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North Centennial Manor Accessibility Plan for Ontarians with Disabilities

The Accessibility for Ontarians with Disabilities Act, (The AODA) is a Provincial Act with the purpose of developing, implementing and mandating accessibility standards in order to achieve accessibility for persons with disabilities, with respect to goods, services, facilities, accommodation, employment, buildings, structures, and premises. The overall goal is to reach a fully accessible Ontario by 2025. North Centennial Manor is committed to full compliance and full cooperation with proposed legislation to ensure that North Centennial Manor is fully accessible and meets all legislation requirements by 2025.

Commitment

North Centennial Manor is committed to providing a respectful, welcoming, accessible, and inclusive environment for all persons with disabilities in a way that is respectful of the dignity and independence of people with disabilities and in a manner, which takes into account the person's disability and embodies the principles of integration and equal opportunity.

North Centennial Manor is committed to becoming a barrier free environment and meeting the requirements of all existing legislation and its own policies and goals related to identifying, removing, and preventing barriers to people with disabilities that might interfere with their ability to interact with North Centennial Manor.

North Centennial Manor ensures that all persons within its community are aware of their rights and responsibilities to foster an accessible and inclusive environment with and for persons with disabilities.

North Centennial Manor is committed to, and will strive to ensure that, The Accessibility for Ontarians with Disabilities Act, its regulations, standards, and all other relevant legislation concerning accessibility, are diligently observed and observed in a timely manner.

Accountabilities and Responsibilities

North Centennial Manor Administration Department is accountable to and responsible for:

-The governance of this policy.

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-Corporate liability for compliance with legislative requirements, including fiscal responsibility, human costs, and human rights issues.

-Support and promote the policy in their area of direct report and throughout the organization.

-Drive the culture to a high level of understanding regarding disability and accommodation.

North Centennial Manor Directors and Managers are accountable to and responsible for:

-Fostering open and constructive communication.

-Demonstrating sensitivity to and respect confidentiality of information.

-Raising Awareness to facilitate understanding of the policy.

-Participating and co-operating to facilitate workplace accommodation.

North Centennial Manor Human Resources Department is accountable to and responsible for:

-Participating and cooperating with all parties.

-Acting as a resource for all parties and participants.

-Supporting and educating managers in their obligations.

North Centennial Manor Employees are accountable to and responsible for:

-Participating and cooperating with all parties to facilitate workplace accommodation.

General Definitions:

Accessible Formats: Include, but are not limited to accessible electronic formats, Braille, text transcripts, large print, recorded audio, and other formats accessible to persons with disabilities.

Assistive Device: a technical aid, communication device, or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that members and guests bring with such as a wheel chair, walker, or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering, and/or reading.

Barrier: as defined by the Accessibility for Ontarians with Disabilities Act, anything that prevents a person with a disability from fully participating in all aspects of society because of his/her disability. This includes:

-A physical Barrier

-An Architectural Barrier

-An informational or communications barrier

-An attitudinal barrier

Communication Supports: Include but are not limited to: sign language, plain language, and other communication supports that facilitate effective communications.

Disability: For the purposes of this policy, the definition for disability will be the same as the definition for disability under section {2} in the Ontario Human Rights Code.

Any degree of physical disability, infirmity, malformation, or disfigurement including, but not limited to:

-Diabetes Mellitus

-Deafness or Hearing Impediment

-Epilepsy

-Muteness or speech impediment

-A Brain Injury

-Physical Reliance on a guide dog

-Any degree of Paralysis

-Reliance on a wheelchair

-Amputation

-Condition of mental impairment

-Lack of Physical Coordination

-Developmental Disability

-Blindness or Visual Impediment

-Learning Disability

-Mental Disorder

-An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety & Insurance Act.

The definition includes disabilities of different severity, visible as well as non-visible disabilities, and disabilities the effects of which may come and go. This is a broad definition, and one that must be considered closely when educating our employees in the appropriate response to our customers, residents, family members, visitors, outside contractors, other employees and any person using the North Centennial Manor premises.

Guide Dog: A highly trained working dog that has been trained at one of the special facilities to provide mobility, safety, and increased independence for people who are blind.

Service Animal: Any animal for a person with a disability that helps to improve daily independence and function. For the purposes of this policy a service animal is:

-Any animal used by a person with a disability for reasons relating to the disability

-Where the person provides a letter from a physician confirming that they require the animal for reasons relating to their disability.

-Where the person provides a valid identification card, signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

Support Person: A support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

Training:

North Centennial Manor will ensure that timely training is provided to all necessary persons, and that it aligns with the mission and vision of North Centennial Manor as well as the accessibility standards referred to in the Accessibility for Ontarians with Disabilities Act. North Centennial Manor will continue to provide training on the Human Rights Code as it pertains to persons with disabilities. Appropriate training records are maintained.

Training using the most appropriate and organizationally relevant methods will be provided to:

-All Employees

-All persons who work under a contractual agreement directly with North Centennial Manor.

