



Haldimand War Memorial Hospital
& Edgewater Gardens

Integrated Accessibility Standard
Multi Year Plan

Submitted to
Sharon Moore
Chief Executive Officer

January 2021 – 2026

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2021

The publication is available on the Edgewater Gardens website www.edgewaterlhc.ca
and in alternate formats upon request.

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Executive Summary

The purpose of the Accessibility for Ontarians with Disability Act 2005 (AODA) is to make Ontario barrier free and accessible to people with disabilities by 2025. Under this legislation, the government of Ontario is developing mandatory accessibility standards that will identify, remove and prevent barriers for people with disabilities in key areas of daily living. The standards will apply to private and public sector organizations across Ontario. The AODA builds on progress made under earlier legislation. The Ontarians with Disabilities Act, 2001 (ODA) required the Ontario Government and the broader public sector, which includes municipalities, public transportation organizations, colleges and universities, hospitals and school boards, to develop annual accessibility plans. These obligations under the ODA remain in effect as accessibility standards are developed under the AODA. To prepare and revise our multi-year accessibility plan, we have consulted with persons with disabilities and their representatives and we have made the plan public.

In this plan that has been prepared by the Accessibility Working Group of Edgewater Gardens hereinafter referred to “EWG”, the plan describes (1) the measures that the EWG has taken in the past, and (2) the measures that EWG would take during the year to identify, remove and prevent barriers to people with disabilities who live, work in or use the facilities and services of the EWG, including patients and their family members, staff, health care practitioners, volunteers and members of the community. The revised multi-year plan will continue to address and update changes made to comply with AODA Integrated Accessibility Standards regulation, June 2011.

EWG has committed itself to the continual improvement of access to our facilities, policies, programs, practices and services for patients and their family members, staff, health care practitioners, volunteers and members of the community living with disabilities. EWG is also committed to the participation of persons living with disabilities in the development and review of its multi-year plans; and the provision of quality services to all patients and their family members and members of the community with disabilities.

The Accessibility Advisory Committee will continue to identify, prioritize and implement further opportunities for improvement.

Aim to ensure

Dignity- “service is provided in a way that a person living with a disability maintains self-respect & respect of others”

Independence – supports to promote independence.

Integration- “service is provided in a way that allows a person with disability to benefit from the same services in the same place, in the same or similar way as peers, equal opportunity employer”

This plan describes: (1) the measures that EWG will take during January 2021 – 2026 to identify, remove and prevent barriers to people with disabilities who live, work in or use our home & Edgewater Gardens, including their family members, staff, health care practitioners, volunteers and members of the community.

Objectives:

The plan:

1. Describes the process by which EWG will identify, remove and prevent barriers for people with disabilities.
2. Reviews efforts put forth by EWG to remove and prevent barriers for people with disabilities over the past year
3. Lists the accessibility issues that EWG will review in the coming year.
4. Describes the measures EWG will take in the coming year to identify, remove and prevent barriers for people with disabilities.
5. Describes how EWG will make this Accessibility Plan available to the public.

Description of Edgewater Gardens

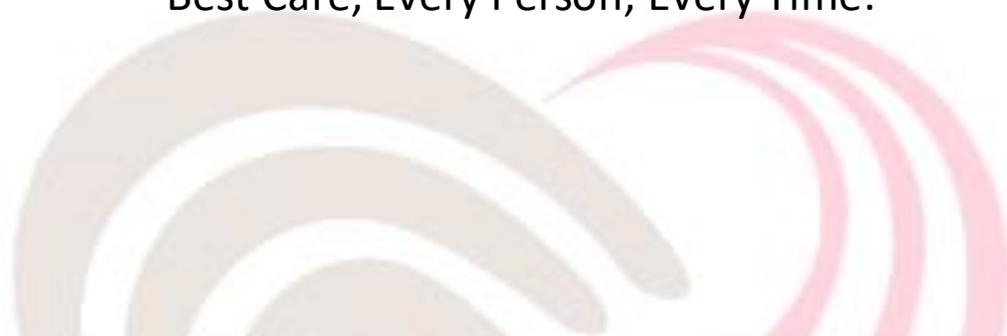
Edgewater Gardens Long Term Care opened its doors in 2006 within the rural community of Dunnville Ontario. Edgewater is a 64 bed home owned and operated by Haldimand War Memorial Hospital and is funded by the Ministry of Long Term Care. Edgewater offers a homelike environment with specialized programs and services to meet the needs of the aging population residing within. Our services include, 24/7 Nursing care, Recreation Therapy, Physiotherapy; Nutritional care needs (Dietician and staff), Laundry and Housekeeping services; a gift shop, a hair salon and a wheelchair accessible van for outings and appointments. Visiting services such as, wheelchair vendors, oxygen supply companies, denturists, etc. help provide a complete range of care for our residents.

