



SUBJECT: Accessible Customer Service Multi-Year Plan & Progress Report 2020-2025

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This document is available in alternative format or with communication supports upon request. Created March 2014 and updated July 2020.

Introduction to the Multi-Year Plan

Statement of Commitment

Heritage Place is committed to upholding the principles of independence, dignity, integration and equality of opportunity for all residents and visitors to the facility. We promote a caring, inclusive and respectful community with the goal of ensuring barrier-free access to goods and services for all individuals, including persons with disabilities.

The Plan

Heritage Place's Multi-Year Plan highlights the organization's current work in the area of accessible customer service and outlines future goals. It incorporates the legislative requirements of Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005, informed by the Ontarians with Disabilities Act, 2001.

Accessibility Legislation in Ontario

Ontarians with Disabilities Act, 2001

The Ontarians with Disabilities Act (ODA) builds on the foundation of the Ontario Human Rights Code, which prohibits actions that discriminate against people based on a protected ground in a protected social area. This includes the right to equal treatment for anyone with a disability who seeks to access services. The ODA requires organizations to plan and implement strategies to identify, remove and prevent barriers to persons with disabilities.

Accessibility for Ontarians with Disabilities Act, 2005

The Accessibility for Ontarians with Disabilities Act (AODA) seeks to achieve accessibility for Ontarians with disabilities through the development, implementation and enforcement of accessibility standards with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises. The Act strives for a barrier-free Ontario by 2025.

Accessibility Standards for Customer Service: Ontario Regulation 429/07

This Regulation establishes accessibility standards for customer service and it applies to every designated public sector organization and to every other person or organization that provides goods or services to members of the public. It enforces the establishment of policies, practices and procedures governing the provision of goods and services to persons with disabilities.

Definitions

A “**barrier**” is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including: a physical barrier, architectural barrier, information or communications barrier, attitudinal barrier, technological barrier, a policy or a practice; (“obstacle”) (Ontarians with Disabilities Act, 2001).

A “**disability**” may be:

- (a) 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, any 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 or device,
- (b) A condition of mental impairment or a developmental disability,
- (c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) A mental disorder, or
- (e) An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; (“handicap”) (Ontarians with Disabilities Act, 2001).

Section One: Provision of Care & Services

Goal: The General Manager of Heritage Place will identify and remove barriers to accessible goods and service provision for persons with disabilities.

In order to uphold the principles of independence, dignity, integration and equality, Heritage Place’s policies and procedures on accessible customer service acknowledge the diversity of barriers faced by persons with disabilities. It is the duty of the General Manager, as well as all individuals providing services to residents and visitors, to be knowledgeable of various types of disabilities and common accessibility issues. Gaps to accessible service must be recognized on an ongoing basis, and targeted plans must be developed and implemented.

The General Manager is responsible for reviewing this Plan & Progress Report annually and recommending amendments to ensure ongoing compliance with regulated accessibility standards and legislated obligations. It is also required of the General Manager to report compliance with the Customer Service Standard using the Accessibility Compliance Reporting Tool at Service Ontario’s One-Source for Business website.

