



Multi-Year Accessibility Plan Casey House 2020-2023

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Policy Statement

Casey House believes in transforming lives and health care through compassion and social justice. We aim to nurture the physical, emotional, social and spiritual well-being of clients. At **Casey House**, we welcome all HIV+ adults and their support networks, staff, physicians, volunteers, invited guests and the broader Casey House community.

Casey House is committed to ensuring people with disabilities have equal opportunity to access, use, work, volunteer and visit within all of our programs and services. Utilization of personal assistive devices, personnel and/or service animals (Policy O-HS 009) is encouraged within all programs and services to maximize the benefits experienced.

Casey House strives to provide the highest standard of customer service for all accessing our services, programs and physical spaces. We are committed to providing quality services that are accessible to all persons

As a result and following the standards set out in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the Accessibility Standard for Customer Service (Ontario Regulation 429/07) and the Integrated Accessibility Standards (Ontario Regulation 191/11), **Casey House** will work to identify and remove structural, environmental, physical, communication and process barriers that would limit access and service, identifying risks and working to prevent any future impediments.

Background/Associated Information:

In 2005 the Ontario Government passed the Accessibility for Ontarians with Disabilities Act (AODA). The Act sought to progressively ensure that all businesses, services and nonprofits worked to ensure that those with disabilities were afforded equal access and opportunity. Embedded within the Act and recent amendments has been a focus on policy and procedures, customer service training and feedback processes on organizational actions and activities as they speak to accessibility for all.

Definitions

Assistive Devices: devices utilized by persons with disabilities to assist in carrying out activities or in accessing services. Assistive devices may include but are not limited to wheelchairs, scooters, reading machines, recording machines, communication devices (sign language, communications board), hearing devices, canes, walkers and

grasping tools

Barrier: Anything – structural, environmental, physical, communication or process – that prevents, limits or reduces a person with a disability from fully participating

Clients: Any service recipient accessing services, programs or the physical environment

Disability: as per AODA, 2005

- I. Any degree of physical disability, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without 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;
- II. a condition of mental impairment or a developmental disability;
- III. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- IV. a mental disorder; or
- V. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Service Animal: Any animal who accompanies a person with a disability as they are used for the person for reasons related to their disability. Service animals may accompany people with physical, cognitive or seizure related disabilities, among others.

Staff: Full-time, part-time, casual, contract employees, physicians, volunteers and students.

Support Persons: Designated individuals (who do not require special training) who are dedicated to providing physical, emotional or psychological support to an individual with disabilities within a program/service or physical space to participate fully.

Temporary Disruptions: A short-term interruption, either planned or unexpected, to service, access, programs or parts or all of the physical environment.

Workers: Any staff, physician, volunteer or contracted employee who is working for and within Casey House programs, services or physical environment.

About Casey House

Casey House is passionate about breaking down barriers and removing stigmas. We take a holistic approach to our care, which means that we listen to our clients, understand their situations and help without judgement.

Casey House is much more than a place for clients to get better. It is a place where clients receive compassion. Where they can feel empowered. Where they can feel respected. Where they can feel included.



Who is Casey House?

In 1988, when Casey House was founded by a tenacious group of visionary volunteers, the disease was stigmatized and fear ran deep.

Today, Casey House remains one of the few places where people with HIV/AIDS know they can come to receive compassionate care without judgment. Our clients need a safe place to help them access the treatment they need. On a given week at Casey House, 85% of inpatient clients have AIDS.

We make our clients' humanity more visible than their disease

Here's how
we do it

We Provide

Innovative
Inter-professional
Client-driven

Care

We

Speak-up and
Shine understanding
through compassion to

Empower Clients

Accessibility Work Group

Casey House's Accessibility Work Group membership includes a senior leadership team member and representatives from:

- Human Resources
- Volunteer Services
- Operations Management
- Clinical Leadership
- Clients with Disabilities Community Rep

The Accessibility Work Group overall mandate is:

- Ensure people with disabilities have equal opportunity to access, use, work, volunteer and share the responsibility for improving accessibility
- Develop and ensure the activities set by Casey House's Accessibility Plan are monitored
- Submit the Accessibility Compliance Report to Ministry of Seniors and Accessibility on time
- Review the Accessibility Plan annually in the facility

Section One: Past Achievements

Integrated Accessibility Standards (IASR)

The IASR was enacted in July 2011. It includes a number of general and specific accessibility requirements in the areas of information and communications, employment and transportation; the requirements have compliance dates ranging from when the IASR was enacted (July 2011) to the year 2021. The requirements apply to the public, private and not-for-profit sectors. The sections of the IASR that most impact [Casey House] are those related to accessible information and communications, employment and customer service standard. As Casey House is not a provider of public transit, the transportation requirements do not apply.