Since its opening Edgewater Gardens has taken strides to provide quality care to every person, every time. Edgewater has tried to adapt to the changing needs of the aging population it serves as well as the needs of the community at large. Edgewater is governed by the Board of Directors who recognize and emphasize the residents' right to independence, personal choice, dignity and participation in decisions.

Vision, Mission and Values

Vision Statement

Best Care, Every Person, Every Time.



Mission Statement

Our excellence in health care delivery and service will be guided by our patients and residents, their families, research, and our highly skilled team of professionals. We provide that are in a safe and supportive environment, within a vibrant, rural community.

Our Values

Compassion - We are known for exceptional caring and compassion.

Respect - We respect the dignity of every person under our care and with whom we work.

Honesty - We act with honesty, integrity and transparency.

Teamwork - We value the knowledge and opinions of every member of our team.

Service - We will take the time to listen, respond and show courtesy to everyone in everything we do.

The Accessibility Working Group (AWG)

Establishment of the Accessibility Working Group

Sharon Moore (Chief Executive Officer) in consultation with the Board of Directors authorized the working group to:

- Review and list Bylaw as, policies, programs, practices and services that cause or may cause barriers to people with disabilities;
- Identify barriers that will be removed or prevented in the coming year;
- Describe how these barriers will be removed or prevented in the coming year; and
- Prepare a plan on these activities, and after its approval by the Chief Executive Officer, make the plan available to the public.

Coordinators

Jessica Field and Elaine Wielink have been appointed the Coordinators of the AWG. Tim Baker, Director of Maintenance and Engineering is responsible for planning, coordinating and supervising operations and maintenance functions, personnel and equipment within the Maintenance and

Operations Department, including building maintenance, mechanical systems, exterior operations, custodial operations, energy management, and support systems. Jessica, Tim and Elaine will continue to update their knowledge on accessibility issues through related educational opportunities and current changes to the AODA.

Members of the Accessibility Working Group

The following members have been appointed to the Working Group:

Working Group Member	Department	Contact Information
Jessica Field	Human Resources	905-774-2206
Tim Baker	Director of Maintenance and Engineering	905-774-7431 ext. 1253
Elaine Wielink	Environmental Services and Health and Safety	905-774-2208
Greg Allen	Director of Care/Administrator	905-774-2205
Judy O’Neill	Director of Therapeutic Recreation	905-774-2206

The AWG will meet twice a year early in the fall and late winter. Their role during this period will be to monitor the progress and resolution of the accessibility barriers identified in the five year plan, and to continue to identify additional accessibility issues.

Edgewater Gardens Commitment to Accessibility Planning

Edgewater Gardens is committed to:

- The continual improvement of access to facilities, policies, programs, practices and services for residents and their family members, staff, volunteers and members of the community.
- The participation of people with disabilities in the development and review of its annual accessibility plans.
- Ensuring Bylaws and policies are consistent with the principles of accessibility; and
- The establishment of an Accessibility Working Group.

The Chief Executive Officer authorized the AWG to continue with an accessibility plan that will enable EWG to meet these commitments. A formal Accessibility Policy and Procedure was adopted in 2010.

Recent Barrier-Removal Initiatives

During the last several years, there have been a number of informal initiatives at HWMH/EWG identified. These have been addressed in an effort to prevent barriers for people with disabilities.

Initiatives:

(a)

Strategic Planning

Edgewater Gardens strategy map, 2019 – 2022 identifies our corporate strategic directions and the goals and objectives that will ensure our operational priorities are aligned with our Mission, Vision and Values. A copy of the Strategy Map and the Scorecard used to monitor our progress toward achieving our objective can be requested at any time.

(b)

Review of recommendations received during the Accreditation process in 2021

EWG received a 4-year Accreditation award with Accreditation Canada in March 2021.

