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PREAMBLE:

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) sets out to improve opportunities for persons with disabilities by providing individuals with equal opportunity to access goods and services. It allows organizations to identify, remove and prevent barriers for people with disabilities in key areas. The goal is to make Ontario accessible to all by 2025. This 2014-2021 accessibility plan outlines the policies and actions that Nisbet Lodge will put in place to improve opportunities for people with disabilities. Nisbet Lodge has developed a Multi-Year Accessibility Plan, policies, procedures, and practices to provide services to persons with disabilities.

The AODA establishes accessibility standards in the following fields:

- ✚ Customer Service
- ✚ Information and Communications
- ✚ Employment
- ✚ The Built Environment
- ✚ Transportation

The Integrated Accessibility Standard Regulation, enacted in 2011 brought together three standards into one integrated regulation and also included accessibility requirements in procurement. Requirements for Information and Communication, Employment and Transportation standards will be phased in over time.

STATEMENT OF COMMITMENT:

Nisbet Lodge is committed to providing equal treatment and services to persons with disabilities. We are committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity for all persons. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility of Ontarians with Disabilities Act.

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Nisbet Lodge strives at all times to provide services in a way that respects the principles of:

- **Independence** – allowing people with disabilities the freedom to do things on their own without unnecessary help or interference from others.
- **Dignity** – providing services in a way that allows people with disabilities to maintain self-respect and the respect of others. This includes treating clients who are as valued and as deserving of effective and full service as any other customer.
- **Integrity** – allowing people with disabilities to benefit from the same services, in the same place, and in the same or similar ways as others.
- **Equality of Opportunity** – offering people with disabilities and equal opportunity to benefit from the services we provide to others.

Consistent and effective accessibility planning has strengthened Nisbet Lodge's commitment to making accessibility a part of every day business by promoting inclusion of residents, staff, volunteers and visitors.

GENERAL REQUIREMENTS

Establishment of Accessibility Plans and Policies

Nisbet Lodge will develop a Multi-year Accessibility Plan. The plan will be posted on the organization's website and made available in accessible formats upon request. Each year the plan will be reviewed and a status report on the progress of measures taken to implant the multi-year accessibility plan will be prepared and posted publicly. The AODA multi-year plan will be reviewed and updated at least once every five years.

The organization will maintain policies on how it will meet the AODA requirements and will provide policies in accessible format upon request.

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Accessibility in Procurement

When procuring goods or services for Nisbet Lodge, the organization will incorporate accessibility criteria and features, unless it is not feasible or practicable to do so. If not practicable, the organization will provide an explanation upon request. Accessibility criteria, guidelines and checklists will be developed as resources for Nisbet Lodge employees.

General Training Requirements

Nisbet Lodge employees, consultants, volunteers and other key stakeholders who participate in developing policies those who provide goods or services on behalf of Nisbet Lodge will be required to undergo training on the requirements of the AODA accessibility standards on the Ontario Human Rights Code as it relates to people with disabilities.

ACCESSIBLE CUSTOMER SERVICE STANDARDS

Nisbet Lodge is committed to meeting the accessibility needs of persons with disabilities in a timely manner. We are committed to communicating with all persons with disabilities in a way that takes into account their disabilities. We are committed to providing services in a way that respects the principles of dignity, independence, integration and equal opportunity for all.

Assistive Devices

Nisbet Lodge is committed to serving people who use assistive devices such as walkers, white canes, note-taking devices or personal oxygen tanks to access services.

A person with a disability may use his or her own assistive device to access services, unless this device poses a risk to the health and safety of the person with the disability or to others.

If a person with a disability cannot use his or her assistive device because of health or safety risks, Nisbet Lodge will take reasonable measures to assist the person to access its services.

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Nisbet Lodge will ensure that its staff, volunteers, and others dealing with the public are trained and familiar with various assistive devices that may be used by persons with disabilities while accessing its services.