The categories and requirements addressed in the Regulation (except those related to accessible transportation) are summarized below.

Customer Service

Casey House is committed to providing quality services that are accessible to all persons. Persons with disabilities may require assistance or accommodation in the way that services are provided to them. The type of accommodation provided may vary depending on the client's unique needs.

The Provision of Goods and Services to Persons with Disabilities

Casey House will use reasonable efforts to ensure that its services are provided in a way that:

- Respects the dignity and independence of persons with disabilities;
- Provides services to persons with disabilities in an integrated manner with those who do not have disabilities, unless an alternative accommodation is necessary;
- Provides persons with disabilities with an opportunity equal to that given to others.

When communicating with a person with a disability, Casey House will do so in a manner that takes into account the person's disability.

Service Animals

Persons with disabilities may use service animals to assist them in accessing Casey House's services. Persons with disabilities will be permitted to enter premises owned and/or operated by Casey House with their service animal if the public has access to these areas. They will be permitted to keep the service animal with them unless the animal is excluded by another law. If it is not obvious that the animal is a service animal, the client may be requested to provide a letter from a physician or nurse confirming that they require the animal for reasons relating to their disability, or for a valid identification card/training certificate from a recognized service animal training school. It is the responsibility of the client to ensure that their service animal is kept under control at all times. (Please refer to Casey House's Pet Policy #O-HS 009)

Support Person

Persons with disabilities may be accompanied by a support person while on Casey House premises or in our programs.

Assistive Devices

Persons with disabilities may use assistive devices to access Casey House's services. These can include but are not limited to, mobility aids, such as walkers, canes, scooters, wheelchairs, crutches or speech amplification devices. Staff/Volunteers will not touch assistive devices without permission or move them out of the reach of the client.

Additionally, staff/volunteers will inform clients of accessible features at Casey House and/or the immediate environment, if you feel that they would be useful to them.

Feedback

Feedback from the public is welcomed as it may identify areas that require change and encourage service improvements. Feedback may be given by telephone, in person, in writing, or in electronic format. If feedback is received regarding the accessibility of Casey House services, it will be reviewed by the Accessibility Officer for the purpose of resolving any issues and improving our understanding of the needs of people with disabilities.

Information and Communications

Notice of Temporary Disruptions in Services and Facilities

The proper operation of our services and facilities is important to the public. However, temporary disruptions in Casey House services and facilities may occur. These disruptions may be unplanned or involve planned maintenance and repairs or occur for other reasons. If an unplanned temporary disruption occurs, notice will be provided as soon as reasonably possible. When the temporary disruption is planned, notice will be provided in advance. When temporary disruptions occur to our services or facilities, Casey House will provide notice in visible places and on our Website, or in other ways considered reasonable under the circumstances. Notices will provide information about the reason for the disruption, its expected duration, and other methods of accessing the services or facilities if they are available.

Availability, Document Formats

Casey House Accessible Customer Service Policy and Procedures will be available to any person upon request and is located on our Website. When providing these documents or the information contained in them, to a person with a disability, they or the information within them, will be given in a format that takes the person's disability into account.

Notice of the Availability of Documents

Notice of the availability of documents required by the Accessibility Standards for Customer Service will be posted on our Website and available through Casey House's Website, reception or Accessibility Officer.

Employment

The Employment Standards builds upon the present requirements under the Human Rights Code in relation to whereby accommodates persons with disabilities through the job application process and the employment relationship. It applies in respect to workers and does not apply to volunteers and other non-paid individuals.

Recruitment and Selection

Casey House shall notify internal and external job applicants about the availability of accommodations upon request for applicants with disabilities. This may take the form of a notice posted to the company website or a statement on a job posting for which “accommodation for applicants with disabilities is available upon request.”

In addition, job applicants who have been selected to participate in an assessment or selection process shall be notified that accommodations are available. The related materials or processes required specific to the job applicant’s disability shall be discussed in consultation with the applicant.

