</b>

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	<ul style="list-style-type: none"> <li>• Registered Dieticians</li> <li>• Attending Physicians/RN/EC</li> <li>• Pharmacy</li> <li>• Perth Community Care Centre Staff</li> <li>• Administrator/General Manager</li> </ul> <p>This training will be provided to staff within 30 days from hiring and yearly thereafter.</p> <p>Training will include:</p> <ul style="list-style-type: none"> <li>• An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard</li> <li>• Perth Community Care Centre’s owned/managed Home plan related to the customer service standard.</li> <li>• How to interact and communicate with people with various types of disabilities</li> <li>• How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person</li> <li>• How to use the TTY, wheelchair lifts, available on-site or otherwise that may help with providing goods or services to people with disabilities</li> <li>• What to do if a person with a disability is having difficulty in accessing UniversalCare’s owned/managed Home goods and services</li> <li>• Staff will also be trained when changes are made to Perth Community Care Centre accessible customer service plan.</li> </ul>	<b>C / O</b>
<b>Modifications to this or other policies</b>	<p>The “Customer Service” Policy and Procedure changes made to include Accessible Customer Service Standard Changes to include:</p> <ul style="list-style-type: none"> <li>• Training to all members of Perth Community Care Centre Organization on accessible customer service and how to interact with people with different disabilities</li> <li>• Inform all members of the organization of the changes as of July 1st, 2016</li> </ul>	<b>C / O</b>

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<b>Service animals</b>	<p>We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.</p> <p>The “Customer Service” Policy and Procedure changes made to include a regulated health professional can provide documentation to confirm that the person needs a service animal for reasons related to their disability.</p>	<b>C / O</b>
<b>Support persons</b>	<p>A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.</p> <ul style="list-style-type: none"> <li>• Fees will not be charged for support persons</li> </ul> <p>The “Customer Service” Policy and Procedure changes made to include:</p> <ul style="list-style-type: none"> <li>• Consultation with the person with disability to understand their needs</li> <li>• Consider health or safety reasons based on available evidence</li> <li>• Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises</li> <li>• A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. (Already included in the Policy and Procedure)</li> </ul>	<b>C / O</b>
<b>GENERAL</b>		
<b>Requirement</b>	<b>Action Plan</b>	
<b>January 1, 2014</b>		<b>Status</b>
<b>Accessibility Policies and Procedures</b>	<p><b>Perth Community Care Centre will:</b> Review Policies and Procedures in place Create any new Policies and Procedures to comply with AODA and IASR</p>	<b>C / O</b>
<b>Training on the IASR and Human Rights Code</b>	<p><b>Perth Community Care Centre will:</b> Revise and update present education and training material to comply with AODA and IASR. Develop, deliver and monitor training on the IASR and Human Rights Code for all managers, employees, volunteers, third party contracted services that are providing services to any of the locations owned or managed by UniversalCare.</p>	<b>C / O</b>
<b>Time lines and activities</b>	<p><b>Perth Community Care Centre will:</b></p>	<b>C / O</b>

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	<p>Implement the Perth Community Care Centre -AODA Council to review, strategize and make recommendations based on AODA and IASR Standards.</p> <p>Ensures that there is front line staff, resident and family representative at Perth Community Care Centre -AODA Council meetings.</p> <p>Strategy meeting to identify any new barriers and opportunities to overcome the barriers.</p>	
<b>INFORMATION AND COMMUNICATION REQUIREMENTS</b>		
<b>Requirement</b>	<b>Action Plan</b>	
<b>January 1, 2014</b>		<b>Status</b>
<b>Accessible feedback process</b>	<p><b>Perth Community Care Centre will:</b></p> <p>Review current feedback processes to make sure that the way people offer feedback about programs and services is accessible, with accessible formats to people with disabilities, or communication supports available upon request</p> <p>Include opportunities for improvement in future customer service initiatives</p> <p>Inform staff and the public about the availability of accessible feedback processes</p>	<b>C / O</b>
<b>Accessible formats and communication support</b>	<p><b>Perth Community Care Centre will:</b></p> <p>Establish corporate standards to provide accessible formats of information or communications supports, upon request</p> <p>Develop guidelines to help staff achieve these corporate accessible information standards</p> <p>Inform managers, staff, volunteers, third party contracted services and the public about the availability of information in accessible formats or with communication supports, upon request</p> <p>Ask the person requesting the information, what are the accessible formats for communication</p>	<b>C / O</b>
<b>Accessible websites and web content: New websites and web content to WCAG 2.0 Level A</b>	<p><b>Perth Community Care Centre will:</b></p> <p>Develop a strategy to ensure new websites created after January 1, 2014 and web content on those sites conform to WCAG 2.0 Level A*</p> <p>Inform staff about the accessibility standards and features on the websites</p>	<b>C / O</b>