(c)

EWG Joint Health and Safety Committee

EWG is committed to monthly safety inspections of the entire facility done by the members of the JHSC as well as certain levels of management. These inspections allow for staff and volunteers an opportunity to give ongoing feedback regarding safety and accessibility barriers as they observe them. This process not only gives staff a direct line of communication regarding these concerns but also reminds staff to be aware of potential risk issues and have a proactive role in resolution prior to a problem or an incident.

(d)

Quality/Risk Management

The Quality Improvement Team deals with evaluation and audit of care related issues and the general operation within the different areas of service within EWG. This team is comprised of Staff and Management.

Barrier-Identification Methodologies

The AWG used the following barrier-identification methodologies:

Methodology	Description	Status
Residents & Family Council	Members of the AWG will discuss and review Accessibility	Ongoing

	features of the home with residents/families for identification of issues, improvements and upgrades needed as well as resolutions.	
Networking	Jessica Field, Co-Coordinator of the AWG, is a member of an AODA focused information and networking group.	Ongoing
Presentation to New Staff	New staff are educated on the Accessibility Standards and are asked to identify any present barriers. Data collected is integrated into the annual report	Ongoing
Heartbeats/What's Going On Newsletter	<p>Information regarding any accessibility issues/developments that arise can be communicated through the Heartbeats quarterly newsletter. This newsletter is made public and all staff receive copies. The CEO's contact information is listed for any concerns or inquiries by staff or the public.</p> <p>As of January 2020, Staff also receive the Internal electronic newsletter called "What's Going On" and are encouraged to present any questions or concerns. This is an opportunity to communicate any Accessibility barriers or concerns.</p>	Ongoing

Barriers Identified

In its review the accessibility working group has identified many barriers. The barriers identified will assist the AWG to help develop annual initiatives for the next several years. The five types of barriers identified include: (1) Architectural, (2) Physical, (3) Informational/Communication, (4) Attitudinal, (5) Technological

ARCHITECTURAL	
Description of Barrier	Strategy for removal/prevention
Many accessibility issues are related to the unalterable architectural boundaries of an outdated building with small restricted resident public bathrooms. Inadequate space for programs services equipment.	<p>a) Redevelopment of activity living spaces - Locking cupboards to protect dementia residents from accidental exposure of items that may cause harm (choking of small game pieces, or glue)</p> <p>b) Exploring installation of Automatic Accessible doors to balconies with centre courtyard.</p> <p>- EWG has completed the upgrading of the following doors to Automatic Accessible doors:</p> <ol style="list-style-type: none"> 1. EWG Purchasing Entrance (2013) 2. EWG Waste Room (2013) 3. EWG Resident Patio 1st Floor (2013)

PHYSICAL	
Description of Barrier	Strategy for removal/prevention
Certain doorways are primarily inaccessible to wheelchairs/walkers	<p>a) Installation of automatic accessible doors.</p> <p>b) Continue to review and identify areas of concern.</p> <p>Priority doors to be updated are listed below:</p> <ul style="list-style-type: none"> - First floor patio door to balcony - Second floor patio door to balcony
Lack of accessible washrooms	<p>a) Install wheelchair access push button, push button lock/unlock, transfer bar, higher toilet. Display wheelchair signage when complete.</p> <p>Priority washrooms to be updated are listed below:</p> <ul style="list-style-type: none"> - Front entrance washroom

	<ul style="list-style-type: none"> - Dining room washroom (first floor) - Dining room washroom (second floor)
Aging Wheelchair Accessible Van	<ul style="list-style-type: none"> a) Ensure ongoing maintenance of Van b) New Accessible Van Ordered – 3-6 month wait due to delay in manufacturing

INFORMATIONAL/COMMUNICATION BARRIER(S)	
Description of Barrier	Strategy for removal/prevention
Lack of accessibility resources, information and policies for staff and residents.	<ul style="list-style-type: none"> a) Provide electronic and hard copy resources for staff and patients. b) Provide education and training to staff that is up to date.
Lack of knowledge of Communication Aides	<ul style="list-style-type: none"> a) Increase knowledge of Communication tools that are available, and how to use them. For example: Pocket talkers, TTY (teletypewriter phones), Bell Relay Service, and Language Line.
Lack of easy access to Communication Aides	<ul style="list-style-type: none"> a) Find one storage place for tools when not in use, and communicate this to staff to ensure they can be easily accessed when needed.