Worker notification

Casey House shall inform workers of policies and procedures, including those on the provision of job accommodation that takes into account a worker’s accessibility needs. This information shall be provided to new workers as soon as practical after they commence performing their duties with Casey House. Once the applicable support is identified, Corporate Health (SMH) will make recommendations on how best for Casey House to accommodate the worker on all return to work processes and accommodations.

Accessible Formats and Communication Supports for Workers

In addition, and where a worker with a disability requests it, Casey House shall consult with the worker to provide or arrange for the provision of accessible formats and communication supports for:

- Information that is needed in order to perform the job tasks;
- Information that is generally available to workers in the workplace;
- Consult with the worker making the request in determining the suitability of an accessible format or communication support.

Individual Accommodation Plan

Casey House shall develop, maintain and document an individual accommodation plan for workers with disabilities to meet requirements under the Employment Standards that reflects their role, responsibilities and scope of practice.

Information regarding accessible formats and communication supports shall be covered in individual accommodation plans.

Training

All staff, volunteers, Board Members, and others who work for Casey House or on its behalf will receive information and/or training as required by the Accessibility Standards for Customer Service. This training includes, but is not limited to, Casey House Policy, Procedures and Practices pertaining to the provision of services to customers with disabilities, and how to assist customers with disabilities in accessing Casey House's services.

Casey House shall provide access to or prepare for the provision of access to accessible materials where they exist, make information about the availability of accessible materials publicly available, and provide the information in an accessible format or with appropriate communication supports, upon request.

Performance Management, Career Development, Advancement, and Redeployment

Casey House shall examine the accessibility needs of workers with disabilities when handling performance management, providing career development and advancement to workers, and if redeploying workers to other locations or workgroups.

Workplace Emergency Response

Where the worker with a disability requires assistance, Casey House shall, in consultation with the worker, provide an assigned support person(s) to assist during emergency situations that require evacuation of the premises. The individualized workplace emergency plan or process shall be shared with the support person(s), only with full agreement by the worker, ensuring their privacy at all times. Casey House shall review the individual workplace emergency information when or if the worker moves to a different location or workgroup, or there is a change to their disability, with the reporting supervisor, human resources specialist and the worker.

In addition, a general emergency evacuation process shall be in place for any facility that may have visitors with disabilities that require further assistance. This process shall be communicated to all workers.

Other Casey House Accessibility Initiatives

In mid-2017, Casey House officially became a hospital and moved into a purpose-built, newly constructed, fully accessible building. All work was done to current building code requirements that met AODA requirements. With this state-of-the-art hospital facility, this allowed the creation of a site that had many features that address the needs of people with disabilities, whether staff, clients or visitors. This allows Casey House to become fully compliant sooner. Some of the features incorporated into the new facility include:

- Signage
- Wheelchair access doors
- Wheelchair accessible bathrooms
- Seating along long corridors for clients and visitors to rest
- Accessible seating, with armrests and different sizes to accommodate users is in the lobby and waiting areas of Casey House's facilities
- There are consistent provision and placement of information boards and notices, with key information in accessible print formats. This includes displays at elevators, currently mounted between 38 and 44 inches from the floor, which presents easy reach for most users.
- The lobby reception desk is at an accessible height
- Hand sanitizer dispensers are mounted on the wall at an accessible height
- Accessible washroom including increasing available floor space for larger mobility devices; grab and transfer bars; accessible sinks with lever faucets and tilted mirrors; lowered amenities (e.g., coat hook, soap and paper towel dispensers);
- Door hardware has lever handles for high use staff and public areas, rooms and spaces, throughout the Main building.

Casey House's facilities were designed to remove identified barriers including:

- Large, wide hallways free of clutter to allow easy movement
- Large buttons, voiceover and Braille on the elevators
- Door paddles
- Braille on room and elevator signs
- Accessible public washrooms on all levels of Casey House's facilities
- TTY phones are available in two locations within Casey House's facilities

The original existing facility, a heritage building, has some limitations to become fully barrier-free. It is an employee-access area and not used for client services. To accommodate employees who may have disabilities, some of the achievements have included:

- Second-floor elevator access to the main hospital facility
- Where there are a few steps to the main floor, a special lift was installed to provide access to the different levels
- Exterior surface upgrades for the main building, to allow safe passage for users of mobility aids and people with a vision loss;
- Removal of redundant and improper interior signage (e.g., confusing messages) to assist all users with wayfinding;
- Upgrading of power door operator controls at strategic locations, for easy use and visibility when approaching;
- New office furniture provides important accommodations for staff with disabilities, including knee space below the working surface for users of mobility aids, adjustable keyboards and ergonomic seating (e.g., with back support, adjustable armrest height). Additional improvements can be addressed over time through strategic procurement strategies;

