



Multi Year Accessibility Plan 2024-2029

Commitment Statement

Lakeside Retirement Residence is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, inclusion and committed to meeting the needs of people with disabilities in a timely manner, by removing and preventing barriers to accessibility and by meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA) and applicable regulations.

Under the AODA and applicable regulations, the following standards are applicable to Lakeside Retirement Residence:

- **Customer Service**
- **General Requirements**
- **Information and Communications**
- **Employment**

Lakeside Retirement Residence adheres to respectfully serve all members of our community, including persons with disabilities, and will carry out its functions in a manner which delivers accessible service to all individuals entering our community.

Lakeside Retirement is committed to providing service in a way that remains respectful and maintains dignity and independence of persons with disabilities and ensure that they are always the recipients of equitable service and experiences.

Actions

The following measures have been implemented within our community:

- providing education to all persons who represent our community, provide services to our residents or are involved in the development of policies, practices, and procedures, in order to provide the best possible service to all members of our community including persons with disabilities.

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- ensuring all team members are trained and familiar with various assistive devices that may be used by members of our community with disabilities including but not limited to; those whom reside, work or visit our community.
- tracking and recording accessibility training.
- offering to communicate with members our community by alternate means and formats if telephone communication is not suitable to their needs.
- ensuring members of our community who use assistive devices or supports can use or benefit from our goods and services.
- providing members of our community with notice in the event of a planned or unexpected disruption of service or inaccessibility of facilities used by persons with disabilities, by placing such notices at all public entrances and common areas when applicable.
- ensuring the design and delivery of events and activities will be accessible to any member of our community and any products related to the event will be provided in an alternate format upon request



Accessibility Report on the Customer Service Standard

These are the questions for the accessibility report on the Accessibility Standards for Customer Service, which will need to be completed on-line.

Each question includes a reference to the corresponding section of the standard.

1. a) Does your organization have policies, practices and procedures on providing goods or services to people with disabilities? [s. 3(1)]	Yes	
1. b) Does your organization use reasonable efforts to ensure that these policies are consistent with the principles of independence, dignity, integration and equality of opportunity? [s.3(2)]	Yes	
2. Do your organization's policies address the use of assistive devices by people with disabilities to access your organization's goods or services, or any available alternative measures that enable them to do so? [s. 3(3)]	Yes	
3. Do your organization's policies, practices and procedures require your organization to take a person's disability into account when communicating with the person? [s. 3(4)]	Yes	
4. Do members of the public or other third parties have access to premises that your organization owns or operates? [s. 4(1)] If no, then skip to question 7 below.	Yes	
5. a) Does your organization permit people with disabilities to keep their service animals with them on the parts of your premises that are open to the public or other third parties, except where the animal is excluded by law, and is this included in your policies, practices and procedures? [s. 4(2) & (7)]	Yes	
5. b) If a service animal is excluded by law from your premises, does your organization ensure that alternate measures are available to enable the person to access your goods or services (s.4.(3)]	Yes	
6. Does your organization permit people with disabilities to enter the parts of your premises that are open to the public or other third parties with their support person, and provide notice of any fee charged for the support person, and is this included in your policies, practices and procedures? [s. 4(4) (6) & (7)]	Yes	
6. Does your organization post a notice at a conspicuous place on your premises, on your website, or by another reasonable method, of any temporary disruption in facilities or services that people with disabilities usually use to access your organization's goods or services, including the reason, duration and any alternatives available? [s. 5(1) (2) & (3)]	Yes	

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<p>7. Does your organization post a notice at a conspicuous place on your premises, on your website, or by another reasonable method, of any temporary disruption in facilities or services that people with disabilities usually use to access your organization's goods or services, including the reason, duration and any alternatives available? [s. 5(1) (2) & (3)]</p>	Yes	
<p>8. Has your organization established and documented a process to receive and respond to feedback on how its goods or services are provided to people with disabilities, including actions that your organization will take when a complaint is received? [s. 7(1), (3) & (4)]</p>	Yes	
<p>9. Does your organization make information about its feedback process readily available to the public, including how feedback may be provided (e.g. in person, by telephone, in writing, by email, on diskette or otherwise)? [s. 7(1) & (2)]</p>	Yes	
<p>10. Does your organization ensure that the following people receive training about providing your goods or services to people with disabilities:</p> <ul style="list-style-type: none"> ▪ every person who deals with the public or other third parties on behalf of your organization, and ▪ every person who participates in developing your organization's policies, practices and procedures on providing goods or services? [s. 6(1)] 	Yes	
<p>11. Does this training include your organization's current policies, practices and procedures required under the Customer Service Standard and all the topics listed in section 6(2) of the standard? [s. 6(2) & (4)]</p>	Yes	
<p>12. Does your organization have a written training policy that includes a summary of the contents of the training (per question 11 above) and details of when the training is to be provided, and does your organization keep records of the dates that training was provided and how many people were trained? [s. 6(5) & (6)]</p>	Yes	
<p>13. Does your organization post a notice at a conspicuous place on your premises, on your website, or by another reasonable method, that the documents required by the Customer Service Standard are available upon request, and do you provide those documents in a format that takes a person's disability into account? [s. 8(1) & (2) & 9(1)]</p>	Yes	

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Multi-Year Accessibility Plan – Integrated Accessibility Standards (“IAS”) 2024-2029

AODAF014

	Deliverables	Activities	Responsibility	Statutory Compliance Deadline	Action		
					Completed	In Progress	Ongoing
General: Establishing Accessibility Policies							
<ul style="list-style-type: none"> a. Develop, implement and maintain policies governing how Lakeside Retirement Residence achieves or will achieve accessibility through meeting the requirements of the IAS. b. Statement of organizational commitment to meeting the accessibility needs of persons with disabilities in a timely manner. c. Prepare one or more written documents describing the policies and ensure the policies are publicly available. Provide them in an accessible format upon request. 							
General: Accessibility Plans							
<ul style="list-style-type: none"> a. Establish, implement, maintain and document a multi-year accessibility plan, which outlines the Lakeside Retirement Residence strategy to prevent and remove barriers and meet requirements of IAS. b. Post the accessibility plan on the website, if any, and provide the plan in an accessible format upon request. 							