ATTITUDINAL BARRIER(S)	
Description of Barrier	Strategy for removal/prevention
Patients with special needs present unique challenge to delivering safe and sensitive care (i.e. patients with hearing and visual impairments, mental health, bariatric patients and those that suffer from addictions).	<ul style="list-style-type: none"> a) Educational sessions will be provided during staff meetings, general staff meetings, lunch and learns and continuing education opportunities.

TECHNOLOGICAL BARRIER(S)

Description of Barrier	Strategy for removal/prevention
Lack of knowledge of technological devices.	a) Increase knowledge of available technological devices for individuals with disabilities. b) Provide training to staff.
Website and web content need to meet Level AA standards by January 1, 2021 (other than live captions and audio descriptions)	a) IT Services ensuring website meets compliance standards.

Barriers that will be addressed in 2021-2022:

The accessibility group will address the following barriers during the coming year:

1. Educate staff and volunteers knowledge of available technological and communication devices for individuals with disabilities at Edgewater Gardens.
2. Focus on the removal of the barriers to Accessibility (as outlined in this plan) in the Front Entrance Washroom & Dining Room Washroom (First Floor/Second Floor) at Edgewater Gardens.

Review and Monitoring Process

The Accessibility Working Group will meet twice a year, early fall and late winter to ensure the completion of the Accessibility Plan. In these meetings, the AWG will review progress with accessibility barrier removal and resolution of associated problems as they occur. Any accessibility issues that arise at EWG are brought to the AWG to review and resolve as best as possible. Some of these issues may become part of the new Accessibility Plan. The AWG will also process new concerns received from the various sources identified in the methodology section to determine new initiatives to achieve optimal accessibility within EWG Long-term Care home.