Section Two: Strategies and Action for 2020 to 2023

Next Steps

From 2020 and onwards, Accessibility Work Group will focus on:

- Revise the Multi-Year Accessibility Plan for 2020 to 2023
- Enhancing communication and information-sharing with Casey House employees, volunteers and physicians
- Meeting the requirements of the IASR associated with training
- Upgrade website accessibility in 2021
- Developing an annual update on the multi-year accessibility plan
- Reviewing existing accessibility procedures and updating them as required

Review and monitoring process

The Accessibility Work Group will meet a minimum of four (4) times annually. According to the Terms of Reference, the Accessibility Work Group functions to:

- Raise awareness of accessibility issues at Casey House and facilitate identification of barriers to access by persons with disabilities
- Provide information and act as a resource to staff on issues related to accessibility for persons with disabilities
- Advocate for and recommend actions to prevent, reduce, and eliminate access barriers
- Prepare the annual Accessibility Plan as required by the new Accessibility for Ontarians With Disabilities Act, 2005
- Monitor access for disabled persons within Casey House's facilities
- Audit accessibility measures to ensure sustained access

The Accessibility Work Group is responsible for monitoring and following up on recommendations identified in the annual Accessibility Plan. The Accessibility Work Group will also receive and review responses to complaints related to equity and accessibility every quarter and make recommendations for future action.

Communication of the Plan

The Casey House Accessibility Plan will be posted on Casey House's website. Hard copies will be available through Client Relations. On request, the plan can be made available in alternative formats, such as computer disk in electronic text, large print or Braille.

A communication tool (i.e. brochure or pamphlet) will be developed to provide key accessibility information in one resource (i.e. how to obtain alternate formats of materials, where to find information, how to obtain interpreter services, where accessible parking is located etc.).

General Requirements

AODA Requirements	Plan (Currently Compliant/In Progress)	Responsibility	Status and Future Plans
<p>Establishment of Accessibility Policies Implementation Date:</p> <ul style="list-style-type: none"> Develop, implement and maintain policies governing how the organization achieves accessibility through meeting requirements in the IASR Include a statement of organizational commitment to meet accessibility needs of persons with disabilities Document policies and make them available to the public, and provide them in 	<p>Currently compliant</p> <p>Plans for review A statement of commitment from Casey House was developed and approved in November 2016.</p> <p>Integrated Accessibility Policy and Accessible Customer Service Policy are available online and made available to the public and in an accessible format upon request.</p>	<p>HR Director</p>	<p>Statement of Commitment is currently under review and will be completed and approved by September 2020. Next review to be completed in 2022.</p>

AODA Requirements	Plan (Currently Compliant/In Progress)	Responsibility	Status and Future Plans
<p>an accessible format upon request</p>			
<p>Training (IASR Section 7) Implementation Date:</p> <ul style="list-style-type: none"> • Ensure training is provided as soon as practicable on IASR requirements and HUMAN RIGHTS CODE as it pertains to people with disabilities to all employees, volunteers, policy developers, other third parties providing service on behalf of Casey House • Update training when AODA Standards or policies change 	<p>Currently compliant</p> <p>Plans for review Casey House shall ensure that training is provided to all workers on the requirements of the accessibility standards referred to in the regulations and on the Human Rights Code as it pertains to persons with disabilities.</p> <p>Training shall be scheduled and implemented by the hiring manager/director.</p>	<p>HR Director and the Accessibility Work Group</p>	<p>Casey House plans in 2020 to complete training for all existing and new hires to ensure all staff have received and will be compliant with AODA online training. To be completed by September 2020.</p> <p>In 2021, the Accessibility Work Group to review existing AODA training and revised based on insight from client focus group and Casey House's values and beliefs.</p>