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<p>c. Review and update the accessibility plan at least once every five years.</p>							
General: Self Service Kiosks							
<p>a. Have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.</p>							
General: Training							
<p>a. Provide training on the requirements of the accessibility standards referred to in the IAS and the Human Rights Code as it pertains to persons with disabilities to:</p> <ul style="list-style-type: none"> ➤ All employees and volunteers ➤ All persons who participate in developing the organization’s policies ➤ All other persons who provide goods, services or facilities on behalf of the organization <p>b. The training required in subsection 1 is appropriate to the duties of employees, volunteers and other persons</p> <p>c. Training is done as soon as practicable</p> <p>d. Training is provided on changes to policies and on an ongoing basis</p> <p>e. Training records are maintained for all training, including the date of training and the number of individuals in attendance.</p>							

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General: Compliance Reporting							
a. Ensure Lakeside Retirement Residence files online compliance reports in accordance with the Schedule established under IAS.							
Information and Communications Standards: Feedback							
a. Ensure Lakeside Retirement Residence’s processes for receiving and responding to feedback are accessible to person with disabilities by providing or arranging for accessible formats and communication supports upon request.							
b. Notify the public about the availability of accessible formats and communication supports.							
Information and Communications Standards: Accessible Formats and Communication Supports							
a. Upon request provide or arrange for accessible formats and communication supports for persons with disabilities. <ul style="list-style-type: none"> ➤ Provide in a timely manner that takes into account the person’s accessibility needs due to disability; and ➤ Provide at a cost that is no more than the regular cost charged to other persons. 							
b. Consult with the person making the request to determine the suitability of an accessible format or communication support.							

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<p>c. Notify the public about the availability of accessible formats and communication supports.</p>							
<p>Information and Communications Standards: Emergency Procedure, Plan or Public Safety Information</p>							
<p>a. Upon request provide in an accessible format or with appropriate communication supports, Lakeside Retirement Residence emergency procedures, plans or public safety information that it makes available to the public.</p>							
<p>Information and Communications Standards: Accessible Websites and Web Content</p>							
<p>a. Ensure the websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0:</p> <ul style="list-style-type: none"> ➤ Level A ➤ Level AA 							
<p>Employment Standards: Recruitment, General</p>							
<p>a. Notify employees and the public about the availability of accommodations for applicants with disabilities in Lakeside Retirement Residence’s recruitment process.</p>							

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Employment Standards: Recruitment, Assessment or Selection Process							
<p>a. During recruitment process, notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.</p> <p>b. If the selected applicant requests accommodation, 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.</p>							
Employment Standards: Notice to Successful Applicants							
<p>a. When making offers of employment, notify the successful applicant of Lakeside Retirement Residence's policies for accommodating employees with disabilities.</p>							
Employment Standards: Informing Employees of Supports							
<p>a. Inform employees of Lakeside Retirement Residence's policies used to support employees with disabilities.</p>							

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<p>b. Provide the above information as soon as practicable after the employee begins employment.</p> <p>c. Provide updated information to employees whenever there is a material change to existing policies on the provision of job accommodations.</p>							
Employment Standards: Accessible Formats and Communication Supports for Employees							
<p>a. Upon request, consult with an employee to provide or arrange for the provision of accessible formats and communication supports for information needed to perform employees job and information generally available to employees in the workplace</p>							
Employment Standards: Workplace Emergency Response Information							
<p>a. Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.</p> <p>b. If the employee provides consent, provide the employee's individualized workplace emergency response information to another person designated by the employer to provide assistance to the employee.</p> <p>c. Review the individualized workplace emergency response information when:</p>							

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<ul style="list-style-type: none"> i. the employee moves to a different work location; ii. the employee’s overall accommodation needs or plans are reviewed; and iii. when the employer reviews its general emergency response information. 							
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Employment Standards: Documented Individual Accommodation Plans

<ul style="list-style-type: none"> a. Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities that includes all of the considerations set out in section 28(2) and (3) of the IAS. 							
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Employment Standards: Return to Work Process

<ul style="list-style-type: none"> a. Develop and have a documented a return to work process employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. b. Ensure the return to work process outlines Lakeside Retirement Residence willingness to facilitate the employee’s return to work and that it uses documented individual accommodation plans, if any. 							
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Employment Standards: Performance Management							
a. Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when applying performance management.							
Employment Standards: Career Development and Advancement							
a. Take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans, when providing opportunities for career development and advancement to employees with disabilities.							
Employment Standards: Redeployment							
a. Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.							
Design of Public Spaces Standards: Redeployment							
b. Ensure that construction and/or redevelopment of public spaces covered by the IAS complies with applicable accessibility requirements.							