

HERITAGE PLACE

Operations Manual



HERITAGE PLACE

A 2.7.1 SS : Multi-Year Accessibility Plan Updated 2020 – 2025 Integrated Accessibility Standards (“IAS”)

	Item	Statutory Compliance Deadline	Action / Status		
			Completed	In Progress	Ongoing
General: Establishing Accessibility Policies					
a. Develop, implement and maintain polices governing how Heritage Place achieves or will achieve accessibility through meeting the requirements of the IAS.	Accessibility Policy	January 1, 2014	Complete		Ongoing Review as Required.
b. Statement of organizational commitment to meeting the accessibility needs of persons with disabilities in a timely manner.	Accessibility Policy		Complete		
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.	Resident Handbook		Complete		In process
General: Accessibility Plans					
a. Establish, implement, maintain and document a multi-year accessibility plan, which outlines the Heritage Place’s strategy to prevent and remove barriers and meet requirements of IAS.	Multi-Year Plan	January 1, 2014	Complete		Ongoing Review as Required

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b. Post the accessibility plan on the website, if any, and provide the plan in an accessible format upon request.			Complete		
c. Review and update the accessibility plan at least once every five years.			Complete		
General: Self Service Kiosks					
a. Have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.	There are no Self-Service Kiosks at Heritage Place. Heritage Place commits to accessibility considerations should the need to re-design, procure or acquire self-service kiosks.	January 1, 2014			
General: Training					
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: <ul style="list-style-type: none"> ➤ All employees and volunteers ➤ All persons who participate in developing the organization’s policies ➤ All other persons who provide goods, services or facilities on behalf of the organization 	<p>ORCA Learning Centre On-line Training Modules:</p> <ul style="list-style-type: none"> - AODA – Promoting Employment Standards, and - AODA – Promoting Customer Service & Design of Public Spaces <p>ORCA Learning Centre On-line Training Modules accompanied by hard copy policy presentation.</p>	January 1, 2015	Complete		Ongoing Review as Updates are presented
			Yes		
			Yes		

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b. The training required in subsection 1 is appropriate to the duties of employees, volunteers and other persons			Yes		
c. Training is done as soon as practicable			Yes		
d. Training is provided on changes to policies and on an ongoing basis			Yes		
e. Training records are maintained for all training, including the date of training and the number of individuals in attendance.			Yes		
General: Compliance Reporting					
a. Heritage Place files online compliance reports in accordance with the Schedule established under IAS.	2017 Accessibility Compliance Report	Dec. 31, 2014 and every 3 years thereafter	Complete		
Information and Communications Standards: Feedback					

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a. Ensure Heritage Place’s processes for receiving and responding to feedback are accessible to a person with disabilities by providing or arranging for accessible formats and communication supports upon request.	Upon request, acquired in person, email, phone, comment box, website, posted complaints procedure or by mail.	January 1, 2015	Complete		Ongoing Review as required
b. Notify the public about the availability of accessible formats and communication supports.	AODA policy posted on website and in Resident Handbook		Complete		
Information and Communications Standards: Accessible Formats and Communication Supports					
a. Upon request provide or arrange for accessible formats and communication supports for persons with disabilities. ➤ 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.	Work with: - Workplace Insurance Plan (IAP) - Return to Work Policy - Customer Service Standards Policy	January 1, 2016	Complete		Ongoing Review as required
b. Consult with the person making the request to determine the suitability of an accessible format or communication support.	Upon request, will work with person to accommodate		As required		

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c. Notify the public about the availability of accessible formats and communication supports	AODA Policy, on website and in Resident Handbook. IAP Policy		Complete		Ongoing
Information and Communications Standards: Emergency Procedure, Plan or Public Safety Information					
a. Upon request provide in an accessible format or with appropriate communication supports, Heritage Place’s emergency procedures, plans or public safety information that it makes available to the public.	Provide individualized emergency response information to an employee who requires the information because of a disability in conjunction with policies & procedures in the Emergency Manual.	January 1, 2012			Ongoing
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	Website Website	January 1, 2014 (Level A) January 1, 2021 (Level AA)	Complete Complete		Ongoing Review

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Employment Standards: Recruitment, General					
a. Notify employees and the public about the availability of accommodations for applicants with disabilities in Heritage Place’s recruitment process.	<p>Upon request, provide and arrange for accommodation in consultation with the person with a disability</p> <p>Inform successful applicants about policies for accommodating employees with disabilities.</p>	January 1, 2016	Ongoing		Ongoing
Employment Standards: Recruitment, Assessment or Selection Process					
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>Upon request, provide and arrange for accommodation in consultation with the person with a disability & inform successful applicants about policies for accommodating employees with disabilities.</p>	January 1, 2016	Complete		Ongoing
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.	As above				