Current Practices	By January 2021	By January 2022	By January 2023	By January 2024	By January 2025
<p>Heritage Place’s Accessible Customer Service Policy was created in March 2014 and is being updated in 2020 (it is now called the “Customer Service Standards Policy).</p> <ul style="list-style-type: none"> - Policy addresses all components required under the AODA legislation and Ontario Regulation 429/07. - Outlines procedures to be upheld by staff, volunteers and those involved in policy creation. Currently HP has no volunteers. <p>HP has automatic door openers at the main entrance, entrances to lounges on upper floors, entrance to the Recreation Room, entrance to</p>	<p>Should changes be made to accessibility legislation and compliance requirements, the GM or third party involved in policy development will amend HP’s Customer Service Standards Policy (A 2.8 SS)</p> <p>The GM will ensure that training materials and orientation packages are up to date.</p> <p>The GM will review the Multi-Year Plan and assess progress.</p> <p>As required by the end of 2014, the GM filed a report on the organization’s progress regarding accessible service</p>	<p>The GM will continue to oversee policy changes.</p> <p>The GM will review HP’s Multi-Year Plan, assessing progress.</p> <p>Based on its feasibility, an Accessibility Advisory Committee may be created, comprised of staff and residents. Those with disabilities will be welcomed. The group will review the company’s progress in providing barrier-free access to goods and services.</p>	<p>The GM will continue to oversee policy changes.</p> <p>The GM and Accessibility Advisory Committee will review HP’s Multi-Year Plan, assessing progress in all sections of the document.</p> <p>The GM will hold an annual review with the Accessibility Advisory Committee to highlight areas of improvement and progress regarding service provision to persons with disabilities at HP.</p>	<p>The GM will continue to oversee policy changes.</p> <p>The GM and Accessibility Advisory Committee will review HP’s Multi-Year Plan, assessing progress in all sections of the document.</p>	<p>The GM will continue to oversee policy changes.</p> <p>The GM and Accessibility Advisory Committee will review the HP’s Multi-Year Plan, assessing progress.</p> <p>As per Ontario legislation, HP’s Accessibility Plan will be updated every 5 years. In collaboration with the advisory committee, the GM or a third party</p>

<p>scooter room, and entrance to hair salon.</p> <p>Common washrooms are present throughout the building, accessible to residents with assistive devices such as walkers.</p> <p>HP has lowered curbs throughout the property, in the parking lot, make it easier for residents and visitors to enter the property.</p> <p>All staff, resident and visitor concerns are reviewed by the General Manager (GM), who makes changes and/or accommodations as needed.</p> <p>HP currently follows a moderate compliance strategy, following all requirements of the Ontario Regulation, in addition to making affordable accessibility enhancements within the organization (e.g., increasing the number of power scooters available to residents).</p>	<p>to Service Ontario's One-Source for Business.</p> <p>The GM will review the feasibility of establishing an Accessibility Advisory Committee comprised of staff and residents, including those with disabilities.</p>		<p>Potential barriers will be highlighted and preventative measures outlined.</p>		<p>involved in policy development will revise HP's 5-Year Accessible Customer Service Plan. Changes will reflect an adherence to the principles of dignity, independence, integration and equal opportunity for all individuals regardless of ability.</p>
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Section Two: Training

Goal: All staff and volunteers who provide goods and/or services or are involved in policy and procedure development on behalf of Heritage Place will receive training on the requirements of the accessibility standards referred to in the Integrated Accessibility Standards (IAS) and the Human Rights Code as it pertains to persons with disabilities. Training will be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods and services to persons with disabilities. In addition, training completion will be required prior to one’s first shift and annually thereafter. This training will equip staff and volunteers with the proper skills to communicate with individuals with diverse disabilities in a respectful manner.

Training on accessible service involves learning the requirements of the Ontario Regulation and the purposes of the AODA, as well as the accessibility standards referred to in the IAS and the Human Rights Code. Training must also focus on how to effectively communicate with a person with a disability in a manner that is respectful and takes their disability into account. Instruction on how to communicate with those who use an assistive device(s), require the assistance of a service animal, or utilize a support person must also be provided. Finally, training on how to use equipment or devices on the premises and what to do if a person with a disability is having difficulty accessing a service is required. This training will ensure that residents and visitors receive the best possible customer service.

