

ST-VIATEUR NURSING HOME AND LE GENESIS ACCESSIBILITY MULTI-YEAR PLAN

INTRODUCTION

Foyer St-Viateur Nursing Home & Le Genesis are committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

We are committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Foyer St-Viateur Nursing Home & Le Genesis understand that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Foyer St-Viateur Nursing Home & Le Genesis strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Foyer St-Viateur Nursing Home & Le Genesis is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years. We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided

Section 1 : Past Achievements to Remove and Prevent Barriers

Customer Service

For the past 5 years, both Foyer St-Viateur Nursing Home & Le Genesis has remained in compliance with the Customer Service Standards outlined by *Regulation 191/11: Integrated Accessibility Standards* and *Accessibility for Ontarians with Disabilities Act 2005*.

- Monthly resident council to identify/address potential barriers
- Quarterly Family Council to identify/address potential barriers.
- Employee training on providing services in a manner that respects the dignity and the independence of persons with disabilities, including (but not limited to) proper communication all while accounting the person's abilities and limitations and how to interact with someone who uses the assistance of a support person/animal.
- Offering equal opportunities to people with disabilities to obtain, use or benefit from our services.
- Facilitating the entry of service animals onto the premises, and ability for the person to keep the animal with them.
- Facilitating the entry of a support person onto the premises, and ability for the support person to be available to the person with a disability while on the premises.

Information and Communications

For the past 5 years, both Foyer St-Viateur Nursing Home & Le Genesis has remained in compliance with the Information and Communication Standards outlined by *Regulation 191/11: Integrated Accessibility Standards* and *Accessibility for Ontarians with Disabilities Act 2005*.

- Arranging for the provision of accessible formats and communications supports upon request.
- Consult with the person with a disability/advocate in order to determine the suitability of an accessible format or communication support.
- Ensuring emergency plans, policies and procedures are available in an accessible format upon request, with appropriate communication support.
- Website and web content published after January 2012 are conform with WCAG 2.0 Level AA, other than live caption (1.2.4) and audio descriptions (o. reg. 191/11, sec. 14 (4)).
- Ensuring training resources and materials are available upon request in an accessible format that takes into account the accessibility needs due to a disability

Employment

For the past 5 years, both Foyer St-Viateur Nursing Home & Le Genesis has remained in compliance with the Employment Standards outlined by *Regulation 191/11: Integrated Accessibility Standards* and *Accessibility for Ontarians with Disabilities Act 2005*.

- Updating recruitment process to ensure employees and the public are notified of the availability of reasonable accommodations for applicants with disabilities.
- Updating recruitment process to ensure applicants that are selected for interviews are aware that accommodations are available upon request. Should a request for accommodations be received, the management team shall consult with the applicant and provide or arrange for the provision of a suitable accommodation.
- Updating hiring process to include the notification of successful applicant of its policies for accommodating employees with disabilities.
- On an annual basis, with the use of in-person education sessions, inform current employees of our policies and the provision of job accommodations.
- Ensuring accessible formats of job description, shift duty list and all other job-related documents are available in accessible formats and/or with communication support.
- As needed, prepare individualized workplace emergency response in consideration to the person's abilities and limitations. Should a designate be necessary in the event of an emergency, ensuring the person designated by the employer to provide assistance to the employee in the event of an emergency has received the proper training and response information (with the disabled employee's consent).

- Updating policies and procedures aligned with the return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. This process is documents, outlining the steps the employer has taken to facilitate the return to work of the employee.
- Training managers and department directors on taking into account abilities and limitations of those with disabilities when conducting performance management evaluations and conversations.
- Ensuring that individualized accommodation plans are taken into consideration in the eventuality of a redeployment / accessing new positions within the organization.

Training

For the past 5 years, both Foyer St-Viateur Nursing Home & Le Genesis has remained in compliance with the Training Standards outlined by *Regulation 191/11: Integrated Accessibility Standards* and *Accessibility for Ontarians with Disabilities Act 2005*.

