

EMPLOYEE SERVICES

SECTION: General

ES – 002.1

ACCESSIBILITY AND ACCOMMODATION

Policy:

Seasons Retirement Communities Commitment

Seasons Retirement Communities is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Seasons Retirement Communities is committed to providing a barrier-free environment for our residents, employees, volunteers/students, customers, job applicants, suppliers, visitors, and other stakeholders who enter our premises, access our information, or use our transportation services. As an organization, we respect, uphold and comply with the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)*, the Ontario Human Rights Code, Customer Service Standard, and the Integrated Accessibility Standards Regulation for Information and Communications, Employment, and Transportation, and eventually, for the Built Environment. Seasons is committed to properly assessing and accommodating the needs that may arise in our homes.

Seasons Retirement Communities realizes that providing accessible and barrier-free environments for everyone is a shared effort. As a community, all businesses and services must work together to make accessibility happen. For more detailed information on our accessibility policies, plans, and training programs, please contact Employee Services.

Policy Statements:

In accordance with the IASR, Seasons is committed to accommodating employees with the following:

Assistive Devices

Seasons Retirement Communities permits the use of personal assistive devices while on Seasons' premises.

Service Animals and Support Persons

Seasons Retirement Communities welcomes the support persons and service animals in its premises for those whose disability requires the assistance.

Notice of Temporary Disruption

Seasons Retirement Communities will ensure to communicate appropriately with those with disabilities in the event of a planned or unplanned disruption to services of facilities (including fire drill, emergency evacuation, etc.). The communication will be provided in accessible formats and posted in public areas.

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Recruitment, Assessment and Selection

Seasons Retirement Communities must notify employees and the public about the availability of accommodation, including materials or processes, for job applicants who have disabilities. Applicants must be informed that these accommodations are available, upon request, for the interview process and other candidate selection methods. Seasons Retirement Communities must notify the successful applicant of their policies and supports for accommodating people with disabilities.

If a selected applicant requests an accommodation, Seasons Retirement Communities will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to his or her disability.

Scope of Work/Job Requirements

Seasons Retirement Communities will make modifications to positions such as removal/reassignment of duties, adjusting schedules and work hours, as well as lessening expectations in regards to attendance and timekeeping. Seasons will create an Individual Accessibility Plan with the employee, which will outline the tasks, job functions, accommodations and strategies, to successfully accommodate actions needed for accommodation and any other applicable information, in order for Seasons to ensure the employee's job is accessible. Seasons will review the plan with the employee on an on-going basis to ensure the employee is set up for success.

Informing Employees of Supports

Seasons Retirement Communities will continue to inform its employees of its policies, and of any change to its policies, which are used to support employees with disabilities, including policies on the provision of job accommodations that take into account accessibility needs. This information will be provided to new employees as soon as is practicable after commencing employment and whenever there are new changes to existing policies.

Accessible Formats and Communication Supports for Employees

Seasons Retirement Communities will consult with an employee with a disability in order to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform the employee's job and for information that is generally available to other employees in the workplace. Seasons Retirement Communities will consult with the employee in order to determine the suitability of an accessible format or communication support.

Training

Seasons Retirement Communities will provide accessible customer service training to:

- all employees and volunteers
- anyone involved in developing our policies
- anyone who provides goods, services or facilities to customers on our behalf.

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Staff will be trained on accessible customer service as soon as possible after being hired.

Training will include:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Seasons Retirement Communities' policies related to the customer service standard
- how to interact and communicate with people with various types of disabilities
- types of barriers exist for people with disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- designs of public spaces including accessible parking, service in public spaces, and maintenance
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities
- what to do if a person with a disability is having difficulty in accessing Seasons Retirement Communities' goods, services or facilities

Training will be provided as legislation is updated or amended.

Redeployment

Seasons Retirement Communities will take into account any accommodations and accessibility needs of employees with disabilities will need if they are redeployed or transferred to another job or department, in addition to any individual accommodation plans. Seasons will work with the employee to determine whether similar accommodations or new accommodations will be needed or if the employee may no longer need certain accommodations.

Procedure:

Employees requiring accommodation or assistance for any program, duty or services are to contact Seasons Retirement Communities' Employee Services by phone or email (contact provided below).

Feedback

Seasons Retirement Communities always welcomes and requests feedback from all employees, volunteers and residents in regards to the effectiveness of the accessibility initiatives. This can be provided via: email, mail, phone and fax to the Employee Services contact below.

Workplace Emergency Response Information

Seasons Retirement Communities will provide individualized workplace emergency response information to employees with disabilities and to persons designated by Seasons Retirement Communities to provide emergency assistance to such employees, where required. The individualized workplace emergency response information must be provided, and will be reviewed, as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability. Seasons Retirement Communities will review the individualized

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workplace emergency response plan when a disabled employee moves to a different location in the organization, their accommodation needs or plans are reviewed, and/or the employer reviews its general emergency response policies.

Documented Individual Accommodation Plan

Seasons Retirement Communities will maintain a written process for the development of documented individual accommodation plans for employees with disabilities.