Current Practices	By January 2021	By January 2022	By January 2023	By January 2024	By January 2025
<p>As of March 2014, all staff members have begun training on accessible customer service via The Learning Centre, using an online tutorial. A description of the tutorial is available online to all staff at www.learningcentreforseniorliving.ca.</p> <p>The Learning Centre tutorial was developed in accordance with AODA legislation. However, some requirements of the Act (as per Ontario Regulation 429/07) may not be covered.</p> <ul style="list-style-type: none"> - The tutorial does not provide training on assistive devices, service animals, and support persons. - This training may not cover all of the accessibility standards referred 	<p>HP will continue to provide up-to-date service training through The Learning Centre.</p> <p>In compliance with the AODA, HP will create training documents related to assistive devices, service animals and support persons in order for staff and volunteers to provide optimal service to persons with disabilities. The training documents will also include all accessibility standards referred to in the IAS and the Human Rights Code.</p> <p>Training will be enforced when any changes are made to HP’s Customer Service Standards</p>	<p>HP will continue to provide training through The Learning Centre and through additional training documents that meets legislative standards.</p> <p>Training will be provided on an ongoing basis in connection with changes to HP’s Customer Service Standards policy and procedures.</p>	<p>HP will continue to provide training through The Learning Centre and through additional training documents that meets legislative standards.</p> <p>HP will run a mid-year “Lunch and Learn” meeting for staff and volunteers to attend. It will focus attention on the use of assistive devices, including information on their purpose and how to properly utilize/operate them.</p>	<p>HP will continue to provide training through The Learning Centre and through additional training documents that meets legislative standards.</p> <p>HP will run a mid-year “Lunch and Learn” meeting for staff and volunteers to attend. It will focus attention on the use of service animals by persons with disabilities, including</p>	<p>HP will continue to provide training through The Learning Centre and through additional training documents that meets legislative standards.</p> <p>HP will run a mid-year “Lunch and Learn” meeting for staff and volunteers to attend. It will focus attention on the use of support persons by those with disabilities, including</p>

<p>to in the IAS and the Human Rights Code but will be updated as required through The Learning Centre.</p> <p>A training account on The Learning Centre website is created for each employee upon hiring. Completion of the Accessible Service module prior to the first day of employment is suggested but not enforced.</p> <p>Volunteers are not required to complete The Learning Centre training. Currently, there are no volunteers at HP.</p> <p>A list of staff names and training completion dates is documented, and this information is accessible by management. Staff compliance is reviewed regularly and is a requirement to complete before employment starts and annually thereafter.</p>	<p>policy (A 2.8 SS). Training prior to one's first shift will be mandatory, as well as each year thereafter.</p> <p>A copy of HP's Customer Service Standards policy and training requirements will be provided in orientation packages, highlighting the required date of completion.</p> <ul style="list-style-type: none"> - A description of The Learning Centre tutorial will be provided via written format. <p>HP will enforce mandatory accessible service training for volunteers via an information handbook and corresponding test. Any persons involved in the development of HP's policies, procedures and practices pertaining to the provision of goods and services will also receive training on accessible customer service.</p> <p>Staff and volunteers' names and training dates will be documented and reviewed by management.</p>	<p>HP will run a mid-year "Lunch and Learn" meeting to ensure staff and volunteers are equipped to provide optimal service to persons with disabilities. This year's focus will be on how to effectively interact and communicate with persons with disabilities.</p>		<p>information on their duties and how to accommodate them within HP.</p>	<p>information on their duties and accommodating them within HP.</p> <p>Updates will be made to HP's Accessible Customer Service Plan regarding its training procedures as per legislative requirements, as well as every five years thereafter.</p>
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Section Three: Assistive Devices

Goal: All assistive devices that enable persons with disabilities to access goods and services will be permitted at Heritage Place. Various assistive devices owned by the residence will be available for use by persons with disabilities. Staff will be trained on the assistive devices on site.

An assistive device is any apparatus that helps a person living with a disability to perform a task that would otherwise be more difficult to accomplish or aids the person in activities of daily living. Residents and visitors to Heritage Place may use a variety of devices to assist them in the facility, including mobility aids (i.e., wheelchair, scooter, walker, cane, crutches), magnification devices, hearing aids, personal oxygen tanks, and so forth. HP will ensure that staff and volunteers are trained on or about the assistive devices made available by the residence.