- (2023/2024)-Hiring and onboarding of an HR Lead, responsible for developing, implementing and facilitating monthly training modules to ensure compliance with regulations and legislations applicable to our sector, including Human Right Code and AODA.
- Delegating record keeping of all trainings and educational sessions offered to our employees to new HR lead. Records are kept in individual employee files to highlight annual completion of trainings.
- Ensuring training modules and materials are available in an accessible format and/or with supportive communication methods when requested.

Other : Mitigation procedures

For the past 5 years, both Foyer St-Viateur Nursing Home & Le Genesis has developed mitigation procedures should one of the accessible elements become unavailable.

- Creation and implementation of Accessibility Mitigation Protocols, document within our accessibility mitigation policy, which highlights the preventative and emergency maintenance for accessible elements, as well as plan to deal with temporary disruptions.
 - Exterior Path of Travel

- Preventative maintenance: maintained and cleared daily by Maintenance and Housekeeping personnel. Additionally, winter maintenance services are sub-contracted annually.
 - Emergency maintenance: utilization of on-site maintenance personnel, who is on-call after hours with the *Environmental Director*. Director has the responsibility and the authority to subcontract emergency maintenance, in collaboration with the Administrator as needed.
 - Temporary disruptions: utilization of internal path of travel, which offers access to both Foyer St-Viateur and Genesis Nursing Home. Additionally, both locations offer multiple accessible entrances and a paved pathway to each entrance.

- Interior Path of Travel
 - Preventative maintenance: maintained and cleared daily by Maintenance and Housekeeping personnel. Audited semi-annually by the *Environmental Director* to ensure proper processes and procedures and access to proper and functional equipment.
 - Emergency maintenance: utilization of on-site maintenance personnel, who is on-call after hours with the *Environmental Director*. Director has the responsibility and the authority to subcontract emergency maintenance, in collaboration with the Administrator as needed.
 - Temporary disruptions: utilization of external path of travel, which offers access to both Foyer St-Viateur and Genesis Nursing Home. Additionally, both locations offer multiple accessible entrances and a paved pathway to each entrance. Additionally, with both locations being connected, interior path of travel of the alternate location could also be utilized. Should path of travel be completely inoperable and affecting services, residents and services offered would be moved to *Complexe Recreatif de Limoges*.

- Off-Street Parking
 - Preventative maintenance: maintained and cleared daily by Maintenance and Housekeeping personnel. Audited semi-annually by the *Environmental Director* to ensure appropriate number of

accessible parking is available to residents and visitors, proper processes and procedures and access to proper and functional equipment.

- Emergency maintenance: utilization of on-site maintenance personnel, who is on-call after hours with the *Environmental Director*. Furthermore, outdoor winter maintenance is sub-contracted annually to ensure proper clearing and maintenance of accessible off-street parking. Director has the responsibility and the authority to subcontract emergency maintenance, in collaboration with the Administrator as needed.
- Temporary disruptions: utilization of accessible parking from the alternate location and utilizing the internal pathways. Both locations have support employees on-site who would be able to facilitate assistance in the event of a temporary disruption.

○ Accessible Entrances

- Preventative maintenance: entrances maintained, cleaned and cleared daily by Maintenance and Housekeeping personnel. Audited semi-annually by the *Environmental Director* to ensure appropriate function of doors and automatic door openers.
- Emergency maintenance: utilization of on-site maintenance personnel, who is on-call after hours with the *Environmental Director*. Furthermore, sub-contractors used if necessary.
- Temporary disruptions: utilization of other accessible entrances.

○ Mobility Assistive Devices available on-site

- Preventative maintenance: physiotherapist, contractor technician and restorative care aid maintain and clean all assisted devices before use.
- Emergency maintenance: utilization of on-site maintenance personnel, who is on-call after hours with the *Environmental Director* and contractor technician to fix or replace faulty devices.
- Temporary disruptions: utilization of overstock material is necessary.

Section 2 : Strategies and Actions

Customer Service

Foyer St-Viateur Nursing Home & Le Genesis are committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.