Support Person

Nisbet Lodge welcomes people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the premises with his/her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his/her support person while on the premises.

If Nisbet Lodge needs to discuss confidential information with a person accompanied by a support person, the person with a disability will be asked if he/she wishes the support person to be present and, if so, to sign a consent form authorizing Nisbet Lodge to disclose confidential information in the presence of the support person. In addition, the support person will be asked to sign a confidentiality agreement to keep the confidential information disclosed by Nisbet Lodge in strict confidence.

Nisbet Lodge will ensure that all staff, volunteers and others dealing with the public are properly trained on how to interact with people with disabilities who are accompanied by a service person.

If Nisbet Lodge charges an admission fee for an event or service, it shall post a notice in advance stating the amount, if any, payable by the support person accompanying a person with a disability.

Nisbet Lodge may require a person with a disability to be accompanied by a support person when on the premises. This would occur only if, upon consultation with the person with the disability, it was the only way to allow the person on the premises and, at the same time, fulfil obligations to protect the health and safety of the person with a disability and of others on the premises.

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Service Animals

Nisbet Lodge acknowledges the vital relationship between a person with a disability and his/her service animal. Service animals are allowed to accompany people with disabilities on all parts of the premises that are open to the public or other third parties, except where food is prepared, utility rooms, or as otherwise excluded by law.

Nisbet Lodge will ensure that all staff, volunteers and others dealing with the public are properly trained on how to interact with people with disabilities who are accompanied by a service animal.

The person accompanied by the service animal will keep the animal with him or her at all times, and will be responsible for the service animal's care, supervision and control while on the premises.

Where another person's health and safety could be adversely affected by the presence of a service animal, Nisbet Lodge will fully analyze all options for safety allowing the service animal onto the premises. In so doing, Nisbet Lodge will consult with the person with the disability, and with the adversely affected person, to find a solution that meets the needs of both individuals.

If the service animal is excluded by law, or cannot otherwise enter Nisbet Lodge's premises because of health and safety risks to another person, Nisbet Lodge will ensure that other measures are available to enable the person with a disability access its services.

Communication and Information

Nisbet Lodge will communicate with people with disabilities in ways that take into account their disability.

Nisbet Lodge will train staff, volunteers and others who communicate with the public on how to interact and communicate with people with various types of disabilities.

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Nisbet Lodge will use plain language in its written materials.

Nisbet Lodge will provide information in alternate forms upon request. This may include, but is not limited to, telephoning members to convey information normally provided in written notices, providing a large print version of documents, and one-on-one meetings with members to review important information.

Nisbet Lodge will have a two-way communication system that utilizes voice input and output that includes a digital display for persons with auditory or voice limitations. A text telephone with digital display is available at the reception desk. In addition, the telephones have volume enhancement for persons who have hearing limitation.

Notice of Disruption of Service

Nisbet Lodge will notify the public as soon as possible of a disruption in facilities or services usually used by people with disabilities. The notice will include the reason for the disruption, its duration, and a description of alternative services available (if any).

The type of notice will depend on the circumstances. The notice may be given by posting a written notice in common areas (e.g. beside an elevator that is out of order, or an entranceway that is closed for repairs), by email, by posting a notice on the website, or by a telephone call to members expected to be particularly affected by the disruption.

Nisbet Lodge will give advance notice of scheduled disruptions. If the disruption is unexpected, notice will be provided as soon as possible.

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Feedback

Nisbet Lodge is committed to maintaining and improving access to its services. Comments regarding the manner in which Nisbet Lodge provides services to persons with disabilities are welcome and appreciated.

Feedback regarding the way Nisbet Lodge provides goods and services to people with disabilities can be made using any of the following methods.

Mail:

ATTN : Director of Human Resources
740 Pape Ave, Toronto, ON M4K 3Z4

Email: info@nisbetlodge.com

Phone: 416-469-1105

The feedback process will be posted in the lobby and on the website.

