

Multi-Year Accessibility Plan – Integrated Accessibility Standards (“IAS”)



	Deliverables	Activities	Responsibility	Deadline	Action		
					Completed	In Progress	Ongoing
General: Establishing Accessibility Policies							
a) Develop, implement and maintain polices governing how Alavida Lifestyles achieves or will achieve accessibility through meeting the requirements of the IAS.	Policy # AD-31		Senior Leadership Team		Revised Oct 2014		
b) Statement of Alavida Lifestyles commitment to meeting the accessibility needs of persons with disabilities in a timely manner.	Policy # AD-31		Senior Leadership Team	January 1, 2014	Aligned with Alavida values		
c) Prepare one or more written documents describing the policies and make the policies publicly available and provide them in an accessible format upon request.	Posted in website		Director of Strategic & Operational Initiatives				
General: Accessibility Plans							
a) Establish, implement, maintain and document a multi-year accessibility plan, which outlines the Alavida Lifestyles strategy to prevent and remove barriers and meet requirements of IAS.	Alavida’s plan in compliance with IAS requirements	Take actions to meet the set AODA plan	Senior Leadership Team and Department Managers	January 1, 2014			Alavida’s initial plan completed

Multi-Year Accessibility Plan – Integrated Accessibility Standards (“IAS”)

<p>b) Post the accessibility plan on the website, if any, and provide the plan in an accessible format upon request.</p> <p>c) Review and update the accessibility plan at least once every five years.</p>	<p>Posted plan</p>		<p>Director of Strategic & Operational Initiatives</p> <p>Senior Leadership Team</p>	<p>January 1, 2019</p>	<p>Revised October 2014</p>		<p>X</p>
<p>General: Self Service Kiosks</p>							
<p>a) Have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.</p>	<p>Not Applicable at the moment</p>						
<p>General: Training</p>							
<p>a) Provide training on the requirements of the accessibility standards referred to in the IAS and the Human Rights Code as it pertains to persons with disabilities to:</p> <ul style="list-style-type: none"> ➤ All employees and volunteers ➤ All persons who participate in developing the Alavida Lifestyles’ policies ➤ All other persons who provide goods, services or facilities on behalf of the Alavida Lifestyles 	<p>Trained and knowledgeable employees, volunteers and service providers</p>	<p>Orientation program includes Accessibility requirements</p>	<p>Corporate Office</p> <p>Recreation Managers</p>	<p>January 1, 2015</p>	<p>100% current associates trained on current requirements</p>	<p>Volunteers and service providers in progress</p>	<p>New team members will be trained upon joining</p>

Multi-Year Accessibility Plan – Integrated Accessibility Standards (“IAS”)

<p>b) The training required in subsection 1 is appropriate to the duties of employees, volunteers and other persons</p> <p>c) Training is done as soon as practicable</p> <p>d) Training is provided on changes to policies and on an ongoing basis</p> <p>e) Training records are maintained for all training, including the date of training and the number of individuals in attendance.</p>	<p>Updated record of training</p>	<p>On job training</p> <p>Training refresh using online training tool</p> <p>Take attendance</p>	<p>Associates selected as trainers</p> <p>General manager</p> <p>Trainers</p>				<p>Reports using OrcaTutor</p>
<p>General: Compliance Reporting</p>							
<p>a) Ensure Alavida Lifestyles files online compliance reports in accordance with the Schedule established under IAS.</p>	<p>Reports filed</p>		<p>Director of Strategic & Operational Initiatives</p>	<p>December 31, 2014 and every 3 years thereafter.</p>	<p>December 2012 and December 2014</p>		<p>Next report by December 2017</p>

Information and Communications Standards: Feedback							
<p>a) Ensure Alavida Lifestyles processes for receiving and responding to feedback are accessible to person with disabilities by providing or arranging for accessible formats and communication supports upon request.</p> <p>b) Notify the public about the availability of accessible formats and communication supports.</p>	<p>Person with disability able to provide feedback</p> <p>Public aware</p>	<p>Poster displayed at reception desks and Website</p>	<p>General Managers</p> <p>Receptionists</p>	<p>January 1, 2015</p>	<p>Revise poster if needed</p>		<p>Develop new format as needed</p>
Information and Communications Standards: Accessible Formats and Communication Supports							
<p>a) Upon request provide or arrange for accessible formats and communication supports for persons with disabilities.</p> <ul style="list-style-type: none"> ➤ Provide in a timely manner that takes into account the person’s accessibility needs due to disability; and ➤ Provide at a cost that is no more than the regular cost charged to other persons. <p>b) Consult with the person making the request to determine the suitability of an accessible format or communication support.</p>	<p>Person with disability able to access information</p>	<p>Develop formats based on request by using experts and tools available</p>	<p>General Managers</p>	<p>January 1, 2016</p>		<p>Monitoring requests</p>	

Multi-Year Accessibility Plan – Integrated Accessibility Standards (“IAS”)

c) Notify the public about the availability of accessible formats and communication supports	Public aware	Poster displayed at reception desks and Website	Receptionists		Revise poster if needed		
Information and Communications Standards: Emergency Procedure, Plan or Public Safety Information							
a) Upon request provide in an accessible format or with appropriate communication supports, Alavida Lifestyles emergency procedures, plans or public safety information that it makes available to the public.	Person with disability able to understand safety plans	Provide procedures in alternate ways to meet the person with disability needs	General Manager	January 1, 2012			Consider individual requests
Information and Communications Standards: Accessible Websites and Web Content							
a) Ensure the websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0: ➤ Level A ➤ Level AA	Accessible website for persons with disability	Requirement will be met during next future upgrade	Director of Strategic & Operational initiatives	January 1, 2014 (Level A) January 1, 2021 (Level AA)		Website shall be upgraded in the next few years	
Employment Standards: Recruitment, General							
a) Notify employees and the public about the availability of accommodations for applicants with disabilities in Alavida Lifestyles recruitment process.	Persons with disability able to apply for available positions	Update job postings to display pertinent information	Senior Leadership Team	January 1, 2016		Review job descriptions	