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Employment Standards: Notice to Successful Applicants					
a. When making offers of employment, notify the successful applicant of Heritage Place’s policies for accommodating employees with disabilities.	Heritage Place will communicate with persons with disabilities in a manner that takes a person’s disability into account and will inform successful applicants about policies for accommodating employees with disabilities through an Employment Contract Letter or other accessible format of communication that supports the disability of the person with a disability on request.	January 1, 2016	Complete Ongoing Updates		
Employment Standards: Informing Employees of Supports					
a. Inform employees of Heritage Place’s policies used to support employees with disabilities.	Heritage Place will continue to inform its employees of its policies, and of any change to its policies, which are used to support employees with disabilities, including policies on the provision of job accommodations that take into account accessibility needs.	January 1, 2016	Complete Ongoing / As required		
b. Provide the above information as soon as practicable after the employee begins employment.					
c. Provide updated information to employees whenever there is a material change to existing policies on the provision of job accommodations.	Heritage Place will make information (a) required to perform the job; and (b) generally available in the workplace accessible to a new employee with a disability as soon as practicable after commencing employment & whenever there are new changes to existing policies.				

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Employment Standards: Accessible Formats and Communication Supports for Employees					
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	Heritage Place will consult with an employee with a disability in order to provide for the individual accommodation plans and or arrange for provision of accessible formats and communication supports for information that is needed to perform the employee’s job. Heritage Place will establish a written process for: - the development of documented individual accommodation plans for employees with disabilities - returning employees to work who have been absent due to a disability	January 1, 2016	Complete		
Employment Standards: Workplace Emergency Response Information					
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 accommodation due to the employee’s disability.	Prepare document(s) describing Heritage Place’s policies, practices and procedures with respect to the accessibility requirements and on request, give a copy of document(s) to any person. Notify persons to whom Heritage Place provides goods, services or facilities of the availability of same, upon request.	January 1, 2012	Complete		Ongoing

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<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>Provide, or arrange for the provision of, information in document(s) in an accessible format or with communication supports upon request in a timely manner that takes into account the person’s accessibility needs and at no additional cost.</p> <p>Consult with person to determine suitability of format or support.</p>				<p>Ongoing</p> <p>Ongoing, as required</p>
Employment Standards: Documented Individual Accommodation Plans					
<p>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.</p>	<p>Continue to monitor and update any written documentation for individual accommodation plans.</p>	<p>January 1, 2016</p>	<p>Complete</p>		<p>Ongoing, as required.</p>

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Employment Standards: Return to Work Process					
a. Develop and have a documented a return-to-work process employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.	Heritage Place will monitor and update return to work processes for employees returning to work who require disability-related accommodations and will document individual accommodation plans, if any.	January 1, 2016	Complete		Ongoing, as required
b. Ensure the return-to-work process outlines the steps to take to facilitate the employee’s return to work and that it uses documented individual accommodation plans, if any.					
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.	Heritage Place takes into account the accessibility needs of employees with disabilities in addition to individual accommodation plans in regard to ongoing employee performance management.	January 1, 2016			Ongoing
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	Heritage Place takes into account the accessibility needs of employees with disabilities in addition to individual accommodation plans in regard to ongoing employee performance management.	January 1, 2016			Ongoing



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development and advancement to employees with disabilities.					
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.	Heritage Place will take into account any accommodations and accessibility needs of employees with disabilities if they are redeployed or transferred to another job or department, in addition to any individual accommodation plans. Heritage Place will work with the employee to determine whether similar accommodations or new accommodations will be needed or if the employee may no longer need certain accommodations.	January 1, 2016			Ongoing
Design of Public Spaces Standards: Redeployment					
b. Ensure that construction and/or redevelopment of public spaces covered by the IAS complies with applicable accessibility requirements.	Heritage Place will ensure that construction or redevelopment of any public space is performed in accordance with Part IV.1 of the Regulation (L: Jan. 1, 2017; S: Jan 1, 2018 with some applicable exemptions)	January 1, 2017			Ongoing
Ongoing Obligations					
• File an Accessibility Compliance Report	On-line requirement	December 31, 2020 (deadline)	Complete		

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<ul style="list-style-type: none"> Make all websites and web content accessible 	Website	extended to June 30, 2021). January 01, 2021	Complete	Further considerations under review	Ongoing improvements
<ul style="list-style-type: none"> File an Accessibility Compliance Report 	On-line requirement	December 31, 2023			