If a person requests a response to the feedback, Nisbet Lodge will contact him/her within three business days to discuss next steps.

Feedback will be used to improve the way that Nisbet Lodge provides services to people with disabilities. Nisbet Lodge will seek the consent of the person giving the feedback before bringing a suggestion or complaint to another person.

Training

Everyone who interacts with members, the public or other third parties on behalf of Nisbet Lodge, whether they are paid or unpaid, will receive training on customer service requirements.

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Everyone involved in the development of Nisbet Lodge’s customer service policies, procedures and practices will receive training on customer service requirements.

All third-party contractors who deal with members of the public on behalf of Nisbet Lodge will, upon request, demonstrate that their employees, agents, and/or subcontractors have received training on customer service requirements of the AODA. Training will include the following:

- The purpose of the AODA and the requirements of the customer service standard;
- How to interact and communicate with people with various types of devices;
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- How to use the assistive devices available at Nisbet Lodge or otherwise that may help with the provision of services to people with disabilities;
- What to do if a person with a disability having difficulty in accessing Nisbet Lodge services; and
- Nisbet Lodge policies, practices and procedures relating to the customer service standard.

Training may be provided through workshops, online training, written guides or any other method agreed upon.

Nisbet Lodge will ensure that new employees receive training within thirty days of the commencement of their employment. Volunteers, Board members or committee members will receive training within thirty days of commencement of their appointment. Nisbet Lodge will also provide training on changes to the AODA and or policies and procedures.

Nisbet Lodge will maintain records of each training recipient, the training provided, and the

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date the training was completed.

Feedback

Nisbet Lodge will develop and publish a process for receiving and responding to feedback about how services and programs are delivered to people with disabilities. Public feedback may be provided in person, by telephone, in writing or by electronic means. Feedback received by Nisbet Lodge will be responded to, documented and tracked.

Documentation

The documents required under the Accessibility Customer Service Standards will be maintained on the organization's website and provided to individuals upon request in the appropriate format.

Responsibilities

The Administration office is responsible for reviewing accessibility requirements annually and for making recommend amendments to ensure on-going compliance with regulated accessibility standards and legislated obligations.

INFORMATION and COMMUNICATION STANDARDS

Nisbet Lodge is committed to meeting the communication needs of people with disabilities. The organization will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request. Accessible formats and communication supports will be provided in a timely manner taking into account the person's accessibility needs to determine the suitability of an accessible format or communication support. The public will be notified about the availability of accessible formats and communication supports. Accessible formats may include but not limited to large print, and electronic formats, Braille and other formats used by persons with

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disabilities.

Feedback

Nisbet Lodge will ensure that the processor receiving and responding to feedback is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports. The public will be notified about the availability of accessible formats and communication supports.

Emergency Procedures, Plans or Safety Information

Nisbet Lodge will provide the public with emergency procedures, plans and public safety information to the public upon request, in an accessible format with appropriate communication supports in a timely manner.

Accessible Websites and Web Content

Nisbet Lodge will make its internet website and web content controlled directly through a contractual relationship that allows for modification of the product, and it will conform with the World Wide Web Consortium Web Content Accessibility Guidelines' (WCAG) 2.0 Level A initially and Level AA in accordance with the schedule set out in the AODA Integrated Accessibility Standards.

The WEB Content Accessibility Guidelines (WCAG) is an international standard for making websites and web content accessible through a series of technical checkpoints (Level A and Level AA) so that websites and content are increasingly accessible to a broader range of users with disabilities. Web accessibility involves understanding a broad range spectrum of disabilities, including visual, auditory, physical, cognitive, speech, learning language and neurological disabilities.

EMPLOYMENT STANDARDS

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Recruitment

Nisbet Lodge will post information about the availability of accommodation for applicants with disabilities in its recruitment process. Job applicants who are selected for an assessment or interview will be notified that accommodations are available for materials and processes used in selection, upon request. Successful applicants will be notified about the organization's policies for accommodating employees with disabilities.

