

**Jarlette Health Services
Organization-Wide Policy**

Title: Accessibility for Ontarians with Disabilities Act (AODA) Multi-Year Plan		Page: 1 of 3
Manual: Human Resources		Section: General
Owner: Lori Olsen	Reviewed: 2022-08-05	Effective Date: 2013-09-16
Approver(s): Lori Olsen	Version 2	Revised Date: 2022-08-05

(AODA) Multi-Year Accessibility Plan

As part of Jarlette Health Services commitment to accessibility, this multi-year Accessibility Plan has been developed outlining the company's strategy and the actions that have and will be implemented to prevent and remove barriers from its workplace, and to improve opportunities for persons with disabilities. This multi-year plan outlines the steps Jarlette Health Services is taking to meet its requirements under the Accessibilities for Ontarians with Disabilities Act (AODA) and focuses on Jarlette Health Services initiatives in respect of the AODA's accessibility Standards in making Ontario an accessible province for all Ontarians.

Customer Service:

Jarlette Health Services is committed to excellence in serving all people residents including people with disabilities. Jarlette Health Services complied with the AODA's Customer Service Standard with the following initiatives that were implemented as of January 1, 2012 and are ongoing:

- An accessibility policy was put in place so Jarlette Health Services employees, residents, volunteers and third-party service providers can know what to expect.
- Jarlette Health Services staff, volunteers and third-party contractors are trained to serve customers of all abilities.
- A written record of accessibility training provided by Jarlette Health Services is maintained.
- Service animals and support persons are welcomed on all Jarlette Health Services residences.
- Accessible way for people to provide feedback on how Jarlette Health Services provides goods and services to people with disabilities was made available.

Information and Communications:

Jarlette Health Services currently provides accessible formats and communications supports for persons with disabilities upon request. Jarlette Health Services provides notice of this availability and consults with the person making such a request to determine the suitability of an accessible format or communication support.

As well, it is currently a Jarlette Health Services web development requirement that all new web content be built to meet the World Wide Web Consortium Content Accessibility Guidelines (WCAG) 2.0 standard. Jarlette Health Services is committed to ensuring all Jarlette Health Services internet websites and web content conform with Level AA of the WCAG2.0 by January 1, 2021 as required by the AODA's Information and Communications Standard.

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Technology:

Jarlette Health Services will utilize accessibility technology as required based on accommodation requests at time of hire or as a result of medical needs.

Examples of the type of technology we may utilize are:

- Phones with large buttons for the visually impaired
- Screen reading software for the visually impaired
- Talking devices for visually impaired, ie thermostats that say the temperature out loud
- Text to speech software systems that allow the user to respond to emails or type documents vis speech
- Large print materials
- Magnifiers
- Braille displays and keyboards
- Color coded keyboards

Policies and Training:

Jarlette Health Services has and will continue to implement policies and initiatives in accordance with the AODA by taking the following steps:

- Implementing policies outlining Jarlette Health Services commitment to accessibility. (Implemented as of January 1, 2012)
- Providing training to Jarlette Health Services employees, volunteers and third-party service providers on accessibility and human rights legislation, as it pertains to people with disabilities during onboarding and as needed thereafter. (Implemented as of January 1, 2012)

Employment:

In accordance with the AODA's Employment Standards, Jarlette Health Services implemented the following initiatives prior to January 1, 2016:

- Ensure Jarlette Health Services employment processes for hiring, retention and career development are accessible.
- Document Jarlette Health Services processes for developing individual accommodation plans and return to work plans
- Provide individualized workplace emergency response information to employees who have a disability where Jarlette Health Services is aware of the need for accommodation.

Transportation:

The Transportation Standards were reviewed prior to January 1, 2011. It was determined these standards do not apply to Jarlette Health Services.

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Design of Public Spaces:

The Design for Public Spaces Standards were reviewed prior to January 1, 2017. It was determined these standards **do not apply** as Jarlette Health Services currently does not have public spaces. If public spaces are developed in the future the following initiatives will be considered:

- Incorporate Design of Public Spaces on newly developed or redeveloped recreational trails and beach access routes, outdoor public use eating areas, outdoor play spaces, exterior paths of travel, accessible parking and service-related elements.
- If developing recreational trails consult with public and persons with disabilities
- Provide maintenance and restoration
- Develop procedures for preventative and emergency maintenance of accessible elements in public spaces.
- Develop procedures for dealing with temporary disruptions when accessible elements under public spaces nor working
- Report on Public Spaces every three years

Accessibility Plan Review:

This multi-year Accessibility Plan will be reviewed and updated at least once every five (5) years. The current accessibility Plan will be reviewed and updated as appropriate, no later than January 1, 2025.

Feedback:

In 2012, Jarlette Health Services ensured it had accessible ways to receive and respond to feedback. Jarlette Health Services will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities and will respond to feedback promptly.

Jarlette Health Services Submitted it's accessibility compliance report confirming compliance withits accessibility obligations as of May 16, 2017 and ongoing thereafter as required by legislation.

For more information on this Accessibility Plan, please contact:

Director of Human Resources
658 King Street
Midland, Ontario
L4R 0H7
705-549-4889

Upon request, a copy of this Accessibility Plan will be provided in an accessible format