



Post in public area

Multi-Year Accessibility Plan for St. Joseph's Continuing Care Centre

This 2017-21 accessibility plan outlines the policies and actions that **St. Joseph's Continuing Care Centre** will put in place to improve opportunities for people with disabilities.

Statement of Commitment

St. Joseph's Continuing Care Centre is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act*.

Accessible Emergency Information

St. Joseph's Continuing Care Centre is committed to providing the residents, patients and visitors with publicly-available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

St. Joseph's Continuing Care Centre will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the *Human Rights Code* as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

This training will be provided to volunteers and staff at General Orientation prior to commencement of duties. For staff members a review will be included in the annual mandatory training day.

Training will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard
- Review of the *Accessibility* pamphlet contained in the Orientation Package
- St. Josephs' Continuing Care Centre's plan related to the customer service standard
- Advising staff of Centre policies:
 - 4-a-170 *Accessibility: Provision of Service/Customer Service*
 - 4-a-171 *Accessibility: Learning and Training*
 - 4-a-172 *Accessibility: Feedback Process*
 - 4-a-173 *Accessibility: Personal Assistive Devices*
 - 4-a-174 *Accessibility: Service Animals*
 - 4-a-175 *Accessibility: Support Person*
 - 4-a-176 *Accessibility: Disruption of Services*
 - 4-a-177 *Accessibility: Workplace Emergency Response Information for Employees with a Disability*
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the assistive devices on-site (e.g. wheelchair, that may help with providing goods or services to people with disabilities)
- What to do if a person with a disability is having difficulty in accessing St. Joseph' Continuing Care Centre's goods and services

Staff will also be trained when changes are made to our *Accessibility: Provision of Service / Customer Service* policy.

Information and Communications

St. Joseph's Continuing Care Centre is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

St. Joseph's Continuing Care Centre's website and contents conform with WCAG 2.0, Level A.

Employment

St. Joseph's Continuing Care Centre is committed to fair and accessible employment practices.

We will notify the public and staff that, when requested, **St. Joseph's Continuing Care Centre** will accommodate people with disabilities during the recruitment and assessment processes and when people are hired. The following statement will appear on all internal postings and on all external recruitment material effective 01 January 2014: **"Accommodation will be provided for all parts of the hiring process in compliance with the *Accessibility for Ontarians with Disabilities Act (AODA)*. Applicants must make their needs known in advance."**

Design of Public Spaces

St. Joseph's Continuing Care Centre will meet the *Accessibility Standards for the Design of Public Spaces* when building or making major modifications to public spaces. Examples of public spaces include:

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds in provincial parks and local communities
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

St. Joseph's Continuing Care Centre will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

For more information

For more information on this accessibility plan, please contact

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