



# St. Paul's L' Amoreaux Centre AODA Multi- Year Accessibility Plan 2012 – 2017

---

## TABLE OF CONTENTS

TABLE OF CONTENTS.....	2
INTRODUCTION .....	3
Commitment to AODA.....	3
ACCESSIBILITY STANDARD FOR CUSTOMER SERVICE.....	4
Customer Service Standard .....	4
INTEGRATED ACCESSIBILITY STANDARD REGULATION (IASR) .....	5
Employment Standards .....	5
General Requirement Standards.....	7
Information and Communication Standards .....	8
Design of Public Spaces Standards .....	9
Reporting.....	9

## INTRODUCTION

St. Paul's L'Amoreaux Centre is a not-for-profit organization that cares deeply about the well-being of seniors. We provide programs and services that meet the diverse needs of older adults and their caregivers from diverse backgrounds. For more than 35 years we've provided affordable housing and been actively involved in supporting independence. Our services include more than 100 Recreation Programs a week, Transportation, Health and Wellness Clinics, Day Programs, Meals on Wheels, Homemaking and Caregiver Support. **There's something for everyone!**

We have programs and services in five languages: English, Cantonese, Greek, Mandarin and Tamil, we also have staff and volunteers who also speak Tagalog and Spanish. Our programs cater for those who are active and fit, for example we run line dancing classes and walking groups, as well as those who need a bit more support with everyday living, who get that support through our wonderful Day Programs, Meals on Wheels, Transportation service and supports in the home. **We're close by and we're ready to help!**

St. Paul's L'Amoreaux Centre understand that different people have varying needs and that people with disabilities, whether that be staff, volunteers, clients, community partners or visitors, may require extra support. This means we will make adjustments to ensure our services and environments are accessible, flexible and person-centred.

St. Paul's L'Amoreaux Centre will continuously work towards accessibility by ensuring that our customer service, employment, training, policies, information and communications, and the design of our public space are consistent with the Accessibilities for Ontarians with Disabilities Act (AODA), 2000. This Multi-year plan outlines the activities that will be followed by the organization to meet AODA and will be reviewed at least once every five years.

### Commitment to AODA

St. Paul's L'Amoreaux Center (SPLC) is committed to ensuring that our clients, employees, volunteers and members of the public are treated in a manner that respect their dignity and independence. We believe that in accessibility, integration and equal opportunity for all members of our society.

St. Paul's L'Amoreaux Centre is committed to meeting the needs of all people including those with disabilities. We will continuously work towards preventing and removing barriers to accessibility by ensuring that our policies, procedures and practices are consistent with the Accessibility for Ontarians with Disabilities Act (AODA) 2000. **Everyone here belongs!**

## ACCESSIBILITY STANDARD FOR CUSTOMER SERVICE

### Customer Service Standard

St. Paul's L'Amoreaux Centre is committed to provide services to meet the needs of diverse older adults including persons with disabilities. We are committed to delivering our services in a manner that allows people with disabilities similar access and benefit as other clients. The following activities are planned to meet the requirements for the standard:-

- Customer Service Accessibility Plan (2012)
- Train Staff on Customer Service Accessibility Standard (2012)
- Write Plan (2012)
- File Report (Report Progress On-line/ update on the multi-year )

<b>Customer Service Standard</b>	
<b>Activities</b>	<b>Target Date for Completion</b>
Customer Service Accessibility Plan	August 2011
-Write Plan	July 2011
-Develop polices for Customer Service Standards	July- August 2011
-Incorporate in Multi- year Accessibility Plan	On-going
Train Staff on Customer Service Accessibility Standard	December 2011
-Develop Training content	November, 2011
-Develop Training handbook	November 2011
-Provide Training to all employees, volunteers, placement students on specific topics outlined in the AODA regulation	December 2011- June 2012
-Incorporate material into the Orientation/ On-boarding training of new employees and volunteers	December 2011
File Report	January 1st 2012
-AODA Self-Certification	January 1 <sup>st</sup> , 2012
-Receipt of Self-Certified Accessibility Report	January 1 <sup>st</sup> , 2012

## INTEGRATED ACCESSIBILITY STANDARD REGULATION (IASR)

### Employment Standards

**Everyone here belongs!** At St. Paul’s L’Amoreaux Centre we are committed to diversity, inclusivity and accessibility. We strive to ensure that our employment practices and policies are reviewed and updated to ensure that we are compliant with AODA standards. Our goal is to attract, develop and retain talented employees including those with disabilities to build our organization capacity to serve diverse older adults. All employees are valued for their contributions and will be afforded respect, dignity, equality within the Employee Life Cycle, employees may need individualized emergency response plans, accommodation to address training and development and other employment needs. The activities to meet the employment standards are as follows:-

- Workplace emergency response information (2014)
- Information for Employees (2016)
- Process to accommodate employees (2016)

Employment Standards	
Activities	Target Date for Completion
Workplace emergency response information	February 2014
-Communication to all staff regarding declaring needs for individualized emergency plans different modes ( email, management, staff meetings, newsletters, lunch room posting )	January-February 2014
-Provide individualized emergency information for employees as requested	February 2014
Information for Employees	(2016)
- All employees will be notified of the company’s policies to support employees with disabilities including accommodation requirements.	Ongoing
- All new employees notified during orientation of the company’s policies to support employee with disabilities including accommodation requirements	Ongoing
- All workplace information is provided to employees in a variety of format and on request ( print, verbal, intranet, verbal, staff meetings)	December 2015
- Employee polices are published on intranet and may be provided in other formats on request.	October 2013
- Employees notified of all updated policies related to disabilities and accommodation in accordance to Human Rights and AODA legislation (staff meetings, AODA training, newsletter).	October 2011