Employee Supports

Nisbet Lodge will inform employees of policies used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability. The organization will provide the information to new employees as soon as practicable after they begin their employment and provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation.

Accessible Formats and Communication supports for employees

Upon the request of an employee with disability, Nisbet Lodge will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information needed to perform the employee's job and for information that is generally available to employees in the workplace. Nisbet Lodge will consult with the employee making the request in order to determine the suitability of an accessible format or communication support.

Workplace Emergency Response Information

If an employee's disability is such that the individualized workplace emergency response information is necessary and Nisbet Lodge is aware of the need for accommodation, the information will be provided to employees. In addition the information will be provided with the person's consent, to the person designated to provide assistance. The information will be reviewed when the employee moves to a different position, when the employee's overall

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accommodation needs or plans are reviewed and when Nisbet Lodge reviews its general emergency response plan.

Documented Individual Accommodation Plans

A written process for the development and maintenance of documented individual accommodation plans will be developed for employees with disabilities. If requested, the plan will include individualized workplace response information. Elements for the individual accommodation plans are set out in the AODA Integrated Accessibility Standards.

Return to Work Process

Nisbet Lodge will have a documented return to work process for employees who are returning to work due to a disability and require disability-related accommodations. The return to work process will outline the steps the organization will take to facilitate the return to work.

Performance Management

Nisbet Lodge will take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans when conducting performance management measures

Career/Staff Development

Nisbet Lodge will take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans when providing career and staff development to employees.

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Redeployment

Nisbet Lodge will take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans when redeploying employees.

THE BUILT ENVIRONEMNT

Nisbet Lodge will make a conscious effort in its architectural design to meet and exceed building standards when it comes to ensuring safety and meeting accessibility for employees, residents, volunteers and visitors.

Outdoor Systems - Lighting/Signage and Ramp

Nisbet Lodge will ensure that lighting levels are in accordance with Illuminating Engineering Society of North America to meet the needs of persons with visual disabilities. (Recommended lighting levels should be 3 feet candles.).

Nisbet Lodge will develop an exterior signage and way-finding system to assist employees, volunteers and visitors wit varying disabilities to locate appropriate parking and accessible entrances. The organization will ensure that the street address and or building/facility name is clearly visible from the street or public sidewalk. The lettering size will be legible at typical viewing distances from the road, approach route, paring area etc. The building address will be high enough to be clearly visible even with snow piled nearby.

The organization will ensure that the doors are operational with automatic door closures.

Indoor Systems

Nisbet Lodge will ensure that entrances provide direct access to persons using wheelchairs or scooters and are used for persons requiring assistance (e.g. waiting for a ride from family or taxis).

The organization will ensure that public elevators have door jams at each door identifying the floor in raised Braille letters and open public spaces are flexible in design to allow

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wheelchairs on and off the elevators.

The organization will ensure that there are wheelchair accessible washrooms. Corridors, hallways and doorways are accessible for persons using wheelchairs or scooters.

NISBET LODGE'S MULIT-YEAR ACCESSIBILITY PLAN

Nisbet Lodge's multi-year accessibility plan outlines the overall strategies of how Nisbet Lodge will meet accessibility standards in the following key areas:

Customer Service
Employment
Information and Communication
The Built Environment

Nisbet Lodge's multi-year accessibility plan will be posted on January 1, 2014 in several areas. The plan will be reviewed and updated on a yearly basis.

