



St. Joseph's at Fleming Long Term Care Home Accessibility Plan

PURPOSE:

The Accessibility Plan identifies the specific requirements applicable St. Joseph's at Fleming as mandated by the Province of Ontario through the Accessibility for Ontarians with Disabilities Act 2005 (AODA) and applicable phases, and the measures that have been taken or will be undertaken yearly. We strive to meet standards before the AODA compliance report deadlines.

The Accessibility Plan outlines the key objectives of the home such as, Assistive Devices, Communication, Service Animals, Support Persons, Notice of Temporary Disruption, Training for Staff, Feedback Process and Modifications to this or other policies while maintaining and updating yearly as required by law.

OBJECTIVES:

- A) Committed to implementing the AODA Integrated Accessibility Standard Regulation and any updates for St. Joseph's at Fleming.
- B) **St. Joseph's at Fleming identifies the need to be and is accessible 24/7.** We are a 200-bed long-term care home. We are committed to promoting opportunities for all persons with disabilities.
- C) **Communication:** Available in alternative formats upon request.
 - in the event of a planned or unexpected disruption to services or facilities for customers with disabilities (such as elevators, door entrances, etc.) St. Joseph's at Fleming will notify customers promptly.
 - This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available or needed.
- D) **Research opportunities for grants and incentive programs:** St. Joseph's at Fleming continues to apply for opportunities to help increase and promote accessibility.
- E) **We recognize that disabilities are not always visible:** Many disabilities are often not always physical in nature; encourage and support the development of programs and projects that promote holistic accessibility and inclusion; Advocacy is everyone's responsibility.

F) Service Animals and Support Persons:

-We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

-A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

G) We are committed to provide educational resources for our staff who work at St. Joseph's at Fleming.

H) Elimination of barriers and discrimination are promoted and are part of the culture at St. Joseph's at Fleming.

I) Accessibility related feedback, including people with disabilities. All employees, residents, family, volunteers, and visitors to the home are encouraged to make comments on the Accessibility Plan and accessibility matters in general at every opportunity.

J) All Recommendations will be noted and will be reflected in the annual updates to the Accessibility Plan and the Accessibility Policy.

In Addition to ongoing evaluation, reporting, communicating and education efforts, we also include:

- Compliance reports submitted annually to the Province of Ontario.
- Continue to ensure that all policies and procedures related to the customer service standard of the AODA are available upon request.
- Our residents are committed to on-going accessibility evaluation through regular monthly resident council meetings. Their focus remains aimed at the requirements under the accessibility standards.

Employees:

- On-going Recruitment: Notify employees and the public about the availability of accommodation for applicants with disabilities. Continue to notify job applicants, when they are individually selected to participate in an assessment of selection process, that accommodations are available upon request in relation to materials and processes to be used.
- Inform of policies used to support employees with disabilities, including, but not limited to, policies on provision of job accommodations that consider an employee's accessibility needs due to a disability,

- Provide information required under this section to new employees as soon as they begin employment.
- Continue to incorporate accessibility criteria and features into procurement practices so that goods, services, and the facility are more accessible to people with disabilities unless it is not practicable to do so.
- **Internet Content and Websites:** The new St. Joseph's at Fleming website and most content conforms to the Web Content Accessibility Guidelines (WCAG) Level 2.0 AA criteria.
- **On-going Emergency Procedures:** Plans or Public Safety Information - Continue to provide or arrange for the provision of accessible formats and communication support for all staff and any persons with a disability, upon request.
- **On-going Public Feedback Process** - continue to provide or arrange for provision of accessible formats and communication supports for persons with a disability upon request.
- **Provide Accessible Transportation** opportunities to persons with disabilities.
- **Education and Training:**
-We provide education for employees and volunteers, persons who develop policies, and those that provide services on behalf of the organization on the requirements of the Integrated Accessibility Standards Regulation and on the Human Rights Code. Examples of training completed are, Integrated Accessibility Standards Regulation.

REFERENCES:

AODA Accessibility Standards for Ontario