Current Practices	By January 2021	By January 2022	By January 2023	By January 2024	By January 2025
<p>Personal assistive devices that enable residents and visitors to access goods and services are currently permitted at HP. This includes the use of mobility aids such as walkers and wheelchairs in the dining room and all other public areas of the residence.</p> <p>No current documentation exists that lists alternate measures for accessing services should an individual be unable to do so because of their disability. However, measures are taken to ensure these individuals receive the same standard of customer service as others.</p> <ul style="list-style-type: none"> - For example, large print and audio books are available in the library for individuals with visual and hearing impairments. 	<p>HP will increase its inventory of assistive devices.</p> <p>Any Assistive devices on site will be kept in good working order and the public will be informed of their availability in written format. This information will also be provided on the HP website.</p> <p>Alternate measures to accessing services will be posted as needed. This may include the assistance of a staff member to access goods and/or services and providing documentation in various formats that take into account a person’s disability.</p> <p>Staff and volunteer training on assistive devices be provided as per the training schedule</p>	<p>HP will endeavour to increase its inventory of assistive devices as required. This will include creating an ‘accessible communication kit’ containing a personal whiteboard, magnifying glass, and communication picture cards. This kit will be available for staff, residents and visitors to use as needed.</p> <p>Assistive devices on site will continue to be kept in good working order and the public will be informed of their availability in written format. This information will also be provided on the HP website</p>	<p>As acquired, assistive devices on site will continue to be kept in good working order and the public will be informed of their availability in written format. This information will also be provided on the HP website.</p> <p>HP will run a semi-annual “Lunch and Learn” forum for staff and volunteers, focusing attention on the use of assistive devices, including information on their purpose and how to properly utilize/ operate them. This will ensure that these devices provide the</p>	<p>Assistive devices on site will continue to be kept in good working order and the public will be informed of their availability in written format. This information will also be provided on the HP website.</p> <p>Staff and volunteer training on assistive devices will continue to be provided.</p>	<p>Assistive devices on site will continue to be kept in good working order and the public will be informed of their availability in written format. This information will also be provided on the HP website.</p> <p>Staff and volunteer training on assistive devices will continue to be provided.</p> <p>Updates will be made to HP’s Accessible Customer Service</p>

<p>- Visiting library services are provided monthly by the Burlington Public Library. Several assistive devices are available on site, including mobility aids. However, these are in limited supply.</p> <p>- This includes: 2 power wheelchairs, several power scooters available in the scooter room, and several canes.</p> <p>Staff do not currently receive training on assistive devices.</p>	<p>outlined in Section Two of the plan.</p>		<p>greatest benefit to residents and visitors.</p>		<p>Plan regarding the use of assistive devices as per legislative requirements, as well as every five years thereafter.</p>
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Section Four: Use of Service Animals

Goal: The use of service animals by persons with disabilities will be permitted and accommodated within all public areas of Heritage Place Retirement Residence, with the exception of areas not permissible by law. If the accompaniment of a service animal is excluded by law, and thereby limits one’s access to goods or services, measures will be taken by staff and/or volunteers to provide these services.

It is required by the Customer Service Standard that all persons with disabilities be allowed to use their service animals in areas of the facility open to the public, unless otherwise excluded by law. Under the Standard, an animal is a service animal if it is readily apparent that it is used by a person for reasons relating to his or her disability, or if the person has a letter from a regulated health professional verifying the requirement of the animal for such reasons. See policy # [A 1.13 SS](#) for a list of regulated health professionals that can provide this verification. Service animals may allow persons with disabilities to function with greater self-sufficiency, prevent injuries, and summon help in a crisis.