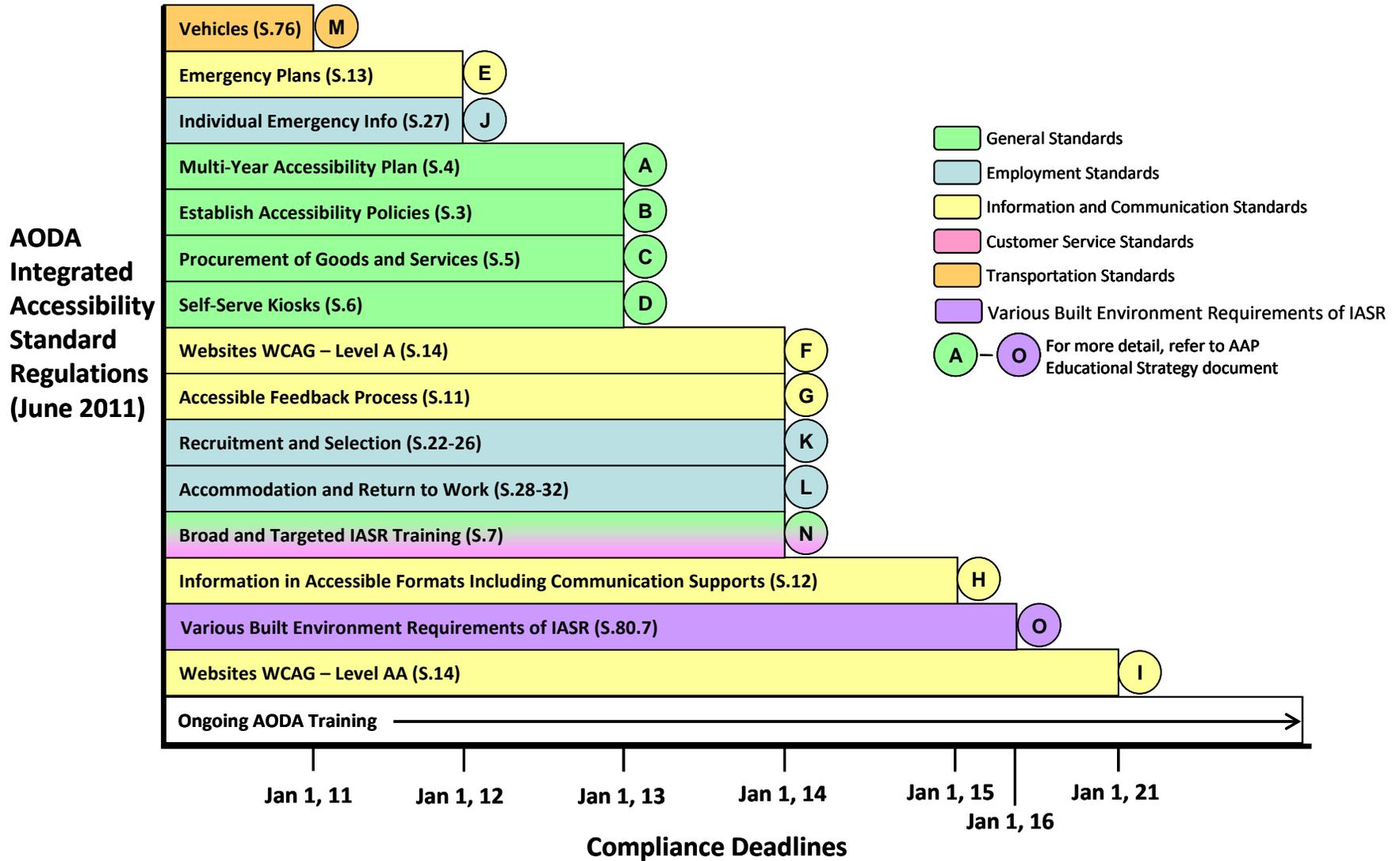
Communication of the Plan

Edgewater Gardens Accessibility Plan will be posted on the EWG website in an electronic format. Upon request, hard copies of this document can be made available.

Edgewater Gardens: Integrated Accessibility Standards Regulation (IASR)

Accessibility for Ontarians with Disabilities Act (AODA) 2005

Compliance Schedule for Large Public Sector Organizations (TOH)



AODA Standards / Regulation Reference O. Reg.191/11, s. 3	I: Accessibility Policies Compliance Deadline: January 1st, 2013			
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)
3.1 Establish accessibility policies	Policies that govern how to achieve accessibility through meeting the IASR requirements are developed, implemented and maintained	Policy Number DIR. No. 1.81 Accessibility for Ontarians with Disabilities. Joint policy with HWMH.	1	Management 09/2010; Last Updated by AWG Coordinators 11/2020
3.2 Statement of organizational commitment	Statement of organizational commitment to meet the accessibility needs of persons with disabilities is included in policy	Policy Number DIR. No. 1.81 Accessibility for Ontarians with Disabilities. Joint policy with HWMH	1	Management 09/2010; Last Updated by AWG Coordinators 11/2020
3.3 Make policy documents publicly available	Written policy documents are made publicly available and in accessible format upon request.	Policy Number DIR. No. 1.81 Accessibility for Ontarians with Disabilities.	1	- 09/2010; Last Updated by AWG Coordinators 11/2020

Part I: General Standards – s.4

AODA Standards / Regulation Reference O. Reg.191/11, s. 4	I: Multi-Year Accessibility Plans Compliance Deadline: January 1st, 2013			
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)
4.1 Establish multi-year accessibility plan	A multi-year accessibility plan outlining strategy to identify, remove and prevent barriers and meet requirements of IASR is established, implemented, maintained and documented	Complete multi-year plan with accessibility working group. Identify areas for improvement and action plans.	1	Jessica Field & Elaine Wielink; 2021
	The accessibility plan is posted on website and provided in an accessible format upon request	Report is uploaded to the EWG website.	1	IT Services; 06/2021
	Plan is reviewed and updated at least once every 5 years	Accessibility advisory committee will meet twice per year to access the status of the report.	1	Ongoing
4.2 Conduct consultation with persons with disabilities	Consultation with persons with disabilities and if one exists, an accessibility advisory committee	Ensure committee consults with people with disabilities, including residents.	1	Ongoing; Last - Judy O’Neill, Elaine Wielink, Volunteer Joanne Kiers, November 2020

4.3 Prepare annual status report	Report on the year's progress toward goals and targets identified in multi-year accessibility plan is prepared	Meet with advisory committee to update plan yearly.	1	Accessibility Advisory Committee; Ongoing
	The report is posted on website and provided in an accessible format upon request	Send report to IT Services and they will post to website.	1	Jessica Field; Ongoing

Part I: General Standards – s.5

AODA Standards / Regulation Reference O. Reg.191/11, s. 5	I: Procuring or Acquiring Goods, Services or Facilities Compliance Deadline: January 1st, 2013			
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)
5.1 Incorporate accessibility criteria and features into procurement process		Ensure our procurement process are up-to-date with incorporating accessibility criteria	1	Human Resources 2013
5.2 Provide explanation if impracticable, upon request		Ensure feedback is received if not available to do so.	1	Human Resources 2013

