



RAGLAN VILLAGE RETIREMENT RESIDENCE  
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<p>a. Establish, implement, maintain and document a multi-year accessibility plan, which outlines the Raglan Village strategy to prevent and remove barriers and meet requirements of IAS.</p> <p>b. Post the accessibility plan on the website, if any, and provide the plan in an accessible format upon request.</p> <p>c. Review and update the accessibility plan at least once every five years.</p>	<p>Multi-Year Plan</p>	<p>January 1, 2014</p>	<p>Yes</p>		<p>Ongoing review as required.</p>
<p><b>General: Training</b></p>					
<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"> <li>➤ All employees and volunteers</li> <li>➤ All persons who participate in developing the organization’s policies</li> <li>➤ All other persons who provide goods, services or facilities on behalf of the organization</li> </ul> <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</p>	<p>ORCA Learning Centre: AODA-Promoting Employment Standards and AODA-Promoting Customer Service and Design of Public Spaces online modules</p> <p>ORCA Learning Centre online policy reviews and hard copy policy postings</p>	<p>January 1, 2015</p>	<p>Yes</p>		

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and on an ongoing basis					
e. Training records are maintained for all training, including the date of training and the number of individuals in attendance.					
<b>General: Compliance Reporting</b>					
a. Ensure Raglan Village files online compliance reports in accordance with the Schedule established under IAS.	2020 Accessibility Compliance Report complete	Dec. 31, 2014 and every 3 years thereafter.	Yes		
<b>Information and Communications Standards: Feedback</b>					
a. Ensure Raglan Village’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.	Acquired in person, email, phone, comment box, website, posted complaints procedure or by mail.	January 1, 2015	Yes		
b. Notify the public about the availability of accessible formats and communication supports.	AODA policy posted, on website and in Resident Handbook		Yes		
<b>Information and Communications Standards: Accessible Formats and Communication Supports</b>					
a. Upon request provide or arrange for accessible formats and communication supports for persons with disabilities. ➤ 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.	IAP & RTW policy Customer Service Standards policy	January 1, 2016	Yes Yes		

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<p>b. Consult with the person making the request to determine the suitability of an accessible format or communication support.</p> <p>c. Notify the public about the availability of accessible formats and communication supports</p>	<p>AODA policy posted, on website and in Resident Handbook. IAP policy posted.</p>		<p>Yes</p>		
<p><b>Information and Communications Standards: Emergency Procedure, Plan or Public Safety Information</b></p>					
<p>a. Upon request provide in an accessible format or with appropriate communication supports, Raglan Village’s emergency procedures, plans or public safety information that it makes available to the public.</p>	<p>Emergency Manual</p>	<p>January 1, 2012</p>	<p>Yes</p>		
<p><b>Information and Communications Standards: Accessible Websites and Web Content</b></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"> <li>➤ Level A</li> <li>➤ Level AA</li> </ul>	<p>Website</p> <p>Website</p>	<p>January 1, 2014 (Level A)</p> <p>January 1, 2021 (Level AA)</p>	<p>Yes</p>	<p>Yes</p>	
<p><b>Employment Standards: Recruitment, General</b></p>					
<p>a. Notify employees and the public about the availability of accommodations for applicants with disabilities in Raglan Village’s recruitment process.</p>	<p>Orientation Checklist &amp; Job Postings</p> <p>Website, posted policy (s), Resident Handbook</p>	<p>January 1, 2016</p>	<p>Yes</p> <p>Yes</p>		

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<b>Employment Standards: Recruitment, Assessment or Selection Process</b>					
<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>	IAP & RTW policy	January 1, 2016	Yes		
<b>Employment Standards: Notice to Successful Applicants</b>					
<p>a. When making offers of employment, notify the successful applicant of Raglan Village’s policies for accommodating employees with disabilities.</p>	Employment Contract Letter	January 1, 2016	Yes		
<b>Employment Standards: Informing Employees of Supports</b>					
<p>a. Inform employees of Raglan Village’s policies used to support employees with disabilities.</p> <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>	<p>Orientation Checklist</p> <p>Memos, policy, ORCA Learning Centre</p>	January 1, 2016	<p>Yes</p> <p>Yes</p>		

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<b>Employment Standards: Accessible Formats and Communication Supports for Employees</b>					
<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>	<p>Developed based on accessibility need and as required according to IAP &amp; RTW policy</p>	<p>January 1, 2016</p>	<p>Yes</p>		
<b>Employment Standards: Workplace Emergency Response Information</b>					
<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> <p>i. the employee moves to a different work location;</p>	<p>IAP &amp; RTW policy</p>	<p>January 1, 2012</p>	<p>Yes</p>		

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<ul style="list-style-type: none"> <li>ii. the employee’s overall accommodation needs or plans are reviewed; and</li> <li>iii. when the employer reviews its general emergency response information.</li> </ul>					
<b>Employment Standards: Documented Individual Accommodation Plans</b>					
<ul style="list-style-type: none"> <li>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.</li> </ul>	IAP & RTW policy	January 1, 2016	Yes		
<b>Employment Standards: Return to Work Process</b>					
<ul style="list-style-type: none"> <li>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.</li> <li>b. Ensure the return to work process outlines Raglan Village will take to facilitate the employee’s return to work and that it uses documented individual accommodation plans, if any.</li> </ul>	IAP & RTW policy	January 1, 2016	Yes		
<b>Employment Standards: Performance Management</b>					
<ul style="list-style-type: none"> <li>a. Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when applying performance management.</li> </ul>	AODA policy and IAP & RTW policy	January 1, 2016	Yes		
<b>Employment Standards: Career Development and Advancement</b>					

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<p>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.</p>	<p>IAP &amp; RTW policy and AODA policy</p>	<p>January 1, 2016</p>	<p>Yes</p>		
<p><b>Employment Standards: Redeployment</b></p>					
<p>a. Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.</p>	<p>IAP &amp; RTW policy and AODA policy</p>	<p>January 1, 2016</p>	<p>Yes</p>		
<p><b>Design of Public Spaces Standards: Redeployment</b></p>					
<p>b. Ensure that construction and/or redevelopment of public spaces covered by the IAS complies with applicable accessibility requirements.</p>	<p>Comply with Built Environment Standards when undertaking new construction and redevelopment of public spaces.</p>	<p>January 1, 2017</p>	<p>Yes</p>		