

MULTI-YEAR ACCESSIBILITY PLAN

This 2012-2016 accessibility plan outlines the policies and action that Fairhaven will put in place to improve opportunities for people with disabilities.

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

Fairhaven is committed to providing residents, families, visitors and staff with publicly available emergency information in an accessible way upon request.

Requirement	Responsibility	Date	Status
Accessibility Policies <ul style="list-style-type: none"> Develop, implement and maintain policies governing how Fairhaven achieves accessibility through meeting its requirements referred to in the Accessibility for Ontarians with Disabilities Act. 	Human Resources	2013	Complete. Reviewed Annually Last reviewed: 02/02/2018
Accessibility Plans <ul style="list-style-type: none"> Establish, implement, maintain and document a multi-year accessibility plan which outlines Fairhaven's strategy to prevent and remove barriers. 	Committee	2014	Complete. Reviewed Annually Last reviewed: 02/02/2018

<p>Self Service Kiosk</p> <ul style="list-style-type: none"> • Incorporate accessibility features when designing, procuring or acquiring self-service kiosks. 	Committee	2014	<p>Not applicable at this time. Review with Senior Management Committee in procurement process</p> <p>Last reviewed: 02/02/2018</p>
<p>Training</p> <ul style="list-style-type: none"> • Employees • Committee of Management • Volunteers 	<p>Human Resources</p> <p>Senior Management Committee</p> <p>Programs and Volunteer Manager</p>	<p>2013</p> <p>2015</p> <p>2015</p>	<p>All staff, volunteers and committee of management members receive training on AODA during orientation as well as completing annual e-learning.</p> <p>Last reviewed: 02/02/2018</p>
<p>Information and Communication</p> <ul style="list-style-type: none"> • Feedback: Ensure feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports are available upon request. • Upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner. • Notify the public about the availability of accessible formats. 		<p>2015</p> <p>2016</p>	<p>Form on Fairhaven website to submit feedback.</p> <p>Accessibility page on website notifies public of accessible formats.</p> <p>Last reviewed: 02/02/2018</p>

Emergency Procedures, Plans or Public Safety Information <ul style="list-style-type: none"> Provide Accessible formats upon Request 	Environmental Services Manager	2012	Complete. 2015 Emergency Plan is currently under revision with the City of Peterborough.
Accessible Website and Web Content <ul style="list-style-type: none"> Make internet website and web content conform to the World Wide Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA. By 2021: Ensure all internet websites and web content conform to WCAG 2.0 Level AA, other than i1) success criteria 1.2.4 Captions (live); and (ii) success criteria 1.2.5 Audio Descriptions (Pre-recorded). 	Information Technology	2014	Complete. Fairhaven website and web content conform to WCAG 2.0 Level A.
		2012	In Progress
Employment Standards <ul style="list-style-type: none"> Notify applicants and employees about the availability of accommodation in a manner that takes into account the persons disability. Notify applicants and employees that accessible materials are available upon request. Successful applicants will be notified verbally and in writing. Inform employees of Fairhaven's policies used to support its employees with disabilities. Job Postings/Ads include information on 	Human Resources	2014	Complete. Notice to be provided on job ads and on Fairhaven website.
	Human Resources	2014	Complete. Policies being updated.
	Human Resources	2014	Notice to be provided over the phone and in offer letter.
	Human Resources	2014	Policy has been updated.
	Human Resources	2016	Complete

accommodations			Last reviewed: 02/02/2018
Workplace Emergency Response Information to Employees <ul style="list-style-type: none"> • Provide individualized workplace emergency response information to employees who have a known disability and if the employer is aware of the need for an accommodation. • Keep current list of Employees that may need assistance in the event of an evacuation 	Human Resources & Health and Safety Committee Human Resource Generalist	2014 2015	Complete. Information provided to the JOHSC for input. Last reviewed: 02/02/2018
Documented Individual Accommodation Plans	Human Resources	2014	Complete
Documented Return to Work Process	Human Resources	2014	Complete. Last reviewed: 02/02/2018
Performance Management <ul style="list-style-type: none"> • Performance management shall take into consideration the accessibility needs of an employee with a disability, as well as individual accommodation plans. 	Human Resources	2014	Complete. Last reviewed: 02/02/2018
Career Development and Advancement <ul style="list-style-type: none"> • Career development and advancement shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans. 	Human Resources	2014	Complete. Addressed through existing practice Last reviewed 02/02/2018.
Redeployment <ul style="list-style-type: none"> • Redeployment shall take into account the accessibility needs of employees with 	Human Resources	2014	Complete. Addressed through existing practice

disabilities, as well as individual accommodation plans.			Last reviewed 02/02/2018.
<p>Design of Public Space</p> <ul style="list-style-type: none"> • Building or modification to public spaces shall take into account the accessibility needs of people with disabilities. The following items have been identified as solutions to potential barriers: <ul style="list-style-type: none"> - Accessible washrooms in the core hallways. One for each level. - 2nd installation of the employee hand punch system on the second level. Employees who use the handicap parking spots could use the 2nd hand punch and not have to go to level 1. - Strobe lights to be installed when the fire alarm has been activated. To assist those that are hearing impaired. - Automatic doors for the Admin area - Voice recognition or voice activated elevators 	Environmental Services Manager	2014	Complete. Last Reviewed 02/02/2018

“Committee” refers to the AODA Committee, which includes: Resident Care Manager, Environmental Services Manager, Family and Client Relations Supervisor, Information Technology Coordinator, Human Resource Manager, Human Resource Generalist.

The AODA Committee will meet semi-annually, or as needed to review the Multi-Year Accessibility Plan.

The Multi-Year Accessibility Plan will be posted on the internal and external website and hard copies will be made upon request.

For more information on this accessibility plan please contact:

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Accessible formats of this document are available upon request.