Current Practices	By January 2021	By January 2022	By January 2023	By January 2024	By January 2025
<p>Although no current residents require the use of a service animal at Heritage Place, all service animals are permitted in public areas of the facility, both by residents and visitors.</p> <p>Persons with disabilities are currently permitted to be accompanied by their service animal and keep that animal with them in areas that are open to the public when accessing services provided by Heritage Place, unless superseded by other legislation (i.e., food preparation and food storage areas).</p> <p>Staff currently provide assistance (as needed) to persons with disabilities who cannot access services.</p>	<p>Service animals will continue to be permitted in all public areas of HP. This includes allowing service dogs to enter the main and private dining rooms, as a legislative exception exists that allows them to enter areas where food is normally served.</p> <p>In areas where service animals are excluded by law (i.e., food preparation and food storage areas), a staff member or volunteer will provide assistance to ensure any person with a disability can access services within these areas. This may involve bringing goods or services to the person.</p>	<p>Service animals will continue to be permitted in all public areas of HP.</p> <p>Staff and volunteers will continue to provide assistance with goods and services to persons with disabilities should their service animal not be permitted in a particular area of the building.</p> <p>HP will continue to ensure that appropriate measures are taken to ensure the safety of a service animal, should they temporarily be</p>	<p>Service animals will continue to be permitted in all public areas of HP.</p> <p>Staff and volunteers will continue to provide assistance with goods and services to persons with disabilities should their service animal not be permitted in a particular area of the building.</p> <p>HP will continue to ensure that appropriate measures are taken to ensure the safety of a service animal,</p>	<p>Service animals will continue to be permitted in all public areas of HP.</p> <p>Staff and volunteers will continue to provide assistance with goods and services to persons with disabilities should their service animal not be permitted in a particular area of the building.</p> <p>HP will continue to ensure that appropriate measures are taken to ensure the safety of a service animal,</p>	<p>Service animals will continue to be permitted in all public areas of HP.</p> <p>Staff and volunteers will continue to provide assistance with goods and services to persons with disabilities should their service animal not be permitted in a particular area of the building.</p> <p>HP will continue to ensure that appropriate measures are taken to ensure the safety of a service animal,</p>

<p>Currently, Heritage Place does not provide training on the use of service animals by persons with disabilities or how to effectively interact with them.</p>	<p>An explanation will be provided to a resident or visitor if their service animal is not permitted in an area of the facility.</p> <p>Should their temporary separation from the individual requiring their use be necessary, a safe waiting area for a service animal will be provided.</p> <p>As per Section Two of the HP Accessible Customer Service Plan, staff and volunteers will receive training on the use of service animals by persons with disabilities.</p>	<p>separated from a person with a disability requiring their use.</p> <p>HP will continue to provide training on the use of service animals by persons with disabilities.</p>	<p>should they temporarily be separated from a person with a disability requiring their use.</p> <p>HP will continue to provide training on the use of service animals by persons with disabilities.</p>	<p>should they temporarily be separated from a person with a disability requiring their use.</p> <p>HP will continue to provide training on the use of service animals by persons with disabilities.</p> <p>HP will run a semi-annual "Lunch and Learn" meeting for staff and volunteers, focused on the use of service animals by persons with disabilities, including information on their duties and how to accommodate them within HP.</p>	<p>should they temporarily be separated from a person with a disability requiring their use.</p> <p>HP will continue to provide training on the use of service animals by persons with disabilities.</p> <p>Updates will be made to HP's Accessible Customer Service Plan regarding the use of service animals as per legislative requirements, as well as every five years thereafter.</p>
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Section Five: Use of Support Persons

Goal: The use of support persons by individuals with a disability will be permitted and accommodated within all public areas of Heritage Place. Unless otherwise stated in advance, no additional fees will be imposed for the inclusion of a support person in activities within the facility.

A support person is defined as an individual hired or chosen to accompany a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or access to goods, services, or facilities. The support person may be a paid support worker, volunteer, friend or family member. It may be necessary for a person with a disability to be accompanied by a support person in order to protect their health or safety. In addition, some persons with a disability may rely on a support person for certain services, such as using the washroom or to facilitate communication. It is required that the organization provides advance notice whether a fee of any kind is required within the facility. This may include a recreational activity cost or dining fee.