Information and Communication Standards:

Feedback:

North Centennial Manor will ensure that its processes for receiving and responding to feedback are made available to persons with disabilities, whether members of the public, employees, residents, clients, or customers in an appropriate accessible format or communication support, upon their request, and that members of the public are notified of the availability of such an option.

Accessible Formats and Communication Supports (to be effective in full by January 1st 2025)

North Centennial Manor will, upon request and consultation, endeavor to provide information and communications under our control about our services to people with disabilities using the appropriate accessible format or communication support wherever possible, and in a timely manner. North Centennial Manor will review and determine its current offerings of formats and communications supports and will engage in an ongoing process of identifying additional accessible formats and communications supports that may be offered by North Centennial Manor.

Employment Standards (to be effective in full by January 1st 2025)

Recruitment: North Centennial Manor will notify its employees and external applicants about the availability of accommodation for applicants with disabilities in its recruitment process,

Recruitment, Selection or Assessment Process:

North Centennial Manor will ensure that job applicants are notified when they are individually selected to participate in the assessment or selection process and that accommodation for disabilities are made available upon request in relation to the materials or processes to be used. North Centennial Manor will consult with individuals who request accommodations and will provide for said appropriate accommodations.

Notice to Successful Applicants:

When presenting offers of employment, North Centennial Manor will notify the successful applicant of its policies for accommodating employees with disabilities.

Informing Employees of Supports:

North Centennial Manor will ensure that employees are informed of all accessibility policies and any updates to those 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 disability. This information will be provided to new employees as soon as possible prior to commencing employment.

Accessible Formats and Communication Supports for Employees:

Upon request of an employee with a disability, North Centennial Manor will consult with the employee to provide, or arrange for accessible formats and communication supports for information that is needed to perform his/her job, and information that is available to other employees. In order to determine the suitability of an accessible format or communication support, North Centennial Manor will consult with the employee

making the request. Accessible formats and communications support regarding general workplace information will also be provided to employees with disabilities.

Workplace Emergency Response Information:

North Centennial Manor provides employees and residents with disabilities, individualized workplace emergency response information when the employee's disability is such that the information is required and North Centennial Manor has been informed of the specific need to accommodate the employee's disability.

Return to Work Process:

North Centennial Manor will maintain a documented return to work process for employees who have been absent from work due to a disability and who require disability-related accommodations and support in order to return to work. The return-to-work process will clearly define and outline the steps North Centennial Manor will take to facilitate the return to work and will include documented accommodation plans for each individual as part of the process. The above stated return to work process will not replace, hinder, or override any other return to work process created by or under any other statute. I.E → the Workplace Safety & Insurance Act of 1997.

Statement of Commitment & Accountabilities:

North Centennial Manor is committed to providing a respectful, welcoming, accessible, and inclusive environment in the provision of goods and services for both customers/clients and employees alike. North Centennial Manor is committed to, and strives to ensure that, the AODA, the standards and all other relevant legislation concerning accessibility, are rigorously and diligently observed. North Centennial Manor ensures that all persons within its community are aware of their rights and responsibilities to foster an accessible and inclusive environment with and for persons with disabilities.

People with disabilities will be given an equal opportunity to obtain, use and benefit from North Centennial Manor's products and services in a way that is respectful of the dignity and independence of people with disabilities and in a manner which takes into account the person's disability, integration, and equal opportunity.

North Centennial Manor is committed to becoming a barrier free environment and meeting the requirements of all existing legislation and its own policies and goals related to identifying, removing, and preventing

barriers to people with disabilities that might interfere with their ability to make full use of the services provided by North Centennial Manor.

Scope

1) This policy applies to the provision of goods and services at premises owned/operated by North Centennial Manor. This includes any interactions with employees, customers, clients, visitors, residents, telephone communications, email, or written mail.

2) This policy applies to employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of North Centennial Manor.

The Provision of Goods & Services to Persons with Disabilities:

North Centennial Manor will make every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity by:

-Ensuring that all customers receive the same value and quality

-Allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk.

-Using alternative methods, when possible, to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner.

-Taking into account individual needs when providing goods and services

-Communicating in a manner that takes into account the customer's disability.

Best Practices:

North Centennial Manor employees and representatives will be encouraged to be pro-active in seeking solutions and removing barriers, as well as alerting all customers to the range of accommodations that are available.

The term "persons with disabilities" will be the norm, and if a specific condition must be referred, the condition will be referenced last. (e.g.: Person with low vision) The following are some general tips that may help make communication and interaction with or about people with all types of disabilities more successful.

-Remember to put people first. It is proper to say person with a disability, rather than disabled person or the disabled.

-It is best to wait until an individual describes his/her situation to you, rather than to make your own assumptions. Many types of disabilities have similar characteristics and assumptions may be wrong.

