

Glendelle Retirement Living Work Plan for Accessibility Initiatives 2012 – 2017

Regulation 429/07	Item	Reference Requirements AODA, Customer Service Standards (Ontario Regulations 429/07)	Compliance Deadline	Status
Reg. 3	1	Accessibility Policy: Established policy & procedure on goods or services in accordance with regulation to ensure we meet the requirements of the standard and promote the core principles of independence, dignity, integration & equality of opportunity.	January 2012	complete
Reg. 4	2	(2) Service Animals: ensure policy reflects service animal are allowed to accompany and support a person with a disability. (4) Support Person: policy permits people with disabilities to bring person with them while accessing goods or services in our premises. (6) Admission Fees: ensure policy includes fee amounts that are charged for admission to event, charges for meal etc. for support persons.	January 2012	complete
Reg. 5	3	Notice of Temporary Disruptions: policy reflects that notice is given in a timely manner when possible, to people with disabilities. Notification is given when disruption of services is known, including anticipated duration and alternate services that are available.	January 2012	complete
Reg. 6	4	Training: Staff, volunteers, contractors & any other people who are involved in developing our policies, practices & procedures on the provision of goods or services on a number of topics as outlined in the customer service standard. Training will be ongoing to keep current with changes to policies and/or procedures. Records of training will include date, name and persons signature.	January 2012	complete
Reg. 7	5	Feedback: ensure policy reflects process for receiving & responding to feedback and is readily available to the public.	January 2012	complete
Reg. 8	6	Notice of Availability of Documents: Ensure all persons to whom we provide goods or services to, that documents required by Regulation are available on request. Information may be posted on our premises, on our website, or other method as is reasonable in the circumstances.		complete
Reg. 9	7	Format of Documents; policy reflects ways to communicate and takes a person disability into account.		complete
Reg. 10	8	Compliance		ongoing
Reg. 11	9	Accessibility Report: File 2012 Customer Service Accessibility Standards	January 2012	Complete

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Regulation 191/11	Item	Integrated Accessibility Standard (Ontario Regulation 191/11)	Compliance Deadline	Status
PART I GENERAL				
Reg.1	1	Purpose & Application	N/A	
Reg. 2	2	Definitions	N/A	
Reg. 3	3	Establishment of Accessibility Policies: Develop, implement & maintain policies requirements referred to in reg. 191/11 3 (1) Develop a statement of commitment to meet the accessibility needs of persons with disabilities in a timely manner.	January 2014	Complete
Reg. 4	4	Accessibility Plans: establish, implement, maintain & document a multi-year accessibility plan. Post Plan on website, provide- in an accessible format when requested. Review and update the accessibility plan at least once every five years.	January 2014	Posted & ongoing review
Reg. 5	5	Procuring or Acquiring Goods, Services or Facilities: where practicable we will incorporate accessible criteria/features into our procurement practices of goods, services, and facilities making them more accessible to people with disabilities.	January 2013	ongoing
Reg. 6	6	Self-Service Kiosks N/A		
Reg. 7	7	Training: provide training to all employees, volunteers, and all persons who participate in developing the organizations policies, goods, services or facilities on behalf of Signature Living.	January 2015	Complete & ongoing
Reg.8	8	Exemptions: N/A		
PART II				
Reg. 9	9	Definitions & Exceptions: Determine how we can communicate and in what format. When not possible to provide due to unconvertible format etc., we will ensuring response and explanation to person requesting information.	January 2015	Complete
Reg. 11	10	Feedback: ensure process for receiving & responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.	January 2015	Complete