- 2024 : Updating onboarding process to include the review of our accommodation policy, AODA and Human Rights Code.
- Annually : Maintain training sessions on accessibility and proper customer service/communication with individuals living with disabilities, all while promoting dignity and respect.
- Annually: Update and maintain our policies and procedures in regard to the usage of a support person/animal on the premises.
- 2026 : Estimated opening date of new facility for Foyer St-Viateur Nursing Home, which will broaden our ability to offer services to more individuals living with a disability.
- Ongoingly: Ensuring there is no additional cost to a resident who requires a support person to participate in different community outings and activities.

Information and Communication

Foyer St-Viateur Nursing Home & Le Genesis are committed to making our information and communications accessible to people with disabilities.

- 2024 and annually thereafter: evaluation of our feedback process and ability to provide accessible formats and communication supports in a timely fashion
- 2024 : Ensuring our notice to the public about the availability of accessible formats and communication supports are posted in both official languages.
- 2025-2026: Evaluation of website and ensuring accessibility. Evaluate to possibility of increasing to Level AA.
- 2025-2026: Review of social media posting to include audio description and/or video/image descriptions.

- Every 5 years : Review and update of all education and training resources and accessible formats to ensure accuracy, availability and utilization of best practices.

Employment

Foyer St-Viateur Nursing Home & Le Genesis are committed to fair and accessible employment practices.

- 2024 and annually thereafter: In-person facilitated training for all supervisors, department directors and any other employees responsible for recruitment and/or direct supervisor of employees to ensure
 - applicable knowledge of all leaders during any and all recruitment efforts and onboarding processes.
 - Provision of accessible formats and communication support for employees with a disability.
 - Individualized workplace emergency response plans for employees with a disability, how to build them and who to distribute them to.
 - Individualized performance management based on abilities of the employees and how to document such accommodation plans.
 - Expected return to work process for employees return to work with a disability.
- Annual in-person training for employees on our policies relevant to accessibility, human rights code and availability of accommodations based on individualized abilities for disabled employees.
- 2025 and bi-annually thereafter : Revision and update of Functional Ability for all positions at both Foyer St-Viateur and Le Genesis. Updated functional ability is to be used during the creation and revision of accommodation plans, individualized emergency response plans and individualized performance management.
- 2027 and bi-annually thereafter: Evaluation of each position within the home and their respective Functional Abilities in order to identify which position could safely be accessible and achievable for individuals with disabilities. (Position Accessibility Process)
- 2028: Build network and rapport with local organizations who assist and facilitate employment of adults with developmental or physical disabilities seeking employment. Potential of employment in roles highlighted in position accessibility process of 2027.
- Annually: Revision of Accessibility Policy by the Administrator

Training

Foyer St-Viateur Nursing Home & Le Genesis are committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

- Annually: facilitating monthly training modules to ensure compliance with regulations and legislations applicable to our sector, including Human Right Code and AODA. Records to be kept in individual employee files to highlight annual completion of trainings.
- Bi-annually: revision and evaluation of all training modules and materials in order to ensuring availability of accessible format and/or supportive communication methods easily available when requested.
- 2024 and annually thereafter: In-person facilitated training for all supervisors, department directors and any other employees responsible for recruitment and/or direct supervisor of employees to ensure applicable knowledge of all leaders during any and all recruitment efforts, onboarding processes and course of employment.
- 2024 and annually thereafter: Require proof of training on accessible customer service, human rights code and provision of accessibility relevant to tasks be required of all contractors/sub-contractors providing direct services to our residents on our organization's behalf, such as agency employees, physio-therapist and physio-therapist aid, nailcare nurse, etc.

Design of Public Spaces

Foyer St-Viateur Nursing Home & Le Genesis will meet accessibility laws when building or making major changes to public spaces.

For More Information

For more information on this accessibility plan, please contact :

Benoit Marleau, Administrator

613-443-5751 ext.400

bmarleau@rogers.ca

Our accessibility plan is publicly posted as well as being available upon request at the reception of each location.

Standard and accessible formats of this document are free on request from

Benoit Marleau, Administrator

613-443-5751 ext.400

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