When North Centennial Manor bills for services, it should demonstrate a commitment to providing accessible invoices to all of our customers. This means that invoices should be provided in alternate

formats upon request. (E.g.: Hard copy, large print, email.) and that staff is prepared to answer questions customers may have about the content of the invoice.

Assistive Devices: Persons with disabilities may use their own assistive devices as required when accessing goods and services provided by North Centennial Manor. In cases where the assistive device presents a safety concern, or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

Best Practices: Every employee who interacts with customers/clients or other third parties will be trained on how to assist with various assistive devices, should their assistance be required.

Guide Dogs & Service Animals

A customer with a disability that is accompanied by a guide dog or service dog will be allowed access to the premises that are open to the public unless otherwise excluded by law. If there is a conflict between a provision of this Act or of a regulation under this or any other Act North Centennial Manor will strive to develop a suitable solution to all parties. If a guide dog or service animal is excluded by law, North Centennial Manor will try to offer alternative methods to enable the person with a disability to access goods and services, whenever possible.

Recognizing a Guide Dog and/or Service Animal: If it is not readily apparent that the animal is being used by the customer for reasons relating to his/her disability, North Centennial Manor may request verification from the customer. Verification may include:

-a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability.

-a valid identification card signed by the Attorney General of Canada

-a certificate of training from a recognized guide dog or service animal training school.

*The customer/client that is accompanied by a guide dog or service animal is responsible for maintaining care and control of the animal at all times.

Allergies:

If a health and safety concern presents itself, for example in the form of a severe allergy to the animal, North Centennial Manor will make all reasonable efforts to meet the needs of all individuals.

Best Practices

Employees will be prepared to respond to requests of water for the service animal and to show the owner an outdoor area where the animal can be taken to relieve itself.

Support Persons:

If a support person accompanies a customer/client with a disability, North Centennial Manor will ensure that both persons are allowed to enter the premises together and that the customer/client is not prevented from having access to the support person. All customer/client confidentiality requirements and practices will also apply to support persons.

Training:

Training will be provided to all employees who deal with the public; revised training will be provided in the event of changes to legislation or North Centennial Manor's policies, practices and/or procedures. North Centennial Manor will keep a record of training that includes the dates training was provided, the number of employees and names of employees trained.

The training will include information on the purposes of the AODA, requirements of this service regulation, how to communicate and interact with people with disabilities, how to interact with service animal or support person, how to utilize assisted devices that are available at our premises, what to do if a person has difficulty accessing North Centennial Manors

Notice of Disruption in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of North Centennial Manor. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Best Practices: Any service disruption will take top priority and North Centennial Manor employees will check to ensure no one is trapped or stuck because of the disruption. The notice should include a statement of regret for inconveniences that the disruption may cause.

Feedback Process: North Centennial Manor will provide customers/clients with the opportunity to provide feedback on the service provided to persons with disabilities. Information about the feedback process will be readily available to all customers/clients and notice of the process will be made available at location reception. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written or email) will be available on request.

Best Practices: Members of the public, residents, staff, family members and all other affiliated persons will be informed about the feedback process and how action will be taken if a complaint is received. North Centennial Manor will acknowledge verbal/written telephone feedback within two business days and within fifteen business days of receipt of a mailed/e-mailed complaint. In some cases, it may not be possible or appropriate to acknowledge feedback, for example, if the customer wishes to remain anonymous, or indicates that he/she does not want to receive an acknowledgement. Members of the public, residents, staff, family members and all other affiliated persons can submit feedback addressed to: Claude Tremblay-Administrator:
Email: ctremblay@ncmanor.com or Call 705-335-6125 EXT. 223.

Availability & Format of Documents (Alternative Formats)

All documents required by the Accessibility Standards for Customer Service, including North Centennial Manors Accessibility policy, notices of temporary disruptions, training records, and written feedback process are available upon request, subject to the Freedom of Information and Protection of Privacy Act (FIPPA). When providing these documents to a person with a disability, North Centennial Manor will

Endeavour to provide the document, or the information contained in the document, in a format that considers the person's disability.

North Centennial Manor shall notify members of the public, residents, staff, family members and all other affiliated persons that the documents related to the Accessibility Standard for Customer Service are available upon request and in a format that takes into account the person's disability. Notification will be given by posting the information in a conspicuous place owned and operated by North Centennial Manor, the website, and/or any other reasonable method. In the event that a notification needs to be posted, the following information will be included unless it is not readily available or known.

-Goods or services that are disrupted or unavailable

-Reason for the disruption

-Anticipated Duration

-A description of alternative services or options.

Acknowledgment and Agreement

I acknowledge that I have read and understand the Accessibility Policy for North Centennial Manor Inc. I agree to comply with this Policy in its entirety and will ensure that employees working under my direction are compliant to this Policy. I understand that if I violate the rules set forth in this Policy, I may face corrective action.

Name: Claude Tremblay – Administrator

Signature: _____

Date: June 30th 2021