

Accessibility Plan

This accessibility plan outlines the actions that Helen Henderson Care Centre will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Helen Henderson Care Centre is committed to ensuring equal access and participation for people with disabilities. We are committed to treating all 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.

Accessible Emergency Information

Helen Henderson Care Centre is committed to providing our staff and customers with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

Helen Henderson Care Centre provides training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code, as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Helen Henderson Care Centre will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015.

- Provide the required training in an in-service or self-directed educational format to those staff currently employed prior to January 1, 2015.
- Provide the required training to all new employees hired after January 1, 2015, within the 420 hours of their probationary period.

Procurement

Under the law, only public sector organizations have this requirement. We will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, when appropriate. If it is not possible and practical to do so, we will provide an explanation upon request.

Information and Communications

Helen Henderson Care Centre is committed to meeting the communication needs of people with disabilities. We will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports. Helen Henderson Care Centre's website currently conforms with WCAG 2.0, Level A, in accordance with Ontario's accessibility laws. Helen Henderson Care Centre will ensure that the company website and content conforms with WCAG 2.0, Level AA by January 1, 2021. Website content and conformity is the responsibility of our contracted firm, Response IT.

Changes to existing policies

We will modify or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities.

Helen Henderson Care Centre will ensure that all publicly available information is made accessible upon request

Feedback

Helen Henderson Care Centre will ensure that feedback processes are accessible to people with disabilities upon request. Feedback may be provided to the home via telephone, facsimile, email and written.

Feedback regarding the way Helen Henderson Care Centre provides services to people with disabilities can be made by e-mail or telephone All feedback will be directed to the Administrator, Lisa Gibson.

Complaints will be addressed according to priority and level of risk. Acknowledgement of feedback and any resulting actions will be provided upon request. Customers can expect a response back within 10 working days.

Employment

Helen Henderson Care Centre is committed to fair and accessible employment practices. We will accommodate people with disabilities during the recruitment and assessment processes and when people are hired, to the best of our ability.

We will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.

We will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

Helen Henderson Care Centre will develop and put in place a process for developing individual accommodation plans and return to work policies for employees that have been absent due to a work injury related disability. Return to work plans will be created individually, in conjunction with the employee, based on the employee's abilities as reflected by medical assessment results. Our performance management, career development and redeployment processes will take into account the accessibility needs of all employees.

Design of Public Spaces

Helen Henderson Care Centre will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces, such as sidewalks, ramps, curb ramps or off street parking.

Helen Henderson Care Centre will attempt to prevent service disruptions to its accessible parts of its public spaces. In the event of a service disruption, we will notify the public of the service disruption and provide alternative access.

For more Information

For more information on this accessibility plan, please contact Helen Henderson Care Centre by phone at 613-389 4585, facsimile or email