Part I: General Standards – s.6

AODA Standards / Regulation Reference O. Reg.191/11, s. 6	I: Self-Service Kiosks Compliance Deadline: January 1st, 2013			
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)
6.1 Incorporate accessibility features when procuring or acquiring self-service kiosks		As available, Kiosks may incorporate but not limited to the following features: audio connector, tactile keyboard, accessible height, extra time to complete tasks. Self service Kiosks will be located in accessible areas and clear of obstacles	1	No kiosk at this time

Part I: General Standards – s.7

AODA Standards / Regulation Reference O. Reg.191/11, s. 7	I: Training Compliance Deadline: January 1st, 2014			
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)
7.1 Provide training on IASR accessibility standards and Human Rights Code	All employees, volunteers, persons participating in development of organizational policy and other persons who provide goods, services or facilities on behalf of the organization, receive training	Present slideshow presentation on the IASR during orientation and on our annual education sessions.	1	Management; 01/2014-Ongoing
7.2 Training is appropriate to duties	Training is appropriate to the duties of the training participants	Presentation is related to employee's roles and responsibilities.	1	Management; 01/2014-Ongoing
7.3 As soon as practicable	Training is delivered as soon as practicable	Training is provided during the hiring process/orientation for employees	1	Management; 01/2014-Ongoing
7.4 Training regarding policy changes	Training in respect of any changes to the policy described in Section 3 is provided	Information regarding policies that are new/updated will be distributed through e-mail/mail-outs to all	1	Management; 01/2014-Ongoing

		employees.		
7.5 Record of training	A record of training provided under this section, including dates of training and number of individuals is kept	Records are kept on all education that is provided for staff.	1	Management; 01/2014-Ongoing

Part II: Information and Communication Standards – s.11

AODA Standards / Regulation Reference O. Reg.191/11, s. 11	II: Feedback Process Compliance Deadline: January 1st, 2014			
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)
<p>11.1 Ensure feedback processes are accessible by accessible formats and/or communication supports upon request</p>		<p>Utilize the following resources when necessary: Pocket Talkers, TTY phones, Bell Relay and Language Line, ASL interpreter. Provide larger print, email simplified summaries and/or illustrations. Translation apps on tablets, communication boards.</p>	1	<p>Accessibility Working Group; January 2014/Ongoing</p>
<p>11.3 Notify the public about the availability of accessible formats and communication supports</p>		<p>Insert statement regarding availability of alternate formats in all communications regarding feedback processes.</p>	1	<p>Accessibility Working Group; January 2014/Ongoing</p>

Part II: Information and Communication Standards – s.12

AODA Standards / Regulation Reference O. Reg.191/11, s. 12	II: Accessible Formats and Communication Supports Compliance Deadline: January 1st, 2015			
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)
12.1 Provide accessible formats and communication supports for information	Accessible formats and communication supports provided <ul style="list-style-type: none"> - in a timely manner that takes into account the person’s accessibility needs due to disability and - at a cost that is no more than the regular cost charged to other persons 	1. Utilize the following resources when necessary: Pocket Talkers, TTY phones, Bell Relay and Language Line, ASL interpreter. Provide larger print magnifier, email simplified summaries and/or illustrations. 2. Increase awareness of this amongst patients and staff.	1	Accessibility Working Group; 01/2015/Ongoing
12.2 Consult with person requesting alternate format		Assess the need of each individual requiring an alternate format and provide a suitable alternative upon request.	1	All employees; 01/2015

<p>12.3 Notify public of availability of these alternatives Post notices of the availability of alternate formats and communication supports on: -website, directory, signage, pamphlets</p>		<p>Develop messaging and integrate appropriate wording/statement for website, signage, resident services guide and all other channels of communication. Post notification of temporary service disruptions.</p> <p>Website accessibility checker: http://achecker.ca/checker/index.php</p>	<p>1</p>	<p>Accessibility Working Group 2015/Ongoing</p>
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Part II: Information and Communication Standards – s.13

