

Manual:	Administration	Reference No.:	005021.00
Section:	Planning		
Subject:	Accessibility		

PURPOSE:

The purpose of this Accessibility Policy is to ensure that APANS Health Services provides a safe, inclusive, and accessible environment for all residents, visitors, and employees, in compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11) (IASR).

SCOPE:

This policy applies to all employees, volunteers, contractors, and visitors of APANS Health Services.

POLICY STATEMENT:

At APANS Health Services, we are committed to excellence in all our endeavors, and a key component of this commitment is ensuring accessibility for all. Providing accessible products, services, and workplaces is not only a legal requirement but also a fundamental aspect of our core values.

We affirm that everyone deserves equal opportunities to engage with our community. As we move forward, we will prioritize accessibility in every project and create an environment where all voices are heard and valued.

OBJECTIVES

1. Accessibility Planning

- Establish and maintain an accessibility plan that outlines our commitment and measures to improve accessibility.
- Review and update the plan annually, engaging individuals with disabilities in the process.

2. Training

- Provide training for all employees and volunteers on the AODA and the IASR, including the human rights code as it relates to individuals with disabilities.
- Ensure that staff understands how to interact and communicate with persons with various types of disabilities.

3. Communication

- Ensure that our communication methods are accessible to individuals with disabilities.
- Provide accessible formats and communication support upon request.

4. Feedback Process

Manual:	Administration	Reference No.:	005021.00
Section:	Planning		
Subject:	Accessibility		

- Create an accessible feedback mechanism for residents, families, and the public to report accessibility issues or provide suggestions.
- Respond to feedback in a timely manner and implement changes as appropriate.

5. Accessible Customer Service

- Ensure that our services are provided in a way that respects the dignity and independence of individuals with disabilities.
- Allow individuals with disabilities to use their own assistive devices to access our services.

6. Employment Practices

- Ensure that recruitment, hiring, and workplace accommodation practices are inclusive and accessible.
- Provide support and accommodations for employees with disabilities.

7. Physical Accessibility

- Regularly assess the physical environment for accessibility and make necessary modifications to facilities, equipment, and services.
- Ensure that all new construction and renovations comply with accessibility standards.
- We will comply with Design of Public Spaces Standards when constructing and/or re-developing public elements. This includes and not limited to: Exterior Path of travel, specifically when constructing or re-developing outdoor walkways will consult with the public and people with disabilities on where rest areas are to be provided along the paths of travel and how the rest areas will be designed

Procedures

1. Accessibility Plan Development

- The will be responsible for the development and implementation of the accessibility plan.
- Stakeholder input, particularly from individuals with disabilities, will be sought during the planning process.

2. Training Implementation

- Training sessions will be scheduled annually, and attendance will be recorded.
- New employees will receive training as part of their orientation process.

3. Communication Requests

Manual:	Administration	Reference No.:	005021.00
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- Requests for accessible formats can be made in person, by phone, or via email.
- The Executive Director or designate will assess requests and provide the requested information in a timely manner.

4. **Feedback Mechanism**

- Feedback can be submitted through suggestion boxes, online, or direct communication with staff.
- All feedback will be documented and reviewed quarterly for action.

5. **Customer Service Accessibility**

- All staff will receive training on accessible customer service.
- Any barriers identified by staff or clients will be reported to the [designated person/committee] for action.

6. **Employment Accommodation Process**

- Employees requiring accommodation should contact the Executive Director of the home.
- A collaborative process will be used to determine suitable accommodations.

7. **Facility Assessment**

- A quarterly audit of facilities will be conducted by the JHSC (Join Health and Safety Committee) to identify and address any accessibility barriers.
- Recommendations for improvements will be documented and presented to management.

Monitoring and Review

- This policy will be reviewed annually and updated as needed to ensure compliance with applicable laws and the ongoing needs of residents and staff.
- Regular monitoring of the effectiveness of accessibility initiatives will be conducted, and necessary adjustments will be made based on feedback and assessments.