<ul style="list-style-type: none"> <li>- Feedback process for employees to communicate accessibility needs as it relates to all information for employees' life cycle. (staff meeting, emails – <a href="mailto:accessibility@splc.ca">accessibility@splc.ca</a>, verbal)</li> </ul>	October 2011
Process to Accommodate Employees	(2016)
<ul style="list-style-type: none"> <li>-Recruitment and Selection Process modified to accommodate individual applicant/candidate needs.</li> <li>-Internal and External candidates notified that accommodations for applicants with disabilities will be provided.</li> <li>-Job Posting updated with accommodation statement</li> <li>-Recruitment methods ( include agencies focus on candidates with disabilities)</li> <li>-All Applicants will be encouraged to declare accommodation needs during screening interviews</li> <li>-Interviews and Testing modified to meet applicant needs as requested</li> <li>-Training modified to address employees with disabilities</li> <li>-Accommodation process for employees who become disabled</li> <li>-Review and update as required Return to Work policy and process</li> <li>-Career Development discussion to document and modified future development needs</li> <li>- Implement Retention Guidelines for employees with disabilities.</li> <li>-Re-deployment of employees based on accommodation requirement for people with disabilities.</li> </ul>	<p>December 2015</p> <p>May 2014</p> <p>Ongoing for Summer students and December for all staff 2015.</p> <p>May 2014</p> <p>December 2015</p> <p>December 2015</p> <p>December 2015</p> <p>Summer 2014 – December 2015</p> <p>December 2015</p>

## General Requirement Standards

St. Paul's L'Amoreaux Centre general requirements apply to information & communication and the employment standards and are in accordance with both the Ontario Human Rights Code and the Accessibility of Ontario Disability Act. All regulatory requirements are included in our policies, training and our Multi-year accessibility plans.

- Accessibility Policies (2014)
- Training (2015)
- Multi-year Accessibility Plan (2014 – ongoing)
- Self-Service Kiosk (2014)

General Requirement Standards	
Activities	Target Date for Completion
Accessibility policies	October 2013
-Review and audit existing policy	July - October 2013
-Update existing polices to incorporate standards established by AODA legislation	July – October 2013
-Create new AODA policies	July 2012- October 2013
Training	(2015)
-Develop training content, instructional design.	2011, 2013
-Train all staff and volunteers	2011, 2013/4
Muti-Year Plan	July 2012 – to present
-Write the Plan	January 2014
-Review and Update the plan	Annual review July
-Discuss with Senior team plan as part of general management meetings and annual strategic plan update	Ongoing
Self-Service Kiosk	
-All new self-service kiosks will be designed or purchased to “have regard” for accessibility for people with disabilities.	As required.
-Public computer terminals and tablets installed to “ have regard” for accessibility (colour contrast, screen readers, volume control, height and stability, path to work station allow for mobility aids)	2010 – January 2014

## Information and Communication Standards

SPLC plans to provide information that is accessible to all clients, employees, caregivers and the public including those with disabilities. Our format and method of communication will adhere to the requirements outlined in the AODA legislation. Format and method of communication will support the needs of people with disabilities and will incorporate any feedback received from the receivers of the information disseminated.

- Emergency Information (2014)
- Accessible websites and web content (level A – 2014)
- Feedback (2015)
- Accessible format and communication supports (2016)

Information and Communication Standards	
Activities	Target Date for Completion
Emergency Information	May 1 <sup>st</sup> , 2014
-Emergency policy and process revised and updated to incorporate AODA requirements.	July, 2011, October 2013
-Availability of emergency information to public (at request)	April 2014
-Notification that plan is available on request ( website, bulletin boards)	April 2014
-Provide and document individualized workplace emergency plan information for employees	On-going
Accessible website and web content	October 2013
-Build new website in accordance with the AODA standards (WCAG 2.0, )	October 2013
Feedback	October 2013
- Notification on company website for feedback process	October 2013
Accessible format and communication supports	
- Notification on bulletin board and website	October 2013
- Service disruptions feature implemented on website	October 2013
- Regular service disruption notification as required will be published	Ongoing



## Design of Public Spaces Standards

All our employees, volunteers, and clients are supported to live, work and play in a barrier free environment. SPLC will incorporate a barrier free design in any future renovations. We believe that everyone here belongs!

- Obtaining Service (2017)
- Maintenance (2017)

Design of Public Spaces Standards	
Activities	Target Date for Completion
Obtaining Service	
-Develop a Master Plan for Space design -Submit Plan to board of directors for approval - Implement Plan in accordance with AODA standards -Reporting	November 2015 November 2015 April 2016 January 1 <sup>st</sup> , 2017
Maintaining Service	
Develop a Master Plan for Space design -Submit Plan to board of directors for approval - Implement Plan in accordance with AODA standards -Reporting	November 2015 November 2015 April 2016 January 1 <sup>st</sup> , 2017

## Reporting

Legislated Date	Status	Comment
January 1 <sup>st</sup> , 2012	Completed	Customer Service Standard filed with Government of Ontario December 24 <sup>th</sup> , 2012.
January 1 <sup>st</sup> , 2014	In-progress	Completed
January 1 <sup>st</sup> , 2015		
January 1 <sup>st</sup> , 2016		
January 1 <sup>st</sup> , 2017		
January 1 <sup>st</sup> , 2021		