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<b>Language barriers</b>	<b>Perth Community Care Centre will:</b> Identify interpreter services that are available in the community Keep an update roster of the language bank spoken within corporate and the owned/managed Homes	<b>C / O</b>
<b>Increase messaging with residents within owned and managed Homes</b>	<b>Perth Community Care Centre will:</b> Identify volunteers and support one on one interaction with residents during transition periods, such as admission and readmission Large maps and effective signs Residents: use pictorial messaging	<b>C / O</b>
<b>January 1, 2018</b>		<b>Status</b>
<b>Accessible formats and communication support</b>	<b>Perth Community Care Centre will:</b> Educational libraries Increase use of pictorial signs Visitors hotline Audible elevators Sign language education TTYs with large visual displays Braille communications in elevators	<b>P</b>
<b>EMPLOYMENT</b>		
<b>Requirement</b>	<b>Action Plan</b>	
<b>January 1, 2014</b>		<b>Status</b>
<b>Accessible employment practices, Recruitment, Assessment or Selection Process</b>	<b>Perth Community Care Centre will:</b> Review and make necessary changes to employment policies and processes to provide: Accommodation to the needs of its employees with disabilities as required under the Ontario Human Rights Code. Accommodations in the recruitment, assessment and selection process <ul style="list-style-type: none"> <li>• Employee supports</li> </ul>	<b>C</b>



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	<ul style="list-style-type: none"> <li>• Return-to-work processes with accommodation plans (this will not replace, hinder or override the return to work process under WSIB (Workplace Safety Insurance Act, 1997) or any other statute)</li> <li>• Performance management, career development and redeployment</li> <li>• Accommodations in the performance management: continuing to consider the accessibility needs of employees with disabilities when performing performance reviews, and/or career development, advancement and redeployment of employees</li> <li>• Inform managers, staff and applicants for employment about employment policies that provide supports to persons with disabilities</li> <li>• Inform employees of any changes to policies for accommodating employees with disabilities. Ensure that applicants for employment:             <ul style="list-style-type: none"> <li>• Are notified when they are individually selected to participate in the assessment or selection process and</li> <li>• That accommodation for disabilities is made available upon request in relation to the materials or processes to be used.</li> <li>• Appropriate accommodation will be identified</li> <li>• When presenting offers of employment, the potential employee will be notified of policies, procedures and practices to employees with disabilities.</li> </ul> </li> </ul>	
<b>January 1, 2015</b>		<b>Status</b>
<b>Accessible employment practices</b>	<b>Perth Community Care Centre will:</b> <ul style="list-style-type: none"> <li>• Leadership roles for diverse population</li> <li>• Partnerships with community organizations, high schools, colleges and universities</li> <li>• Attend career fair(s)</li> </ul>	C
<b>January 1, 2015</b>		<b>Status</b>

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<b>Recruitment, Assessment or Selection Process</b>	Review Policies, Procedures and Practices regarding staff recruitment and modify to meet the requirements under IASR Employment standard consult with individuals who request accommodations and will provide for appropriate accommodations.	C
<b>TRANSPORTATION</b>		
<b>Requirement</b>	<b>Action Plan</b>	
<b>January 1, 2014</b>		<b>Status</b>
<b>Service disruptions</b>	<p><b>Perth Community Care Centre will:</b> Establish an internal operating procedure to make available alternate accessible arrangements to transfer people with disabilities to their programmed activity destination(s) (Completed)</p> <p>Review:</p> <ul style="list-style-type: none"> <li>• Pre-board and on-board announcements and emergency procedures</li> <li>• Emergency preparedness</li> <li>• General responsibilities for Staff, residents and driver</li> <li>• Lifting devices</li> <li>• Storage of mobility aids</li> <li>• Nonfunctional equipment and process for repair/replacement</li> <li>• Protocol for Trans-Help or equivalent, to meet and drop off residents</li> <li>• Pick-up and drop-off from Dialysis unit</li> </ul>	C/O
<b>Development of accessible design criteria to be considered in the construction, renovation</b>	Renovations, redevelopments will keep into account the accessibility to goods and services <ul style="list-style-type: none"> <li>• Accessible washrooms, activity/lounge areas</li> </ul>	C/O

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<b>Policies and Procedures</b>	Review Visitor Policy and Procedure Developed program for accessible events	C/O
<b>January 1, 2016</b>		<b>Status</b>
<b>Service disruptions and transportation</b>	<p><b>Perth Community Care Centre will:</b> Establish an internal operating procedure to make available alternate accessible arrangements to transfer people with disabilities to their programmed activity destination(s)</p> <p>Review:</p> <ul style="list-style-type: none"> <li>• Pre-board and on-board announcements and emergency procedures</li> <li>• Emergency preparedness</li> <li>• General responsibilities for Staff, residents and driver</li> <li>• Lifting devices</li> <li>• Storage of mobility aids</li> <li>• Nonfunctional equipment and process for repair/replacement</li> <li>• Protocol for Trans-Help or equivalent, to meet and drop off residents</li> <li>• Pick-up and drop-off from Dialysis unit</li> <li>• Bus owned and operated by specific Homes</li> <li>• Bus where not owned the Home rents transportation that is accessible</li> </ul>	C/O
<b>January 1, 2021</b>		<b>Status</b>
<b>Accessible Websites and Web Content</b>	WCAG 2.0 Level AA, as required by the IASR, by January 1, 2021, as practicable, except for the exclusions set out in the IASR Standard (excluding live captioning and audio description) s.14	C/O