



Chartwell Retirement Residences

2012-2017 Ontario Accessibility Plan

CCHR-A-19.07

Last Revised: March, 2017

Chartwell Accessibility Plan

Table of Contents

1. Chartwell Retirement Residences
2. Background
3. Aim and Objectives of Accessibility Plan
4. Chartwell's Commitment to Accessibility Planning
5. The Accessibility Committee
6. 2012-2017 Accessibility Initiatives
7. Review and Monitoring Process
8. Communication of the Plan

Chartwell Retirement Residences

As the owner and operator of nearly 175 locations across Canada, Chartwell Retirement Residences (“Chartwell”) is one of the largest participants in the senior living sector. Our shared mission at Chartwell is to provide a happier, healthier and more fulfilling life experience for seniors, to provide peace of mind for our residents’ loved ones and to attract and retain employees who care about making a difference in our residents’ lives.

Additional information about Chartwell can be found on our website (www.chartwell.com).

Background

In 2005, the *Accessibility for Ontarians with Disabilities Act* ("AODA") was passed. The purpose of the AODA is to break down barriers and obstacles that keep people with disabilities from easily managing basic activities such as getting groceries, traveling and integrating into the workforce. The goal of the legislation is to achieve a fully accessible Ontario by 2025.

The regulations associated with the Integrated Accessibility Standards ("IASR") require Chartwell to establish and maintain a multi-year accessibility plan which outlines Chartwell's strategy to prevent and remove barriers for persons with disabilities and to meet its requirements under AODA.

The following accessibility standards set requirements that are applicable to Chartwell: Customer Service, Information & Communications and Employment.

Aim and Objectives

This multi-year accessibility plan will help Chartwell make advancements in meeting the requirements under the AODA. The plan outlines the specific requirements of the AODA and how Chartwell will actively work on removing barriers for people with disabilities who come to Chartwell locations.

Chartwell's Commitment to Accessibility Planning

In keeping with our corporate values of RESPECT, Chartwell is committed to excellence in serving all customers, including people with disabilities, and will carry out its functions and responsibilities in an appropriate manner to accommodate such individuals.

As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), Customer Service Standard and the Integrated Accessibility Standards Regulation for Information and Communications and eventually Employment, Transportation and the Built Environment.

All goods and services provided by Chartwell Retirement Residences ("Chartwell") shall follow the principles of dignity, independence, integration and equal opportunity.

Unless otherwise noted, this multi-year plan applies to Chartwell's Ontario locations.

The Accessibility Committee

The mandate of Chartwell's Accessibility Committee is to provide overall strategic direction to enhance accessibility within our retirement and long term care residences and ensure that all requirements of the AODA are fulfilled. The Committee is responsible for establishing an accessibility plan with specific deliverables, timelines and leads.

The Committee will:

- 1 Provide leadership in steering the Accessibility Program at Chartwell
- 2 Establish policy related to Accessibility
- 3 Review and endorse key documents related to Accessibility (e.g. policies, education materials)
- 4 Raise awareness of accessibility legislative requirements, initiatives, and issues
- 5 Review reported accessibility related issues and provide recommendations to the appropriate areas/owners
- 6 Identify barriers to services and facilities and develop plans to remove these barriers
- 7 Review accessibility related to leading practices and implement as appropriate
- 8 Ensure accountability for legislated requirements by assigning responsibility for deliverables, monitoring progress and evaluating outcomes

The Committee is chaired by the Senior Vice President, People. Committee membership includes:

- Sr. Vice President, Real Estate & Investments
- Vice President, Information Services
- Vice President, Legal
- Vice President, Talent Management, Learning and Development
- Director, Human Resources Operations
- Director, Occupational Health & Safety
- Snr. Director, Online Presence
- Director, Policies & Administration
- Director, Professional Development and Informatics
- Director, Supply Chain Management
- Manager, Communications

The committee meets quarterly (minimum).