Accessibility Plan

AODA Requirements	Plan (Currently Compliant/In Progress)	Responsibility	Status and Future Plans
<p>Accessibility Plan (IASR, Subsection 80(44)) Implementation Date:</p> <p>Ensure that Casey House's multi-year accessibility plan includes:</p> <ol style="list-style-type: none"> 1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under Part IV.1 of the AODA; and 2. Procedures for dealing with temporary disruptions when accessible elements required under Part IV.1 are not in working order. 	<p>In progress A plan reflective of the existing hospital has been developed. The formalized plan is published and will be finalized by the Senior Leadership Team by 2020.</p>	<p>HR Director</p>	<p>Will finalize the current/existing plan during 2020.</p> <p>The next review/renewal is required every three years. The next multi-year accessibility plan due for submission is due in 2023.</p>
<p>Consult with people with disabilities when establishing, reviewing and updating its multi-year accessibility plan</p>	<p>In progress Currently seeking a person with disability for membership</p>	<p>HR Director and Client Engagement Coordinator</p>	<p>Plans to have a person with disability as a member of the Accessibility Work Group by September</p>

AODA Requirements	Plan (Currently Compliant/In Progress)	Responsibility	Status and Future Plans
			<p>2020.</p> <p>Ongoing Input through ad hoc Client engagement sessions and Volunteer engagement sessions as well as Staff engagement surveys; full comprehensive survey every 2 years (Fall 2020) with a shorter survey in alternate years.</p> <p>Accessibility Work Group will review feedback & incorporate the findings into multi-year planning review.</p>
<p>Accessibility Report Filed every three years as required.</p>	<p>Report completed by Director of Human Resources and signed by CFO and submitted December 2019</p>	<p>CFO</p>	<p>The report was filed on time in December 2019. Next report due to be filed in December 2022.</p>

Compliance Reporting

AODA Requirements	Plan (Currently Compliant/In Progress)	Responsibility	Status and Future Plans
<p>Reporting compliance in accordance with IASR Section 86.1 begins in 2019 and is required every three years thereafter (i.e., 2022, 2025, 2028, etc.)</p>	<p>In progress Casey House is in the process of reviewing the implementation of its Multi-Year Accessibility Plan.</p> <p>Once the review is completed, Casey House will document all results in the annual status report that is posted on Casey House's Website. https://www.caseyhouse.com/about-casey-house/accessibility/</p>	<p>HR Director</p>	<p>Multi-Year Accessibility Plan to be posted on Casey House's Website in April 2020.</p>

Customer Services Standards

AODA Requirements	Plan (Currently Compliant/In Progress)	Responsibility	Status and Future Plans
<p>Policies, practices and procedures that permit persons with disabilities to keep their service animals with them on the parts of the premises that are open to the public or other third parties, except where the animal is excluded by law.</p>	<p>Currently compliant</p> <p>Plans for review Although we are currently compliant, Casey House plans to review: Accessibility complaint form Accessibility Brochure Feedback Form And other related documents related to Customer Service</p>	<p>Accessibility Work Group</p>	<p>Review and revisions to be completed in September 2020.</p> <p>Review every 2 years after that. Next review and revisions set for September 2022.</p>

AODA Requirements	Plan (Currently Compliant/In Progress)	Responsibility	Status and Future Plans
If service animals are excluded by law, alternative ways for people with service animals to access and use the organization's goods, services or facilities are available.	Currently compliant		
Addresses physical or architectural barriers to the access	<p>Currently compliant</p> <p>Plans for review In mid-2017, Casey House opened its purpose-built, fully accessible hospital.</p> <p>Access to the historic site property has access restraints, but this is for employee use. Barriers for employees are addressed.</p>	Accessibility Work Group	<p>In 2020, the Working Group will conduct a walk-around accessibility audit.</p> <p>Based on the audit, the Working Group will develop a plan by April 2021 to address physical barriers over the next three years – 2021 to 2024.</p>
Addresses technological barriers to the access	<p>In progress</p> <p>Plans to upgrade the Accessibility Standards and Plan accessible on Website using WCAG 2.0 guidelines by January 31, 2021</p>	Communications Officer	Communications Officer will develop a working plan in 2020 and begin implementation for January 31, 2021.
Addresses information or communication barriers to the access	<p>Currently compliant</p> <p>In progress</p>	Communications Officer Accessibility Work Group	As identified in the Customer Service Standard, the

