

<p>LENDELLE RETIREMENT LIVING</p>	<p>SUBJECT: Accessibility for Ontarians with Disabilities/Customer Service Standards</p>		
<p>Page 1 of 7</p>	<p>Policy# Acc 1-05</p>	<p>ORCA D4-159</p>	<p>AODA Standard</p>
<p>By Authority of Chief Operating Officer</p>	<p>Effective Date: December 2011</p>		
<p>Department: Accessibility</p>	<p>Revised Date: October 2018</p>		

Purpose and Policy:

The Accessibility for Ontarians with Disabilities Act 2005, states that in order to make Ontario accessible, we all have to work together to break down barriers. By identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability. This is accomplished by developing, implementing and enforcing accessibility standards.

Accessibility Standards are the rules that businesses and organizations in Ontario follow to identify, remove and prevent barriers to accessibility, where at all possible, equally accessible to every member of the public.

Glendelle Retirement Living will endeavour to provide, where possible, accessible service to our residents, their families and friends. The objective of this policy (the “Policy”) is to ensure we meet the requirements of the Standard and promote its underlying core principles, described below.

Commitment to Accessibility Planning:

In keeping with our values we provide an enviable level of quality, service and value when serving all customers including people with disabilities. Glendelle Retirement Living will accommodate such individuals through our commitment to accessibility planning.

Procedure:

The Policy applies to all persons who, on behalf of Glendelle Retirement Living, provide service to residents or their families and friends or who otherwise deal with the public or other third parties. This includes our employees, volunteers, agents and contractors.

The policy also applies to all persons responsible for the development, implementation or oversight of Glendelle Retirement Living policies, practices and procedures.

Definitions

Accessibility Report

- The report required to be filled pursuant to section 14 of the ACT.

Assistive Device

- Any device used to assist a person in performing a particular task or tasks or to aid that person in activities of daily living.

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Disability – means

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and , without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, and degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance of device,
- A condition of mental impairment or a developmental disability,
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- A mental disorder, or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and insurance Act, 1997

Guide Dog

- A guide dog as defined in section 1 of the Blind Persons Rights’ Act is a dog trained as a guide for a person who is blind and having qualifications prescribed by the regulations under the Blind Persons’ Rights Act.

Service Animal

- An animal is a service animal for a person with a disability,
- If it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- Replace with: The following health professionals may authorize a service animal for persons with disability including: psychologist, psychotherapist, audiologist, speech-pathologist, chiropractor, nurse, occupational therapist, physician, optometrist, registered psychotherapist and mental health therapist.

Support Person

- A person who accompanies a person with a disability to assist with communication, mobility, personal care, medical needs or with access to goods or services.
- “We”, “Our” and “Staff” means Glendelle Retirement Living and its employees, volunteers, agents and contractors.

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Core Principles of the Policy

We will make every effort to ensure that the Policy and related practices, policies and procedures are consistent with the following four (4) principles:

Dignity

- Persons with a disability are as deserving of quality service as any other person and should be treated in a manner consistent with this fact.

Equality of Opportunity

- Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our services.

Integration

- Wherever possible, persons with a disability should benefit from our services in the same place and in the same or similar manner as any other person. In circumstances where integration does not serve the needs of the person with a disability, services will, to the extent possible, be provided in another way that takes into account the person’s individual needs.

Independence

- Services should, where possible, be provided in a way that respects the independence of person with a disability. To this end, we will be willing to assist but will not do so without first attempting to get the permission of the person with a disability.

Implementation

Glendelle Retirement Living Accessibility Committee is responsible for:

- Developing and implementing policies, practices and procedures aimed at providing accessible services to persons with a disability.
- Developing and implementing an accessibility training program as required by the Standard.
- Developing and implementing a feedback procedure as required by the Standard.
- Filing Accessibility Reports as required under section 14 of the Act.

Providing Services to People with Disabilities

Policies, Practices and Procedures;

- Glendelle Retirement Living makes all reasonable effort to ensure that its policies, practices and procedures which impact the delivery of its services to the public or to other third parties are consistent with the principles or dignity, equality of opportunity, integration and independence as defined above.

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Communication

- Glendelle Retirement Living strives to communicate with a disability in a manner that takes into account the disability. Supports and approaches for communication, are set out in our accessibility training.

Assistive Devices

Persons with a disability are permitted, where possible, to use their own Assistive Device when on our premises for the purposes of obtaining, using or benefiting from our services. If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises we will make efforts to provide an alternative means of assistance to the person with a disability.