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Regulation 191/11	Item	Integrated Accessibility Standard (Ontario Regulation 191/11)	Compliance Deadline	Status
Reg. 12	11	Accessible Formats & Communication Supports: Upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities. In a timely manner that takes into account the person's accessibility needs. At a cost no more than regular cost charged to other persons. Consult with the person making the request in determining the suitability of an accessible format or communication support. Notify public about the availability of accessible formats & communications supports.	January 2016	Complete
Reg. 13	12	Emergency Procedures Plans or Public Safety Information: ensuring emergency procedures, plans or public safety information is available and in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	January 2012	Complete
Reg. 14	13	Accessible Websites & Web Content: Internet & intranet websites and content conform with the World Wide Web Consortium Web Content Accessibility Guidelines in accordance with at level A	January 2014	Complete
Reg. 14	14	Accessible Websites & Web Content: conform with WCAG2.0 level AA	January 2021	Work in progress
Reg. 15,16, 17,18,19	15	N/A		
	16	Accessibility Report: File accessibility report every 3 years for each property managed by Glendelle Retirement Living.	December 2014	Complete ongoing
		PART III		
Reg. 20	17	Scope & Interpretation: Employment Standards		ongoing
Reg. 21	18	Schedule as below;		
Reg. 22	19	Recruitment General: Notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes	January 2016	Complete
Reg. 23	20	Recruitment, Assessment or Selection Process: Notify job applicants, when they are individually selected to participate in an assessment or selection process that, accommodations are available upon request in relation to the materials or processes to be used. If applicant is selected & requests accommodation, employer shall arrange suitable accommodation taking applicant's accessibility needs due to disability.	January 2016	Complete

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Regulation 191/11	Item	Integrated Accessibility Standard (Ontario Regulation 191/11)	Compliance Deadline	Status
Reg. 24	21	Notice to Successful Applicants: When making employment offers we will notify the successful applicant of our policies for accommodating employees with disabilities.	January 2016	Complete
Reg. 25	22	Informing Employees of Supports: <ul style="list-style-type: none"> • Inform employees of policies used to 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 disability. • Provide information required to new employee's as soon as practicable after they begin employment. • Updated information of changes will be provided, whenever changes to existing policies on the provision of job accommodation, taking into account accessibility needs. 	January 2016	Complete
Reg. 26	23	Accessible Formats & Communication Supports for Employees: <ul style="list-style-type: none"> • We will consult with employee's to arrange information that is needed in order to perform job & information that is generally available to employees in the workplace. • We shall consult with the employee making the request in determining the suitability of an accessible format or communication support. 	January 2016	Complete
Reg. 27	24	<ul style="list-style-type: none"> • Workplace Emergency Response Information: • We shall provide individualized workplace emergency response information to employees who have a disability and the employer is aware of the need for accommodation. • If employee requires assistance and consents the employer shall provide workplace assistance to the employee. • We shall provide information as soon as practicable once we become aware of the need to accommodate. • We shall review individualized workplace emergency response information; if employee moves to a different location in the organization or when accommodation needs or plans are reviewed. 	January 2012	Complete, Ongoing
Reg. 28	25	Documented Individual Accommodation Plans: We will develop & have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	January 2016	complete
Reg. 29	26	Return to Work Process: We will develop & have in place a return to work process for employees that have been absent from work due to a disability & require disability-related accommodations to return to work.	January 2016	complete

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Regulation 191/11	Item	Integrated Accessibility Standard (Ontario Regulation 191/11)	Compliance Deadline	Status
Reg. 30	27	Performance Management: We will take into account the accessibility needs of employees with disabilities & individual accommodation plans when working through the performance management, process.	January 2016	Complete
Reg. 31	28	Career Development & Advancement: We will take accessibility into account for our employees with disabilities when providing career development and advancement.	January 2016	complete
Reg. 32	29	Redeployment: Should we reassign an employee with a disability we will ensure accommodation requirements for the individual is taken into account.	January 2016	complete
Part IV				
Reg. 33	30	Transportation Standards	N/A	
PART IV.1				
Reg. 80.1	31	Design of Public Spaces: We will endeavor to follow all guidelines for accessibility requirements when designing public spaces. IAS complies with applicable accessibility requirements	January 1 2017	ongoing