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Accessibility for Ontarians with Disability Act Integrated Accessibility Standards, Ontario Regulation 191/11			
AODA/ IASR Section Requirement	Action Required	Department Accountable	Implementation Status
GENERAL			
Establishment of Accessible Policies	Develop, implement and maintain policies governing how Nisbet Lodge achieves or will achieve accessibility Include a statement of the organization's commitment to meet accessibility needs of persons with disabilities The documents will be available to the public and available in an accessible format upon request.	All Departments	COMPLETED
Accessibility Plans	Nisbet Lodge will develop, implement and maintain a multi-year accessibility plan which addresses strategies to prevent or remove barriers. The multi-year accessibility plan will be posted on the organization's website The multi-year accessible	Administration	COMPLETED COMPLETED ONGOING

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	<p>plan will be reviewed every five years</p> <p>An annual status report of progress made will be posted</p> <p>The documents will be available to the public and available in an accessible format upon request.</p>		<p>COMPLETED</p> <p>COMPLETED</p>
Training	<p>Nisbet Lodge will ensure that training is provided on the required standards in regards to the AODA and the Human Rights Code as it pertains to people with disabilities.</p> <p>Training will be appropriate to the duties of employees, volunteers, visitors and other persons.</p> <p>Nisbet Lodge will provide a work environment that is free from discrimination, systemic discrimination, harassment, and where the dignity and value of every individual is respected.</p> <p>Every new employee and existing employees have access to the accessibility e-learning modules available readily on the corporate</p>	Director of Human Resources, Staff Development & Quality Care	<p>ONGOING</p> <p>COMPLETED (ONGOING)</p> <p>COMPLETED (ONGOING)</p> <p>COMPLETED (ONGOING)</p>

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	Learning Management System. They are required to complete these modules every year.		COMPLETED (ONGOING)
	Nisbet Lodge's corporate Learning Management System tracks who completed accessibility training.		COMPLETED (ONGOING)
Procuring or Acquiring goods, services or facilities	Nisbet Lodge will incorporate accessibility criteria and features when acquiring or purchasing goods, services or facilities.	Administration	COMPLETED (ONGOING)
Customer Service Standards			
Building	The accessible entrances provide direct access to persons using wheelchairs or scooters and are used for persons requiring assistance (e.g. waiting for a ride from family or taxis)	Director of Environmental Services	COMPLETED
	Nisbet Lodge will purchase a Braille sign for the outside of Nisbet Lodge.	Director of Environmental Services	COMPLETED
	Nisbet Lodge will enlarge their "740" street address number and relocate for	Director of Environmental Services	COMPLETED

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	better visibility.		
	Nisbet Lodge has widened all of the washroom doors	Director of Environmental Services	COMPLETED
	The reception desk will be modified.	Director of Environmental Services	COMPLETED
	A lower bar will be installed in the main floor coat closet.	Director of Environmental Services	COMPLETED
	Currently both buildings have automatic door openers. Management will continue to monitor the need to upload AODA commitments.	Administration	COMPLETED (ONGOING)
	The lighting to resident rooms has been upgraded.	Director of Environmental Services	COMPLETED
	The Boehmer dining room has been renovated. New tables and chairs were purchased.	Director of Food Services.	COMPLETED
	New tables and chairs will be purchased for Nisbet Lodge dining room	Director of Food Services	COMPLETED
	Better lighting will be installed in the boardroom.	Director of Environmental Services.	COMPLETED
	Nisbet Lodge will continue to obtain wheel-trans for those users that need it to go out.	Director of Activation	COMPLETED (Ongoing)

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	(Nisbet Lodge has an in-house session once a year. She requires 10 applicants between Nisbet Lodge and McClintock Manor before Wheel-trans will agree to come out.)		
	Nisbet Lodge is currently having a new nurse call system installed	Administration	COMPLETED
	Nisbet Lodge will purchase a TTY machine to communicate with clients	Administration	COMPLETED
	Nisbet Lodge will purchase magnifying glasses and make them available for staff and clients	Administration	COMPLETED
	Nisbet Lodge will establish a process for residents and families to provide feedback on the way Nisbet Lodge provides goods and services to people with disabilities	Administration	COMPLETED
	Nisbet Lodge has developed a policy on Reasonable Employee Accommodation	Human Resources	COMPLETED
Information and Communications Standards			
Feedback	Nisbet Lodge will ensure that any process for receiving	Administration	COMPLETED