Current Practices	By January 2021	By January 2022	By January 2023	By January 2024	By January 2025
<p>The use of support persons by individuals with a disability is currently permitted within all public areas of Heritage Place. This includes the use of contracted personal support workers by residents who require such assistance.</p> <p>Heritage Place charges support workers (contracted by third parties) a reduced fee for meals within the facility if or when there is an ongoing need. This information is available at the reception desk.</p> <p>Training provided through The Learning Centre provides limited information on the role of support persons and how to effectively interact with persons who utilize this support service.</p>	<p>Heritage Place will continue to permit and accommodate the use of support persons by individuals with a disability.</p> <p>HP will continue to ensure that a person with a disability has access to their support person at all times when in public areas of the facility.</p> <p>In the event that a fee should be incurred for the attendance of a support person within the facility (i.e., recreation activity, etc.), signage will be posted highlighting this information in advance. This amount will be billed to the resident or visitor. Where the presence of a Support Person is required, any applicable admission fee or fare will be waived for that person.</p>	<p>Heritage Place will continue to permit and accommodate the use of support persons by individuals with a disability, and ensure these individuals have access to their support person at all times.</p> <p>Advance notice of additional fees for support persons at HP will be provided and billed accordingly.</p> <p>HP will continue to recognize the importance of support persons for individuals with various disabilities, including their role in protecting the health and safety of</p>	<p>Heritage Place will continue to permit and accommodate the use of support persons by individuals with a disability, and ensure these individuals have access to their support person at all times.</p> <p>Advance notice of additional fees for support persons at HP will be provided and billed accordingly.</p> <p>All staff and volunteers will continue to be trained on the use of support persons by</p>	<p>Heritage Place will continue to permit and accommodate the use of support persons by individuals with a disability, and ensure these individuals have access to their support person at all times.</p> <p>Advance notice of additional fees for support persons at HP will be provided and billed accordingly.</p> <p>All staff and volunteers will continue to be trained on the use of</p>	<p>Heritage Place will continue to permit and accommodate the use of support persons by individuals with a disability, and ensure these individuals have access to their support person at all times.</p> <p>Advance notice of additional fees for support persons at HP will be provided and billed accordingly.</p> <p>All staff and volunteers will continue to be trained on the use of support persons by</p>

	<p>All staff and volunteers will be trained on the use of support persons by individuals with disabilities, including education on the role these individuals play and how to interact effectively with them while assisting a resident or visitor.</p>	<p>these individuals. Staff and volunteer training will continue to highlight the role and importance of support persons.</p>	<p>individuals with disabilities.</p>	<p>support persons by individuals with disabilities.</p>	<p>individuals with disabilities.</p> <p>HP will run a mid-year "Lunch and Learn" meeting for staff and volunteers to attend. It will focus attention on the use of support persons by those with disabilities, including information on their duties and accommodating them within HP.</p> <p>Updates will be made to HP's Accessible Customer Service Plan regarding the use of support persons as per legislative requirements, as well as every five years thereafter.</p>
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Section Six: Service Disruptions

Goal: In the event of a planned or unexpected temporary service disruption within Heritage Place, appropriate signage will be posted promptly in a conspicuous area. Information regarding the reason for the disruption, the anticipated duration, and a description of alternative services (if available) will be provided.

The Customer Service Standard requires the organization to provide notice to the public when there is a temporary disruption to the facility or a service. In particular, this includes providing notice of disruptions to services that people with disabilities usually use to access goods or services. Notice is to be provided in a conspicuous place on the premises. In addition, steps to be taken when an unexpected disruption occurs, such as alternative services available, are to be made apparent via signage.