Multi-Year Accessibility Plan – Integrated Accessibility Standards (“IAS”)

Employment Standards: Recruitment, Assessment or Selection Process

<p>a) During recruitment 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.</p>	<p>Persons with disability informed that accommodation is available</p>	<p>Communicate with applicant</p>	<p>Department Managers or Recruiter</p>	<p>January 1, 2016</p>		<p>Train recruiters on initiative</p>	
<p>b) If the selected applicant requests accommodation, consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant’s accessibility needs.</p>	<p>Persons with disability able to participate on selection processes</p>	<p>Make required material or equipment available selected candidates</p>	<p>General Manager</p>			<p>Develop required materials</p>	

Employment Standards: Notice to Successful Applicants

<p>a) When making offers of employment, notify the successful applicant of Alavida Lifestyles policies for accommodating employees with disabilities.</p>	<p>Knowledgeable and informed potential new employee</p>	<p>Communicate with selected candidate</p>	<p>Department Managers</p>	<p>January 1, 2016</p>		<p>Train recruiters on initiative</p>	
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Employment Standards: Informing Employees of Supports							
<p>a) Inform employees of Alavida Lifestyles policies used to support employees with disabilities.</p> <p>b) Provide the above information as soon as practicable after the employee begins employment.</p> <p>c) Provide updated information to employees whenever there is a material change to existing policies on the provision of job accommodations.</p>	Alavida employees aware of current and updated policies	Share information during training sessions, meetings and orientation for new hires	General Manager	January 1, 2016		X	
Employment Standards: Accessible Formats and Communication Supports for Employees							
<p>a) Upon request, consult with an employee to provide or arrange for the provision of accessible formats and communication supports for information needed to perform employees job and information generally available to employees in the workplace</p>	Employees who have enough information to perform their jobs	Provide the information requested in a format that is understood by the person requesting it	Department Managers	January 1, 2016		X	
Employment Standards: Workplace Emergency Response Information							
<p>a) 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</p>	Employee with disability aware of emergency plan and safety areas	Provide the emergency plan in a format that is understood by employee with	General Manager	January 1, 2012		As need arises	

Multi-Year Accessibility Plan – Integrated Accessibility Standards (“IAS”)

<p>accommodation due to the employee’s disability.</p> <p>b) If the employee provides consent, provide the employee’s individualized workplace emergency response information to another person designated by the employer to provide assistance to the employee.</p> <p>c) Review the individualized workplace emergency response information when:</p> <ul style="list-style-type: none"> i. the employee moves to a different work location; ii. the employee’s overall accommodation needs or plans are reviewed; and iii. when the employer reviews its general emergency response information. 	<p>Other employees assigned to assist employee with disability receives training</p> <p>Employee with disability has current information</p>	<p>disability</p> <p>With consent, brief and train the employee assigned to assist</p> <p>Retrain persons involved in individualized workplace emergency response</p> <p>Consider accessibility needs from current employees</p>	<p>General Manager and Department Managers</p> <p>Senior Leadership Team</p>			<p>As need arises</p> <p>As need arises</p> <p>Upon revision</p>	
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Employment Standards: Documented Individual Accommodation Plans							
a) Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities that includes all of the considerations set out in section 28(2) and (3) of the IAS.	Managers trained and able to create individual accommodation plans	Create written guidelines for such process	Senior Leadership Team	January 1, 2016			
Employment Standards: Return to Work Process							
a) Develop and have a documented <i>a return to work process</i> that employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. b) Ensure the return to work process outlines the steps Alavida Lifestyles will take to facilitate the employee’s return to work and that it uses documented individual accommodation plans, if any.	Written policy in place for return to work process for employees that need disability-related accommodation outlining steps to be taken by Alavida	Develop the policy for such process	Senior Leadership Team	January 1, 2016		Policy discussion by Senior Leadership Team	Employees receive accommodation based on their needs
Employment Standards: Performance Management							
a) Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when applying performance management.	Employee will have his/her accessibility needs considered during the review	Train reviewers	General Manager and Department Managers	January 1, 2016		X	

Multi-Year Accessibility Plan – Integrated Accessibility Standards (“IAS”)

Employment Standards: Career Development and Advancement							
a) Take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans, when providing opportunities for career development and advancement to employees with disabilities.	Accommodation provided for employees with disability when promoted	Train all managers on requirement	Senior Leadership Team, General managers and Department Managers	January 1, 2016		X	
Employment Standards: Redeployment							
a) Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	Consider accommodation requirements before redeploying employees with disabilities	Train all managers on requirement	Senior Leadership Team, General managers and Department Managers	January 1, 2016		X	
Design of Public Spaces Standards: Redeployment							
a) Ensure that construction and/or redevelopment of public spaces covered by the IAS complies with applicable accessibility requirements.	New spaces developed will comply with IAS	Consider IAS when planning new spaces	COO and Ashcroft homes	January 1, 2017		When new spaces are planned	