AODA Standards / Regulation Reference O. Reg.191/11, s. 13	II: Emergency Procedure Plans and Public Safety Information Compliance Deadline: January 1st, 2012			
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)
13.1 Provide emergency procedure and public safety information in accessible formats or with communication supports as soon as practicable, upon request		Current emergency procedures will be provided in accessible formats, if required. Hazard assessments identify any barriers. Fire- Flashing light- alarm, hearing impaired – identified in fire safety plan.	1	01/2012; Elaine Wielink, Director of Environmental Services and Health and Safety Specialist

Part III: Employment Standards – s.22

AODA Standards / Regulation Reference O. Reg.191/11, s. 22	III: Recruitment, General Compliance Deadline: January 1st, 2014			
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)
22.0 Notify about accommodation in recruitment process	All employees and the public are notified about the availability of accommodation for applicants with disabilities in the recruitment process	Develop strategy for integrating recruitment, selection and hiring processes with information concerning accommodations.	1	Human Resources 01/2014

Part III: Employment Standards – s.23

AODA Standards / Regulation Reference O. Reg.191/11, s. 23	III: Recruitment, Assessment or Selection Process Compliance Deadline: January 1st, 2014			
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)
<p>23.1 Notify selected job applicants of the availability of accommodations upon request in relation to the materials or processes used for selection</p>		<p>Develop process/policy for involving individual in determination of necessary accommodations</p>	1	Human Resources 2014
<p>23.2 Consult with selected applicant and provide/arrange for suitable accommodation in a manner that takes into account the applicant's accessibility needs</p>		<p>Develop process/policy for involving individual in determination of necessary accommodations</p> <p>Learning disabilities: Variety of resource for learning</p>	1	Human Resources 2014

Part III: Employment Standards – s.24

AODA Standards / Regulation Reference O. Reg.191/11, s. 24	III: Notice to Successful Applicants Compliance Deadline: January 1st, 2014			
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)
<p>24.0 When making offers of employment, notify successful applicant of policies for accommodating employees with disabilities</p>		<p>Develop process/policy for involving individual in determination of necessary accommodations</p>	<p>1</p>	<p>Human Resources 2014</p>

Part III: Employment Standards – s.25

AODA Standards / Regulation Reference O. Reg.191/11, s. 25	III: Informing Employees of Supports Compliance Deadline: January 1st, 2014			
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)
<p>25.1 Inform employees of policies supporting employees with disabilities</p> <p>25.2 Provide this information to new employees as soon as practicable after hiring</p> <p>25.3 Provide updated information on accommodations policies to employees when changes occur</p>		<p>Educate employees on orientation and annually thereafter.</p> <p>Provide information on accommodation and return to work during orientation.</p> <p>Develop method of informing employees of changes to policies.</p>	<p>1</p>	<p>Elaine Wielink/Human Resources, 2014</p>

Part III: Employment Standards – s.26

<u>AODA Standards / Regulation Reference O. Reg.191/11, s. 26</u>	<u>III: Accessible Formats and Communication Supports for Employees</u> <u>Compliance Deadline: January 1st, 2014</u>			
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)
26.1 Provide accessible formats and communication supports for job or workplace information, upon request	All information that is: <ul style="list-style-type: none"> • needed in order to perform the employee’s job • generally available to employees in the workplace is provided to employees in alternate format or with communication supports, upon request	<p style="color: red;">HWMH/EWG Accommodation Policy # HS-11-03- HS-09-01</p>	1	Elaine Wielink/Human Resources, 2012
26.2 Consult with employee to determine suitability of format or support		The above policy will include or refer to all prescribed elements.	1	Management/ Human Resources, 2012

Part III: Employment Standards – s.27

AODA Standards / Regulation Reference O. Reg.191/11, s. 27	III: Workplace Emergency Response Information Compliance Deadline: January 1st, 2012			
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)
<p>27.1 Provide individualized workplace emergency response information to employees who have a disability</p> <p>27.2 Provide information to person designated to provide assistance upon consent</p> <p>27.3 Provide information as soon as practicable after becoming aware of the need</p> <p>27.4 Review individualized workplace emergency response information when:</p> <ul style="list-style-type: none"> • employee moves location • individual plans are reviewed • general emergency policies reviewed 		<p>HWMH/EWG Accommodation Policy # HS-11-03- HS-09-01</p>	1	Elaine Wielink, 2012