Current Practices	By January 2021	By January 2025
<p>In the event of a planned or unexpected temporary service disruption at Heritage Place, appropriate signage is placed in a conspicuous area of the facility (often the entrance doors to the facility and at the reception desk). This is done so in a timely manner.</p> <p>Examples include:</p> <ul style="list-style-type: none"> - Elevator out of service - Technology breakdown (E.g., theatre projector) - Washrooms out of service - Cancellation of recreation activities or regular services (such as in the case of illness outbreaks) <p>Currently, some information regarding service disruptions is available on the Heritage Place website. For example, service disruptions during the COVID-19 pandemic are listed under the COVID-19 tab. This includes the cancellation of face-to-face recreation activities.</p>	<p>Heritage Place will continue to provide notice of planned service disruptions a reasonable time in advance. Signage regarding unexpected disruptions will also be posted in a timely manner. This will include information on the reason for the disruption, the anticipated duration and a description of alternative services available (if applicable).</p> <p>Information regarding service disruptions will be posted on the Heritage Place website in a timely manner. This will ensure that an alternative format of communication is available to persons with disabilities.</p> <p>A copy of a notice of service disruption will be provided to all individuals upon request. This may include providing the documentation in a format that takes into account a person's disability.</p> <p>If service disruptions occur that would affect people with disabilities' ability to access goods or services, measures will be taken to contact the individual regarding the situation. If appropriate, an</p>	<p>Heritage Place will continue to issue timely alerts of service disruptions, including those that would affect a person with a disability's ability to access goods or services.</p> <p>Signage regarding service disruptions will be posted in a conspicuous area of the facility as well as on the Heritage Place website.</p> <p>A copy of a notice of service disruption will continue to be provided to all individuals upon request. This may include providing the documentation in a format that takes into account a person's disability.</p> <p>Efforts will continue to be made to provide alternative services to persons with disabilities in the event of temporary service disruptions. This may include enlisting the assistance of a staff member or volunteer to provide such services.</p> <p>Updates will be made to Heritage Place's Accessible Customer Service Plan regarding service disruptions as per legislative requirements, as well as every five years thereafter.</p>

alternate date of visiting Heritage Place or utilizing a service will be established.

Section Seven: Feedback Process

Goal: Feedback regarding the way Heritage Place provides goods and/or services to people with disabilities is welcomed and can be made in person, or by phone, letter, fax, email or website comment submission.

It is required that a process for receiving and responding to feedback regarding the way Heritage Place provides goods and/or services to persons with disabilities be established and implemented. This includes the actions to be taken if a complaint is received. The Customer Service Standard also requires that Heritage Place allow individuals providing feedback to do so in at least one of the following ways: in person (orally), by telephone, in writing, electronically by diskette or e-mail, or otherwise. Information about the process is to be readily available to the public.

Current Practices	By January 2021	By January 2025
<p>Heritage Place has a general feedback and complaints procedure established. However, it is not specific to the topic of service provision to persons with disabilities within the facility.</p> <p>As of March 2014, Heritage Place has created a formal process for receiving and responding to feedback. This information is outlined in policy # A 1.13 SS. This policy also lists the actions to be taken if a complaint is received. The policy highlights that feedback can be provided by:</p> <ul style="list-style-type: none"> - Speaking with GM directly - Using the Complaint, Comment or Suggestion form, submitted to the suggestion box at reception - Letter, phone, fax or e-mail - Website comment submission* <p>(*Note: The Heritage Place website currently has a submission form for general inquiries under the "Contact Us" tab).</p>	<p>The feedback process will be posted on the Heritage Place website, including the various ways in which feedback can be provided.</p> <p>A feedback submission form will be provided on Heritage Place's website, specifically for feedback regarding the way Heritage Place provides goods and/or services to people with disabilities</p> <p>As per Ontario legislation that is phasing in (Integrated Accessibility Standards Regulation), Heritage Place's website and web content will conform to WCAG success criteria for level A. This will ensure persons with disabilities can access all website features, including the feedback process.</p> <p>Heritage Place will continue to accept alternate methods of feedback and complaints, including letter, phone and email formats, in order to promote equal access to the feedback service by persons with disabilities.</p>	<p>Heritage Place will continue to welcome and appreciate feedback from all individuals, including persons with disabilities, through multiple communication methods.</p> <p>The Heritage Place website will continue to list the feedback process including the various ways in which feedback can be provided. Additionally, the website will continue to provide a feedback submission form, specifically for feedback regarding the way Heritage Place provides goods and/or services to people with disabilities</p> <p>As per Ontario legislation that is phasing in (Integrated Accessibility Standards Regulation), Heritage Place's website and web content will conform to WCAG success criteria for level AA. Heritage Place's website will remain fully accessible to ensure that persons with disabilities can access all its features, including the feedback process.</p>