Accessibility at Our Premises

Glendelle Retirement Living properties offer the following services at each location to which the Policy applies to enable persons with a disability to obtain, use or benefit from our services:

- Front entrance handicap door opener
- Concierge Desk lower area for wheelchair access
- Wide Corridors
- Common Area rooms wide entrance way
- Main Dining Room table legs accommodating for Wheelchairs
- Main floor handicap washrooms
- Resident suites handicap washroom accessibility
- Guide dogs are welcome
- Support Persons are welcome

Assistive devices are part of our customer needs. We allow wheelchairs, walkers, canes, portable oxygen tanks, laptops with screen-reading software & communication programs, communication boards, smart phones and speech generating devices. We do, however, have limited ability to allow for the use of electric scooters. Please check with the Executive Director for assistance.

Our staff will endeavor to assist with assistive devices needs for our customers. In the event accessibility might be an issue or where some assistive devices are hindered due to structure, we will strive to look at and implement other measures in order to ensure the customer still has access to our goods, programs and services. Should access be obstructed please ask for assistance from the Executive Director.

Service Animals

Persons with a disability may enter premises owned or operated by Glendelle Retirement Living accompanied by a Guide Dog or Service Animal, and keep the animal with them, if the public has access to such premises and the animal is not otherwise excluded by law.

- We recognize in most cases the animal is a dog but can include other types of animals. Please refer to our Pet Policy and speak with the Executive Director to ensure the service animal is appropriate.

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- For visiting customers, we would allow a service animal but would prefer when possible notification of the type of service animal that would be attending in the event others living and working on site have any serious allergies to the particular animal.
- We would require that all guidelines in the Health Protection Act are followed at all time. We do recognize that a service animal is allowed where food is served.

Support Persons

A person with a disability may enter premises owned or operated by Glendelle Retirement Living with a Support Person and have access to the Support Person while on the premises.

- Support person will be welcome in our residence and able to attend to the needs of the person they are hired to look after. The support person may attend any activity offered by the residence but would be responsible to purchase meals and activities with an associated cost. When admission fee is charged, advance notice is provided.
- When we determine a support person is required to accompany someone with a disability for the purposes of health or safety or for the health and safety of others on the premises or activity outings we will consult with the person and or their substitute decision maker. Support person attending to the health and safety of person with disability at our request will not be required to pay a fee or fare (if applicable) these fees would be waived.
- When a Personal Support person is looking after a resident living in our community, please refer to our requirements and policies. Please check with the Executive Director for direction.

Notice of Temporary Disruptions

We will endeavour to inform customers of service disruptions. Barriers such as broken elevators, unplanned repairs, outbreaks that are beyond our control will have posting placed in a visible area. For disruptions that we can anticipate we will include the following information.

- That access to building or service is unavailable.
- The anticipated duration of the disruption.
- The reason for the disruption.
- Alternative building or services, if available.

Training and Records

Glendelle Retirement Living will ensure all staff receives the training required under the Standard and in the standards of the Ontario Retirement Communities Association (ORCA).

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Training will include

- Review of the Act and requirements of the Standard
- Review of the Policy on hire and informed of any changes and trained on all changes/updates.
- Techniques to interact, communicate, and assist persons with various disabilities
- Techniques to interact with person a person who uses an Assistive Device, Service Animal or a Support Person
- Proper use of equipment or devices made available on our premises to assist a person with a disability to obtain, use or benefit from our services
- Procedures to assist a person with a disability who is having difficulty accessing our premises and/or service

Timing of Training

- Staff will receive the required training at time of hire and review when he or she is assigned an applicable duty. On-going training will occur as changes are made to policies, procedures and practices and when new individuals assume applicable duties.

Documentation of Training

- Record training provided including training protocol, the dates training is provided, name person trained and Glendelle of person, in accordance to the requirement of the Standard.

Feedback Procedure

Receiving Feedback:

- We welcome and appreciate customer feedback regarding the manner in which we provide services to persons with disabilities. Our customers can provide feedback in the following manner:
 - In our on-site suggestion box located at Concierge.
 - Mail to the following address: 12925 Yonge St. Richmond Hill ON
 - By Telephone at the following number 905-773-4220. Ask to speak to the Executive Director, or
 - Call or email our Corporate Representative, at 416-900-0895, or 1-877-576-3336; or accessibility@Glendelleretirementliving.com

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Responding to Complaints

We will make every reasonable effort to resolve complaints at the time that they are made. Should immediate resolution not be possible the individual may submit a complaint to the Accessibility Corporate Representative; at 416-900-0895, or 1877-576-3336; or email:

accessibility@Glendelleretirementliving.com

Persons who wish to be contacted about their complaint must provide their contact information. A representative of Glendelle Retirement Living will make reasonable efforts to provide responses to complaints in a manner that is accessible to the complainant.

Documentation to be made Available

This Policy, and related practices and protocols, shall be made available to any member of the public upon request.

Format of Documents

Glendelle Retirement Living will provide either an accessible format of documentation or communication support to the person with a disability as required under the standard.

Questions about this Policy

For more information or question regarding policies, practices and procedures for accessible service please contact our Corporate Representative by phone at 416-900-0895, or 1-877-576-3336; or via email: **accessibility@Glendelleretirementliving.com**