



Multi-Year Accessibility Plan

General Requirements

Requirement	YES	NO	N/A	Notes/Actions
Establishment of Accessibility Policies: - Develop, implement and maintain required accessibility policies - Statement of commitment - Make policies available to the public	Yes			Hillcrest Village Care Centre has the following policies implemented in the organization: - Accessibility Policy - Accessibility Customer Service Policy - Information and Communications Standard Policy - Employment Standard Policy And a Statement of Commitment - AODA (Accessibility). These policies are available on Surge Learning and the Information and Concerns Binder located at Reception. Completed. December 1, 2023
Hiring: Ensure job postings are accessible and inform employees and the public of the Employer's commitment to accommodating the needs of people with disabilities in the hiring process. This information must be posted on the Employer's website and included in all job postings.	Yes			Hillcrest Village Care Centre welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process. Completed. December 1, 2023
Notify job applicants when they are selected for an interview that accommodation will be provided.	Yes			Hillcrest Village Care Centre ensures that each candidate is asked if accommodations are required when contacting an applicant about an interview. Completed. December 1, 2023
Notify successful applicants of the	Yes			Hillcrest Village Care Centre has an



organization's accommodation policies for accommodating employees with disabilities.			accommodation process in place and provides accommodations for employees with disabilities. If you require a specific accommodation due to a disability or a medical need that you have not yet informed us about, please contact Wendy Ens Hillcrest Village Care Centre 255 Russell Street Midland, ON L4R 5L6 Tel: 705.526.3781 ext. 280 Fax: 705-526-5656 Email: wens@hvcc.ca so that arrangements can be made for the appropriate accommodations to be in place before you begin your employment. Completed. December 1, 2023
Inform employees about the organization's policies to support people with disabilities. Inform new employees when they are hired, and inform all employees if the policies are updated or changed.	Yes		To distribute this information, Hillcrest Village Care Centre uses the following (or any other method preferred by employees): ● Newsletters ● Emails ● Memos ● Websites ● Bulletin boards ● Staff meetings ● One-on-one conversations ● Surge Learning Completed. December 1, 2023
Providing Accessible Workplace Information: Workplace information must be provided in an accessible format upon employee request. This includes: ● Any information necessary for employees to perform their jobs (e.g., job descriptions and manuals). ● General information available to all employees at work (e.g., company newsletters, organization-wide memos, and bulletins regarding company policies and health and	Yes		Hillcrest Village Care Centre should engage in discussions with employees with disabilities to determine their preferred information delivery methods and how information can be made accessible. Completed. December 1, 2023



safety information).				
Self-Service Kiosks			N/A	
Providing Individualized Workplace Emergency Response Information: Emergency information must be made accessible, and a plan must be developed to help employees with disabilities during an emergency. As an employer, if you know an employee might need help in an emergency due to a permanent or temporary disability, you must provide individualized emergency response information to the employee. For example, how an employee: • Who uses a wheelchair can safely exit a building in the event of a fire • With a hearing disability, who cannot hear an alarm, will be notified in the event of an emergency • With a visual disability will identify and navigate emergency escape routes • With an invisible disability, such as a heart condition that prevents them from using stairs, will evacuate a building during an emergency	Yes			A document is posted in the workplace advising employees with a disability of the availability of individual workplace emergency response plans and who to contact so they may make arrangements to complete the plan. With the employee's consent, share this information with the people designated to help them in an emergency. This information will be stored in the Emergency Management binder in the Heritage Lab Room. Review the employee's emergency response information when: • The employee changes work locations • You review the employee's overall accommodation needs • You review the organization's general emergency response policies Completed. December 1, 2023
Managing Performance, Career Development, And Redeployment: If you have performance management or career development processes, you must consider the needs of an employee with disabilities when you: • Hold formal or informal performance reviews • Promote or move them to a new job	Yes			• Making documents available in accessible formats (for example, large print for people with low vision) • Providing feedback and coaching in a way that is accessible to them (for example, allowing someone with a learning disability to record the conversation) • Providing the accommodations they need to successfully learn new skills or take on more responsibilities Completed. December 1, 2023