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	<p>and responding to feedback is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication support.</p> <p>The organization will notify the public about the availability of accessible formats and communication support.</p>		
Accessible Formats and Communication Supports	<p>The Provision of accessible formats and communication supports for persons with disabilities will be provided or arranged upon request.</p> <p>The organization will consult with the person making the request to determine the suitability of an accessible format or communication support.</p> <p>Nisbet Lodge will notify the public about the availability of accessible formats and communication supports.</p>	<p>Administration</p> <p>Administration</p> <p>Administration</p>	<p>COMPLETED (Ongoing)</p> <p>(Ongoing)</p> <p>Ongoing</p>
Emergency Procedures, Plans or Public Safety Information	<p>Nisbet Lodge's emergency procedures, plans and public safety information will be available to the public and provided in an accessible format with appropriate communication supports</p>	<p>Environmental Services</p>	<p>COMPLETED (ONGOING)</p>

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	upon request.		
Accessible Websites and Web Content WCAG 2.1 Level A (January 1, 2014) WCAG 2.0 Level AA (January 1, 2021)	Nisbet Lodge will make internet websites and web content conform with World Wide Web Consortium (W3C) web content accessible guidelines (WCAG) 2.0 Level A initially and increasing to Level AA.	Administration	COMPLETED
	The organization will apply to its website and web content, including web-based applications that an organization controls directly or through contractual relationship that allows for modification of product.	Administration	COMPLETED
	The Web content published on a web site after January 1, 2012.	Administration	COMPLETED
Employment Standards			
Recruitment	Nisbet Lodge will notify employees and the public about the availability of accommodation for applicants with disabilities during recruitment process.	Director of Human Resources, Staff Development & Quality Care	COMPLETED (ONGOING)
Recruitment Assessment or Selection Process	During the recruitment process, the organization will notify job applicants that accommodations are	Director of Human Resources, Staff	COMPLETED (ONGOING)

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	<p>available upon request in relation to materials or processes to be used.</p> <p>The organization will consult with applicants and provide suitable accommodation in a manner that takes into account the applicant's accessibility needs due to their disability.</p>	<p>Development & Quality Care</p> <p>Director of Human Resources, Staff Development & Quality Care</p>	<p>COMPLETED (ONGOING)</p>
Notice to Successful Applicants	<p>When making employment offers, the organization will notify the successful applicant of its policies for accommodating employees with disabilities.</p>	<p>Director of Human Resources, Staff Development & Quality Care</p>	<p>COMPLETED (ONGOING)</p>
Informing Employees of Supports	<p>The organization will inform employees of its policies used to support employees with disabilities including, but not limited to policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p>	<p>Director of Human Resources, Staff Development & Quality Care</p>	<p>COMPLETED (ONGOING)</p>
	<p>The organization will provide the information required to the new employees as soon as practicable after they begin employment.</p>	<p>Director of Human Resources, Staff Development & Quality Care</p>	<p>COMPLETED (ONGOING)</p>

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	The organization will update information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.	Director of Human Resources, Staff Development & Quality Care	COMPLETED (ONGOING)
Accessible Formats and Communication Supports for Employees	Where an employee with disability requests accessible formats of communication or supports, the organization will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is needed in order to perform the employee's job; and information that is generally available to employees making the request in determining the suitability of an accessible format or communication support.	Director of Human Resources, Staff Development & Quality Care	COMPLETED (ONGOING)
Workplace Emergency Response Information	Nisbet Lodge will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information	Director of Human Resources, Staff Development & Quality Care	COMPLETED (ONGOING)