For More Information

Should you require more information on Chartwell's AODA initiatives, please contact the following:

Accessibility Program Manager
c/o The People Department
Chartwell Retirement Residences
100 Milverton Drive, Suite 700 Mississauga, ON L5R 4H1
1-888-663-6448
accessibility@chartwell.com

2012-2017 Work Plan for Accessibility Initiatives

AODA, Customer Service Standards (Ontario Regulation 429/07)

Item No.	Requirement of the Accessibility Standards	Compliance Deadline	Status
General			
1	Establishment of Accessibility Policies Establish policies and procedures on providing goods or services to persons with disabilities according to principals set out in regulation. Upon request, provide the document in an assessable format.	January 1, 2012	Completed
2	Service Animals and Support Persons Establish policies and procedures around a person with a disability being accompanied by a service animal or support person.	January 1, 2012	Completed
3	Notice of Temporary Disruptions Provide public notice of disruption in facilities or services by posting on premises which includes anticipated duration and description of alternatives if available.	January 1, 2012	Completed
4	Training Provide all employees, contract staff and volunteers with the training needed to meet AODA Customer Service Standards including the specific topics set out in the regulation. Ensure training is provided on an ongoing basis to reflect any changes to policies and/or procedures. Keep records of training provided, including dates and number trained.	January 1, 2012	Completed
5	Feedback Process Establish a written process for receiving and responding to feedback; make information about process publicly available.	January 1, 2012	Completed
6	Reporting File the compliance report for the Accessibility Standards for Customer Service	January 1, 2012	Completed

2012-2017 Work Plan for Accessibility Initiatives

Integrated Accessibility Standards (Ontario Regulation 191/11)

Item No.	Requirement of the Accessibility Standards	Compliance Deadline	Action to be taken	Status
General				
7	<p>Establishment of Accessibility Policies Develop a Statement of Commitment and accessibility policies and make the documents publicly available and in an accessible format.</p>	January 1, 2014	Policy has been updated and is available upon request.	Completed
8	<p>Accessibility Plans Establish, implement, maintain and document a multi-year accessibility plan. Post the plan on the website and provide it in an accessible format. Review and update the plan at least once every five years.</p>	January 1, 2014	Committee will review as required.	Posted Ongoing Review
9	<p>Reporting File and certify an Accessibility report every three years Make the report available to the public and upon request, in an accessible format.</p>	December 31, 2014	Reports are available by contacting the Accessibility Program Manager. The APM will provide the report in an accessible format upon request.	Completed
10	<p>Training Provide all employees, contract staff and volunteers with the training needed to meet AODA Integrated Accessibility Standards and the Human Rights Code as it relates to persons with disabilities.</p> <p>Ensure that any party who works on behalf of Chartwell to develop policies is trained on Ontario's accessibility laws and the Human Rights Code as it relates to disabilities.</p> <p>Ensure that other persons who provide goods, services or facilities on behalf of Chartwell have been provided with training on the requirements of accessibility standards.</p>	January 1, 2015	<p>Training policy committee and accessibility committee on AODA requirements</p> <p>Update workbook that was created for contractors. Verify if contract provision was added to national template. Update IASR training booklet with additional Human Rights content</p>	Completed

2012-2017 Work Plan for Accessibility Initiatives

Integrated Accessibility Standards (Ontario Regulation 191/11)

Item No.	Requirement of the Accessibility Standards	Compliance Deadline	Action to be taken	Status
Information & Communication Standards				
11	<p>Feedback Ensure that feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications support, upon request.</p> <p>Notify the public about the availability of accessible formats and communications support.</p>	January 1, 2015	AODA toll free (1-888) number is shared with Privacy and AODA.	Completed Completed
12	<p>Accessible Formats and Communication Reports Upon request, provide accessible formats and communication support for persons with disabilities</p> <ul style="list-style-type: none"> • In a timely manner that takes into account the person's accessibility needs due to disability • At a cost that is no more than the regular cost charged to other persons • Consult with person making the request in determining the suitability of an accessible format or communication report • Notify the public about the availability of accessible formats and communication reports 	January 1, 2016	CCHR-A-19 - Accessibility policy incorporates accessible format and communication requirements	Completed
13	<p>Emergency Procedures, Plans or Public Safety Information</p> <p>If Chartwell prepares emergency procedures, plans or public safety information and makes the information available to the public, Chartwell shall provide the information in an accessible format or with appropriate communication support, as soon as practicable, upon request.</p>	January 1, 2012	Emergency plans are not made available to the public. Should they be requested, they will be provided in an accessible format.	Completed
14	<p>Accessible websites and web content Ensure internet and intranet websites and web content conform to WCAG 2.0 guidelines (Web Content Accessibility Guidelines) to level A</p>	January 1, 2012	Web site refreshed in July 2014 and is now compliant.	Completed

2012-2017 Work Plan for Accessibility Initiatives

Integrated Accessibility Standards (Ontario Regulation 191/11)