	<p>Heritage Place will make information about the feedback process readily available to all individuals within the facility.</p> <p>An Accessibility Advisory Committee will be established, and this committee will discuss potential improvements to be made regarding feedback provision.</p>	<p>Accommodations will continue to be made should an individual have difficulty providing feedback in a particular format.</p> <p>Information regarding the feedback process will continue to be readily available within the facility. The Accessibility Advisory Committee will continue to discuss potential improvements that can be made regarding feedback provision.</p> <p>Updates will be made to HP's Accessibility Customer Service Plan regarding its feedback process as per legislative requirements, as well as every five years thereafter. These updates will be made in consultation with the Accessibility Advisory Committee.</p>
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Section Eight: Accessible Documentation

Goal: Documents that detail Heritage Place’s Customer Service Standards policy, practices, and procedures will be made available upon request. The Ontario legislation which informs these documents may also be provided as needed. Efforts will be made to ensure the information is available in a format that is accessible to individuals with various disabilities.

Documents describing policies, practices and procedures on providing goods and services to persons with disabilities at Heritage Place must be available upon request. These documents must outline information regarding training, the use of assistive devices, service animals and support persons, as well as steps to be taken regarding service disruptions and feedback. The format of these documents must take into account various disabilities and be accessible to all individuals.

Current Practices	By January 2021	By January 2025
<p>At present, Heritage Place has a Customer Service Standards policy (A 1.13 SS) in addition to this 5-Year Accessible Customer Service Plan. Both the policy and this 5-Year Plan are being updated in 2020. Both documents will be printed and filed in the office of the General Manager. A copy of both documents will also be kept at the reception desk.</p> <p>A copy of the AODA and Ontario Regulation 429/07 are currently not available at Heritage Place, but could be printed on request.</p>	<p>The Accessible Customer Service Policy and the 5-Year Accessible Customer Service Plan will be updated if needed (i.e., if any changes to the relevant legislation occurs).</p> <p>Heritage Place will ensure that both its Customer Service Standards policy and 5-Year Plan are available in a timely manner to any person on request. While the original document will be in Arial 12 font, accessible formats will be provided as needed. Heritage Place will ensure that these documents are offered in a format that takes into account a person’s disability. The GM or other staff member will work together with a person with a disability to agree upon an accessible format for the documents. This may include large print or an audio format (i.e., recorded disc or the assistance of a staff member/volunteer to read the document aloud).</p> <p>A copy of the Policy and Plan will also be posted online for viewing on Heritage Place’s website.</p>	<p>Heritage Place will continue to provide the listed documents in a timely manner to all individuals on request.</p> <p>Accommodations regarding the format of documents will continue to be provided based on the individual needs of persons, including those with disabilities.</p> <p>Heritage Place will continue to post notice of the availability of the documents in accessible formats, including on the organization’s website.</p> <p>The accessibility of Heritage Place’s Customer Service documentation will be reviewed by the GM as per legislative requirements and changes will be made as needed, as well as every five years thereafter.</p>

	<p>Heritage Place will provide notice that each of the documents is available in an accessible format on request. This information will be posted in a conspicuous place within the facility and on the residence's website.</p>	
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