AODA Requirements	Plan (Currently Compliant/In Progress)	Responsibility	Status and Future Plans
	<p>Review of the existing forms for Clients and to improve and enhance accessibility in multiple formats, i.e. Braille, audio, and visual as well as other forms of communication barriers in the organization.</p>		<p>Accessibility Brochure is revised by September 2020.</p> <p>Accessibility Work Group will review revise and streamline communication for Customer Service Standard as well as look at other potential communication barriers. Review and improvement plan to be completed by December 31, 2021.</p>
<p>Addresses organizational barriers to the access</p>	<p>In progress</p> <p>As policies are renewed, where applicable, they shall be assessed according to Accessibility compliance requirements</p>	<p>Accessibility Work Group</p>	<p>Ongoing</p> <p>As organization changes occur, the Accessibility Work Group will look at addressing related organizational barriers</p> <p>Given that at least one senior leader is on the working group, this will provide the oversight to ensure</p>

AODA Requirements	Plan (Currently Compliant/In Progress)	Responsibility	Status and Future Plans
			organizational barriers are addressed.
Addresses attitudinal barriers to the access	<p>Compliant and in progress</p> <p>Casey House is passionate about breaking down barriers and removing stigmas and will continuously work to improve attitudinal barriers to access.</p>	Accessibility Work Group	<p>Ongoing</p> <p>As part of its annual review, the Accessibility Work Group will review opportunities to raise awareness, change attitudinal barriers of its employees and volunteers.</p>

Information and Communication

AODA Requirements	Plan (Currently Compliant/In Progress)	Responsibility	Status and Future Plans
<p>Feedback (IASR Section 11)</p> <ul style="list-style-type: none"> • Ensure all feedback processes are accessible to people with disabilities, by providing or arranging for the provision of accessible formats and communication supports, upon request • Notify the public that accessible formats or 	<p>Currently compliant</p> <p>Plans for review</p> <p>Review feedback form (e-form) - ongoing</p>	Communications Officer and Accessibility Work Group	<p>Ongoing</p> <p>Plan to revise the Feedback Form and make it accessible online with the January 31, 2021 Website upgrade.</p>

communication supports are available			
<p>Accessible Formats and Communication Supports (IASR Section 12) Implementation Date:</p> <ul style="list-style-type: none"> • Provide or arrange for provision of accessible formats and communication supports, upon request • Consult with the person making the request to determine the suitability of the accessible format or communication support 	<p>Currently compliant</p>		<p>Ongoing</p> <p>Plans to review all of our Customer Service forms to streamline and improve accessibility in the various formats as outlined in the Customer Service Standards AODA requirement.</p>
<p>Emergency Procedure, Plans or Public Safety Information (IASR Section 13)</p> <ul style="list-style-type: none"> • Provide publicly available emergency procedures, plans, or safety information in accessible formats or with communications supports, upon request 	<p>Currently compliant</p> <p>Casey House has prepared emergency procedures, plans or public safety information and make the information available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.</p>	<p>Accessibility Work Group</p>	<p>Ongoing</p>
<p>Accessible Website and Web Content (IASR Section 14)</p> <ul style="list-style-type: none"> • New websites published after January 1, 2014, must meet Web Content 	<p>Currently compliant</p> <p>Casey House shall make its company Internet and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines</p>	<p>Communications Officer</p>	<p>Details on upgrading the Website to WCAG 2.0 Level AA by January 2021 is outlined in Casey</p>

<p>Accessibility Guidelines WCAG Level A. By 2021, all websites and content must meet WCAG Level AA.</p> <ul style="list-style-type: none"> • Applies to websites and web content, including web-based applications that an organization controls directly or through a contractual relationship 	<p>(WCAG) 2.0 initially at Level A and increasing to Level AA.</p> <p>By January 1, 2021, all Websites and web content shall conform to WCAG 2.0 Level AA.</p>		<p>House's strategic plan.</p>
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Employment

AODA Requirements	Plan (Currently Compliant/In Progress)	Responsibility	Status at Annual Review
<p>Recruitment general, assessment or selection process (IASR Section 22-23)</p> <ul style="list-style-type: none"> • Notify employees and public about availability of accommodation for applicants with disabilities during the recruitment process • Notify job applicants about availability of accommodation during the recruitment process, in relation to the materials or processes to be used 	<p>Currently compliant</p>	<p>HR Director</p>	<p>Ongoing</p>