Item No.	Requirement of the Accessibility Standards	Compliance Deadline	Action to be taken	Status
Employment Standards (applies to employees but not volunteers)				
15	General Recruitment Notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	January 1, 2016		Completed
16	Recruitment, Assessment or Selection Process Notify our employees and the public about the availability of accommodation for applicants with disabilities in our recruitment process.	January 1, 2016	Statement added to all job postings on Chartwell website. Managers at the home level will receive information on how to communicate to applicants through new tool kit to be launched in 2017	In progress
17	Notice to Successful Applicants When making offers of employment, notify the successful candidates of Chartwell's policies for accommodating employees with disabilities.	January 1, 2016	Employment letter amended to include Accommodation language; Recruiters provided with script. Hiring managers to be provided with a script	Completed
18	Informing Employees of Support Notify our employees about the policies for accommodating employees with disabilities.	January 1, 2016	Onboarding material to be updated to include information on the availability of accommodations for employees with disabilities and related policies. OHS department will notify accommodated employees if a change in policy impacts their accommodation.	Completed
19	Accessible Formats and Communication Support for Employees Where an employee with a disability so requests it, Chartwell shall consult with the employee to provide or arrange for the provision of accessible formats and communication support for, (a) information that is needed in order to perform the employee's job; and (b) information that is generally available to employees in the workplace. Chartwell shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	January 1, 2016	Accessibility policy updated to include the requirement for accessible formats. These will be treated on an individual basis going forward.	Completed

2012-2017 Work Plan for Accessibility Initiatives

Integrated Accessibility Standards (Ontario Regulation 191/11)

Item No.	Requirement of the Accessibility Standards	Compliance Deadline	Action to be taken	Status
20	<p>Workplace Emergency Response Information Provide individualized workplace emergency response information to employees who have identified themselves as having a disability affecting their ability to evacuate independently.</p> <p>If the employee consents, provide the workplace emergency response to the person designated by Chartwell to provide assistance to the employee.</p>	January 1, 2012	<p>Rolled out to Corporate and Residences. 1 accommodation was requested at corporate however the employee has since resigned.</p> <p>GAP - there is no regular review process.</p> <p>Recommend annual communication to capture changes/new requests. Should this also be added to onboarding? Are manager's trained? What is the obligation if an employee fails to disclose however the employer is aware that an accommodation is needed?</p>	Completed
21	<p>Documented Individual Accommodation Plans and Return to Work Process Implement a process for developing individual accommodation plans and return to work policies for employees that have disabilities.</p>	January 1, 2016	CCHR-E-16 ESRTW Program policy has been updated to include formalized IAP (16.01)	Completed
22	<p>Performance Management Chartwell shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.</p>	January 1, 2016	CCHR-B-02	Completed
23	<p>Career Development and Advancement Chartwell shall take into account the accessibility needs of its employees with disabilities, as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.</p>	January 1, 2016	CCHR-A-19 has been updated with a career development and advancement section. Also, performance discussion guides have added language regarding IAPs	Completed
24	<p>Redeployment Chartwell shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.</p>	January 1, 2016	CCHR-A-19 has been updated to incorporate redeployment.	Completed

2012-2017 Work Plan for Accessibility Initiatives

Integrated Accessibility Standards (Ontario Regulation 191/11)

Item No.	Requirement of the Accessibility Standards	Compliance Deadline	Action to be taken	Status
Built Environment Standards				
25	<p>Design of Public Spaces</p> <p>Accessible Off-Street Parking - Chartwell shall ensure that when constructing new or redeveloping off-street parking facilities that it intends to maintain, the applicable off-street parking facilities shall meet the requirements set out in Sections 80.32 through 80.38 of the IASR.</p> <p>Exterior Paths of Travel - When constructing all applicable new or redeveloped paths of travel (e.g., external walkways) that are not regulated by the Ontario Building Code, Chartwell shall ensure that they meet the requirements as set out in Sections 80.1 through 80.5 and 80.23 through 80.31 of the IASR. (Note: Most of the exterior paths of travel (e.g., external walkways) that are constructed by Chartwell are regulated by the Ontario Building Code.)</p> <p>Maintenance - Chartwell will establish procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under the Accessibility Standards for the Built Environment. This will include temporary service disruptions when accessible elements under the IASR are not in working order.</p>	January 1, 2017	<p>CCHR-A-19 to be updated with a built environments section.</p> <p>Prepare a written memorandum to Project Managers and internally to Capital and Development which identifies the requirements for off street parking</p> <p>Prepare a written memorandum to Project Managers and internally to Capital and Development which identifies the requirements for exterior paths of travel</p> <p>Teresa and Karen Chaban will develop a policy / procedure (due July 30, 2016)</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p>