Seasons Retirement Communities will include the following elements in the development of documented individual accommodation plans:

- the manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan;
- the means by which the employee is assessed on an individual basis;
- the manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved;
- the manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan;
- the steps taken to protect the privacy of the employee's personal information;
- the frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done;
- if an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee;
- the means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

If requested, Seasons Retirement Communities will ensure that individual accommodation plans will:

- include any information regarding accessible formats and communications supports provided;
- if required, include individualized workplace emergency response information; and;
- identify any other accommodation that is to be provided.

Performance Management

Seasons Retirement Communities takes into account the accessibility needs of employees with disabilities in addition to individual accommodation plans in regards to ongoing employee performance management.

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Career Development and Advancement

Seasons Retirement Communities takes into account the accessibility needs of your employees with disabilities, as well as any individual accommodation plans in regards to career development and advancement of employees.

Contact

If you have any questions or concerns about this policy or its related procedures, please contact:

- Jessica Poling, Director of Employee Services
- 289.291.1368
- 1315 North Service Road East, Suite 200, Oakville Ontario L6H 1A7
- jpoling@seasonsretirement.com
- www.seasonsretirement.com

Modifications to This or Other Policies

Seasons Retirement Communities is dedicated to ensuring all policies and procedures respect the rights and dignity of all individuals with disabilities. This policy and its related procedures will be reviewed as required in the event of legislative changes.

In reference with the following policy:

- Human Rights ES-002

AODA MULTI-YEAR ACCESSIBILITY PLAN - 2019

Accessibility Requirement	Current Policies	Department Responsible	Due Date	Results
Provide Accessible Customer Service <ul style="list-style-type: none"> • Train staff and volunteers to serve customers of all abilities • Keep a written record of training • Welcome service animals and support persons • Create accessible ways for people to provide feedback • Put an accessibility policy in place so your employees, volunteers and customers can know what to expect 	Yes	Employee Services	January 1, 2012	Complete
Provide accessible emergency and public safety information		Employee Services	January 1, 2012	
Provide assessable emergency information to staff		Employee Services	January 1, 2012	
Create Accessibility Policy	Yes	Employee Services	January 1, 2014	Complete
Create Multi-Year Plan	Yes	Employee Services	January 1, 2014	Complete
Post multi-year plan on website in accessible format		Employee Services	January 1, 2014	
Make websites accessible: https://www.ontario.ca/page/how-make-websites-accessible		IS/Marketing?	January 1, 2014	
File an Accessibility Compliance Report	Yes	Employee Services	December 31, 2014	Complete
Train Staff on Ontario's accessibility laws	Yes	Employee Services	January 1, 2015	Complete
Make it easy for people with disabilities to provide feedback		Employee Services	January 1, 2015	
Make public information accessible when asked		Employee Services	January 1, 2016	
Make employment practices accessible		Employee Services	January 1, 2016	
Recruitment – Hiring, retaining and career development opportunities to be accessible		Employee Services	January 1, 2016	
Document processes for developing individual accommodation plan and return-to-work plans		Employee Services	January 1, 2016	
Make new or redeveloped public spaces accessible: recreational trails and beach access routes, outdoor public use eating areas, outdoor play spaces, public outdoor paths of travel, parking lots, service counters, fixed waiting lines, waiting areas with fixed seating		Project Development	January 1, 2017	
File an Accessibility Compliance Report		Employee Services	December 31, 2017	
Self-Service Kiosks - Have regard to accessibility features that could be built into kiosks to best meet the needs of people with disabilities.		Employee Services	January 1, 2019	Complete
Multi-Year Accessibility Plan - Develop, implement, and maintain policies governing how Seasons Retirement Communities will achieve accessibility through meeting the requirements set out in the AODA and its regulations and include a statement of commitment to meeting the accessibility needs of people with disabilities in those policies.		Employee Services	January 1, 2019	Complete
Provide Accessible Customer Service – Train employees, volunteers, individuals or anyone else who provides facilities, goods and/or services on the organization's behalf and any individual who is involved in the preparation of the organization's policies regarding the requirements of the Accessibility Standards for Customer Service		Employee Services	January 1, 2019	Complete

Accessibility Requirement	Current Policies	Department Responsible	Due Date	Results
Training - Train employees, students, volunteers, individuals, or organizations that provide facilities, goods, or services on the organization's behalf and any individual who is involved in the preparation of the organization's policies and plans regarding the requirements of the AODA and the Integrated Accessibility Standards.		Employee Services	January 1, 2019	Complete
Employment – Recruitment, Assessment and Selection -We must notify employees and public about availability of accommodation in recruitment process. Notify job applicants when selected to participate in an assessment or selection process that accommodation is available upon request.		Employee Services	January 1, 2019	Complete
File an Accessibility Compliance Report		Employee Services	December 31, 2020	
Make all websites and web content accessible		IT	January 1, 2021	
File an Accessibility Compliance Report		Employee Services	December 31, 2023	