AODA Requirements	Plan (Currently Compliant/In Progress)	Responsibility	Status at Annual Review
<ul style="list-style-type: none"> Consult with the applicant to determine suitable accommodation that takes into account accessibility needs due to a disability 			
<p>Notice to Successful Applicants (IASR Section 24)</p> <p>Implementation Date:</p> <ul style="list-style-type: none"> When making job offers, inform the successful applicant of policies for accommodating employees with disabilities 	<p>In progress</p> <p>Revise job offer letters to share policies for accommodating employees with disabilities.</p>	<p>Human Resources</p>	<p>Plan to review and revised offer letter to inform successful applicants of the policies for accommodating employees with disabilities by September 2020.</p>
<p>Informing Employees of Supports (IASR Section 25)</p> <p>Implementation Date:</p> <p>Inform employees of policies used to support employees with disabilities including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability</p>	<p>Currently compliant</p>		<p>Ongoing</p>

AODA Requirements	Plan (Currently Compliant/In Progress)	Responsibility	Status at Annual Review
<p>Accessible Formats and Communication Supports for Employees (IASR Section 26) Implementation Date:</p> <ul style="list-style-type: none"> • When requested, provide employees with accessible information and communication supports for information required to perform the job, and information generally available to employees in the workplace • Consult with the employee making the request to determine suitability of the format or communication support 	<p>Currently compliant</p>		<p>Ongoing</p>
<p>Workplace Emergency Response Information (IASR Section 27) Implementation Date:</p> <ul style="list-style-type: none"> • Provide individualized workplace emergency response information to employees with disabilities if the disability is such that individualized information is necessary, and the 	<p>Currently compliant</p>		<p>Ongoing</p>

AODA Requirements	Plan (Currently Compliant/In Progress)	Responsibility	Status at Annual Review
<p>employer is aware of the need for accommodation.</p> <ul style="list-style-type: none"> With employee's consent, provide workplace emergency response information to the person(s) designated by the Casey House to provide assistance Provide the information required as soon as practicable after becoming aware of the need for accommodation 			
<p>Documented Individual Accommodation Plans (IASR Section 28) Implementation Date: Develop and have in place a written process for development of documented individual accommodation plans (IAP) for employees with disabilities</p>	<p>Currently compliant Casey House shall develop, maintain and document an individual accommodation plan for workers with disabilities to meet requirements under the Employment Standards that reflects their role, responsibilities and scope of practice. Information regarding accessible formats and communication supports shall be covered in individual accommodation plans.</p>		Ongoing
<p>Return to Work Process (IASR Section 29) Implementation Date: <ul style="list-style-type: none"> Develop and have in place a </p>	<p>Currently compliant Plans are created as needed and are individualized.</p>	Occupational Health and Safety / HR Director /	Ongoing

AODA Requirements	Plan (Currently Compliant/In Progress)	Responsibility	Status at Annual Review
<p>return to work process for employees absent due to a disability who require disability-related accommodations in order to return to work</p> <ul style="list-style-type: none"> • The process shall outline the steps the Casey House will take to facilitate the return to work of employees who were absent due to a disability and shall use the Individual Accommodation Plan (IASR Section 28) as part of the process 		Leader	
<p>Performance Management, Career Development, Advancement, and Redeployment (IASR Section 30) Implementation Date:</p> <p>Take accessibility needs and Individual Accommodation Plans into account in the performance management, career development, advancement, and redeployment process</p>	<p>Currently compliant</p> <p>Casey House shall examine the accessibility needs of workers with disabilities when handling performance management, providing career development and advancement to workers, and if redeploying workers to other locations or workgroups.</p>		Ongoing

Transportation Standards

AODA Requirements	Plan (Currently Compliant/In Progress)	Responsibility	Status and Future Plans
Provides transportation services	Transportation services are not provided at Casey House, and as a result, no plan is required for the transportation standard.		N/A

Design of Public Spaces Standards

AODA Requirements	Plan (Currently Compliant/In Progress)	Responsibility	Status at Annual Review
<p>Design of Public Spaces Standards</p> <p>Implementation Date: Casey House will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces that are newly constructed or redeveloped.</p>	No maintenance or development plans. As a result, no plan to meet the requirements needed.		N/A

Other Standards

AODA Requirements	Plan (Currently Compliant/In Progress)	Responsibility	Status at Annual Review
Health Care Standards – currently under development	The AODA Act is under review, and one of the recommendations is further development of healthcare standards. Casey House is aware of the work by the Standards Development Committee and will stay informed of the progress.	HR Director	<p>Ongoing</p> <p>HR Director will check on the status of the development of the Healthcare Standards.</p> <p>In 2021, Casey House will do a review if sufficient progress is made in the development of the standards. If there are standards that are aligned to Casey House's values and purpose, Casey House may decide to adopt these standards in advance of the completion of the standards.</p>