

SISTERS OF ST. JOSEPH OF TORONTO
ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT
MULTI-YEAR ACCESSIBILITY PLAN
DECEMBER 31, 2014

Revised January, 2018

1.STANDARDS FOR CUSTOMER SERVICE

The Sisters of St. Joseph of Toronto will continue to comply with the Accessibility Standards for Customer Service Regulation by:

- Annually reviewing policies and practices for providing goods and services to persons with disabilities and updating where necessary.
- Providing accessibility awareness, AODA and customer service standard training to all new staff in orientation
- Integrating accessibility awareness in ongoing education and training programs for all staff, in particular, mission and values and philosophy of care education programs
- Responding promptly and in appropriate format to feedback, queries and complaints from customers
- Determining the impact of any planned changes to the physical environment on persons with disabilities and ensuring construction plans include removal or avoidance of barriers.

Implementation timeframe: From January 2012 forward

Completion date: On-going

2.INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR) GENERAL REQUIREMENTS

The Sisters of St. Joseph of Toronto will continue to comply with the IASR general requirements as follows:

2.1 Accessibility policies and multi-year accessibility plan

- Annually review policies and practices to ensure ongoing compliance with IASR requirements
- Implement and maintain a multi-year accessibility plan which outlines the organization's strategy to prevent and remove barriers and meet its requirements
- Review and update the accessibility plan at least once every five years

Implementation timeframe: From January 2012 forward

Completion date: Ongoing

2.2 Training

- Provide training on the requirements of the IASR and on the Ontario Human Rights Code as it pertains to persons with disabilities for all employees, volunteers, contractors, other third parties who interact with persons with disabilities

Implementation timeframe: 2014 to January 1, 2015

Completion date: From January 1, 2015 forward

3. IASR INFORMATION AND COMMUNICATION STANDARD

The Sisters of St. Joseph of Toronto will continue to comply with the IASR Information and Communication Standard as follows:

3.1 Feedback

- Ensure existing feedback processes are accessible to people with disabilities by arranging for the provision of accessible formats and communication supports, upon request and by consulting with the requestor to determine suitability of format.

Implementation timeframe: 2014 to January 1, 2015

Completion date: Ongoing as required

3.2 Accessible formats and communication supports

- Continue to improve accessibility of documents on the website
- Notify the public on the website and at reception desks about the availability of accessible formats and communication supports

Implementation timeframe: 2015 to January 1, 2016

Completion date: From January 1, 2016 forward

4. IASR EMPLOYMENT STANDARD

The Sisters of St. Joseph of Toronto will comply with the IASR Employment Standard as follows:

4.1 General recruitment

- Specify in job ads and on the website that accommodation is available for applicants with disabilities

- Notify employees and the public about the availability of accommodation in its recruitment processes for applicants with disabilities
- Inform candidates about the availability of accommodations when called for an interview, during the selection process, at the time of job offer and at orientation
- If accommodation is requested, consult with the applicant and arrange for suitable accommodation

Implementation timeframe: 2015 to January 1, 2016

Completion date: From January 1, 2016 forward

4.2 Support information for employees

- Inform current employees and new hires of the policies supporting employees with disabilities including job accommodations and keep employees up to date on policy changes
- Provide accessible formats and communication supports to any employees who request them
- If requested, consult with the employee about appropriate formats and supports for information that is needed in order to perform the employee's job and information that is generally available to employees in the workplace

Implementation timeframe: 2015 to January 1, 2016

Completion date: From January 1, 2016 forward

4.3 Documented individualized plans (return to work plan, accommodation plan)

- Include in the process the manner in which the employee requesting accommodation can participate in the development of the plan
- Include in the process the means by which the employee is assessed on an individual basis
- Provide an individualized accommodation plan in writing to any employee with a disability or provide the employee with the reasons for the denial, if the accommodation request is rejected.
- Include in the process the manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if and how accommodation can be achieved
- Provide an individualized return-to-work plan in writing for any employee who has been absent from work due to a disability and requires disability-related accommodations to return to work
- Ensure the privacy of the employee's personal information

- Outline the frequency in which individual accommodation plans will be reviewed and updated and the manner in which it will be done.
- Include in the process the means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs
- Include any individualized workplace emergency response information
- Identify any other accommodation that is to be provided to the employee

Implementation timeframe: 2015 to January 1, 2016

Completion date: From January 1, 2016 forward

4.4 Performance assessment, career development and advancement and redeployment

- When assessing performance, managing career development and advancement and redeploying, take the accessibility needs of employees with disabilities and their individualized accommodation plans into account

Implementation timeline: 2015 to January 1, 2016

Completion date: From January 1, 2016 forward

5 IASR BUILT ENVIRONMENT STANDARD

5.1 Exterior paths of travel, travel and ramps, travel and stairs

- Ensure that exterior paths of travel that are constructed or redeveloped will be maintained as per the requirements

Implementation timeframe: 2015 to January 1, 2017

Completion date: From January 1, 2017 forward

5.2 Accessible parking

- Continue to maintain accessible parking spots and ensure when constructing new or redeveloping off street parking facilities that they will be maintained and will meet the requirements.

Implementation timeframe: 2011 to March 12, 2013

Completion date: From March 12, 2013 forward

5.3 Maintenance of Accessible Elements

- Ensure contracts are in place for snow and ice removal for the accessible elements in public spaces.
- Where there is planned or unexpected disruption in the areas used by people with disabilities, we will provide alternative access.

Implementation timeframe: By January 1, 2017

Completion date: From January 1, 2017 forward