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	<p>is necessary and the organization is aware of the need for accommodation due to the employee's disability.</p> <p>The organization will provide the workplace emergency response information to the person designated by the employer to provide assistance.</p> <p>The organization will provide the information required as soon as practicable after the organization becomes aware of the need for accommodation due to the employee's disability.</p> <p>The organization will review the individualized workplace emergency response information: when the employee moves to a different position within the organization; - When the employee's overall accommodations needs or plans are reviewed; and When the organization reviews its general emergency response policies.</p>	<p>Director of Human Resources, Staff Development & Quality Care</p> <p>Director of Human Resources, Staff Development & Quality Care</p> <p>Director of Human Resources, Staff Development & Quality Care</p>	<p>COMPLETED (ONGOING)</p> <p>COMPLETED (ONGOING)</p> <p>COMPLETED (ONGOING)</p>
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<p>Documented Individual Accommodation Plans</p>	<p>Nisbet Lodge will develop a written process for development of documented individual accommodation plans for employees with disabilities.</p> <p>The process for the development of documented individual accommodation plans will include the following steps:</p> <p>Consider how staff requiring accommodation can participate in the development process of their accommodation plan.</p> <p>The means by which the employee is assessed on an individual basis.</p> <p>The manner in which the organization can request an evaluation by an outside medical or other expert, at the organization's expense, to assist the organization in determine if accommodation can be achieved and if so, how accommodation can be achieved.</p>	<p>Director of Human Resources, Staff Development & Quality Care</p>	<p>COMPLETED (ONGOING)</p>

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	<p>The manner in which the employee can request the participation of a representative from their bargaining union where the employee is represented by the union or where the employee is not represented by a union, in the development of the accommodation plan.</p> <p>The steps taken to protect the privacy of the employee's personal information.</p> <p>The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>The employer of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p> <p><i>Individual accommodation</i></p>		
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	<p><i>plans will:</i></p> <p>If requested, include any information regarding accessible formats and communications supports provided, as described in Section 26 of the AODA Standards</p> <p>If required include individualized workplace emergency response information as described in section 27; and</p> <p>Identify any other accommodation that is to be provided.</p>		
Return to Work Process	<p>Nisbet Lodge will develop and have in place a return to work process for its employees who have been absent from work due to a disability-related accommodations in order to return to work; and document the process.</p> <p>The return to work process will outline the steps the organization will take to facilitate the return to work of employees who were absent because their disability required them to be away</p>	Director of Human Resources, Staff Development & Quality Care	COMPLETED (ONGOING)

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	<p>from work.</p> <p>The organization will use documented individual accommodation plans.</p> <p>The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>		
Performance Management	The organization will take into account the accessibility needs of employees with disabilities; as well as the individual accommodation plans when using its performance management process in respect of employees with disabilities.	Director of Human Resources, Staff Development & Quality Care	COMPLETED (ONGOING)
Staff Development and Advancement	The organization will take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing staff education, career development and advancement to its employees with disabilities.	Director of Human Resources, Staff Development & Quality Care	COMPLETED (ONGOING)
Redeployment (layoffs)	Nisbet Lodge will take into account the accessibility needs of its employees with disabilities, as well as	Director of Human Resources, Staff	COMPLETED (ONGOING)

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	individual accommodation plans, when redeploying employees with disabilities.	Development & Quality Care	
The Built Environment			
Outdoor Systems – Lighting/Signage and Ramp	Nisbet Lodge will ensure that lighting levels are in accordance with illuminating Engineering Society of North America to meet the needs of persons with visual disabilities.	Director of Environmental Services	COMPLETED
	The organization will ensure that the doors are operational with automatic door closures.	Director of Environmental Services	COMPLETED
Indoor Systems	Nisbet Lodge will ensure that entrances provide direct access to persons using wheelchairs or scooters and are used for persons requiring assistance (e.g., waiting for a ride from family or taxis)	Director of Environmental Services	COMPLETED

Established: 2013
 Reviewed: 2014, June 2016, Mar 2017, Nov 2019, Oct 2020
 Revised: 2015, **December 2023**