Feedback: Ensure that processes for receiving and responding to feedback are accessible to persons with disabilities.	Yes		Upon request, providing accessible communication supports. For example, if feedback is given or received through written methods, providing alternative methods such as text-to-screen software, allowing employees to give or receive feedback via verbal communication, electronically etc. Completed. December 1, 2023
Accommodation Plans: You must develop and write a process for creating accommodation plans for employees with disabilities. This process must be documented and should include: • How an employee participates in the development of their individual accommodation plan • How an employee is assessed on an individual basis • How a unionized employee can ask for a representative from their bargaining agent to participate in the development of the accommodation plan • How a non-unionized employee can ask for a representative from the workplace to participate in the development of the accommodation plan (as applicable) • How Hillcrest Village Care Centre, as an employer, can request assistance from an outside expert, at your expense • The steps you will take to protect the privacy of the employee's personal information • How and when you will provide the employee with their personalized accommodation plan	Yes		A document is posted in the workplace advising employees with a disability of the availability of individual workplace emergency response plans and who to contact so they may make arrangements to complete the plan. Hillcrest Village Care Centre's process for developing Accessibility plans, where Accessibility Plans may be located/where it will be documented. • How you will provide workplace information in an accessible format, if requested • How you will provide accessible emergency information, if needed • Any other accommodation that is to be provided You and the employee with a disability must collaboratively determine and implement the appropriate accommodation measures. Completed. December 1, 2023



• The schedule for when and how the plan will be reviewed and updated • How you will tell an employee that their individual accommodation plan has not been accepted • How you will provide the plan in an accessible format				
Return-to-Work Process: This requirement does not replace or override any other return-to-work process made under any other law (e.g., WSIB). You must develop and write a process to support employees who have been absent from work due to a disability and require disability-related accommodations to return to work.	Yes			Hillcrest Village Care Centre's return to work process for employees who require disability-related accommodation to return to work. Return-to-work plans are documented in Employee files and Jonathan Ens, Administrator or Designate, are responsible for implementing them. Completed. December 1, 2023
Submit an Accessibility Compliance Report: Businesses or nonprofits with 20 or more employees are required to submit an accessibility compliance report every three years. The report confirms adherence to current accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).	Yes			Hillcrest Village Care Centre's previously submitted Accessibility Compliance report, the next date on which a report must be submitted, where Accessibility Compliance Reports are documented, and Administration is responsible for creating, submitting, and documenting them. The report is accessible and public as is posted on Bulletin Boards. Completed. December 15, 2023
Training: Accessibility training which meets AODA requirements must be provided to: • All employees and volunteers (paid and unpaid, full-time, part-time and contract positions) as soon as possible after joining the organization	Yes			Accessibility training provided to employees of Hillcrest Village Care Centre must cover the following: • the purpose of the Accessibility for Ontarians with Disabilities Act • an overview of the requirements of the customer service standard • our policy on providing accessible customer service



• Anyone involved in developing your organization's policies (including managers, senior leaders, directors, board members and owners) • Anyone who provides goods, services or facilities to clients/customers on your organization's behalf			• how to interact with people with various types of disabilities • how to interact with people who use an assistive device or require the assistance of a service animal or support person • information on how to use any equipment or devices available in your organization to help provide goods, services or facilities to people with disabilities (for example, screen readers, lifts, TTY phone line) • what to do if a person with a disability is having difficulty accessing our goods, services or facilities • the accessibility standards and the Ontario Human Rights Code as it relates to people with disabilities • any changes or updates to the organization's accessibility policies • any accessibility training pertaining to the employees responsibilities or job duties Training records are documented and maintained through Surge Learning. The In-Service Coordinator is responsible for administering training. Records must include when the training was delivered, who attended, and how many employees participated in and completed the training. Completed. December 1, 2023
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