Part III: Employment Standards – s.28

AODA Standards / Regulation Reference O. Reg.191/11, s. 28	III: Documented Individual Accommodation Plans Compliance Deadline: January 1st, 2014			
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)
28.1 Develop written process for documented individual accommodation plans		HWMH/EWG Accommodation Policy # HS-11-03- HS-09-01	1	Elaine Wielink, 2012/Ongoing
28.2 Include prescribed elements in process: <ul style="list-style-type: none"> • How employee can participate • How employee will be assessed • How employer can request assessment to determine accommodation • How employee can request participation of union representative • How employee’s personal information will remain private 		The above policy will include to all prescribed elements.	1	Elaine Wielink, 2012/Ongoing

<ul style="list-style-type: none"> • How, and how often, plan will be reviewed and updated • How reasons for denied request will be communicated • How plan will be provided to employee <p>28.3 Individual accommodation plans shall:</p> <ul style="list-style-type: none"> • Include any information regarding accessible formats and communications supports provided, if requested • Include individualized workplace emergency response information, if required • Identify any other accommodation that is to be provided 		<p>The above policy will include to all prescribed elements.</p>	<p>1</p>	<p>Elaine Wielink, 2012</p>
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Part III: Employment Standards – s.29

AODA Standards / Regulation Reference O. Reg.191/11, s. 29	III: Return-to-Work Compliance Deadline: January 1st, 2014			
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)
29.1 Develop a documented return-to-work process		The above policy will include to all prescribed elements.	1	Elaine Wielink, 2012
29.2 Include steps employer will take to facilitate return to work and use documented individual accommodation plans		The above policy will include to all prescribed elements.	1	Elaine Wielink, 2012

Part III: Employment Standards – s.30

AODA Standards / Regulation Reference O. Reg.191/11, s. 30	III: Performance Management Compliance Deadline: January 1st, 2014			
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)
30.1 Include accessibility considerations in performance management processes	The use of the performance management process takes into account the accessibility needs of employees with disabilities, including existing accommodation plans	In accordance with Edgewater policies on Performance Review and planning as well as Equal Opportunity, the person's accessibility needs and individual accommodation will be considered.	1	Human Resources, 2013

Part III: Employment Standards – s.31

AODA Standards / Regulation Reference O. Reg.191/11, s. 31	III: Career Development Compliance Deadline: January 1st, 2014			
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)
31.1 Include accessibility considerations and individual accommodation plans in career development and advancement, including additional responsibilities within current position		In accordance with Edgewater policies on Performance Review and planning as well as Equal Opportunity, the person’s accessibility needs and individual accommodation will be considered.	1	Human Resources, 2013

Part III: Employment Standards – s.32

AODA Standards / Regulation Reference O. Reg.191/11, s. 32	III: Redeployment Compliance Deadline: January 1st, 2014			
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)
32.1 Include accessibility considerations and individual accommodation plans in redeployment processes		HWMH/EWG Accommodation Policy # HS-11-03- HS-09-01	1	Elaine Wielink, 2013

Part IV: DRAFT Built Environment Standards (Design of Public Spaces) Sections as below.

AODA Standards / Regulation Reference O. Reg.191/11, S. 80.16, 80.22, 80.33-80.37, 80.39-80.42	IV: Design of Public Spaces (DRAFT) Compliance Deadline: Estimated as January 1st, 2016			
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)
<p>All sections of the Built Environment Standards (Design of Public Spaces) with relevance to TOH, UOHI and OHRI</p> <p>Ss. 80.33 to 80.37 Accessible Parking</p> <p>Ss. 80.16, 80.22, 80.28 Exterior Spaces</p> <p>Ss. 80.39 to 80.41 Interior Spaces</p> <p>Ss. 80.42 Maintenance</p>	<p>Technical requirements outlined in the AODA Built Environment Standards (Design of Public Spaces) are met in all new construction and/or renovation, in all relevant areas including:</p> <ul style="list-style-type: none"> Accessible Parking Exterior paths of travel Outdoor public use eating areas Service Counters Fixed queuing guides Waiting areas Maintenance 	<p>Identify stakeholders involved in development, redevelopment, design, renovation and maintenance of public spaces and share information on status of Built Environmental Standards.</p> <p>New standards implemented as they are made law.</p> <p>Identify current maintenance schedules for interior and exterior spaces.</p> <p>Identify any need to add new maintenance as per requirements of AODA, once proposed standards are made law.</p>	<p>1/2</p>	<p>Tim Baker, 2016</p>