



# GREYSTONE VILLAGE

## RETIREMENT



In accordance under the Accessibility for Ontarians with Disabilities Act (AODA), Integrated Accessibility Standards Regulation (IASR), Greystone Village Retirement established a multi-year accessibility plan.

The plan illustrates Greystone Village Retirement's strategy to prevent and remove barriers and meet requirements of IAS by outlining the compliance standards, deliverables, deadlines and status of all requirements under the AODA.

At Greystone Village Retirement, we are committed to ensuring accessibility.

Upon request, this document is available in alternative formats.

For additional information on Greystone Village Retirement's AODA initiatives, please contact Jennifer Martel as follows:

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### Multi-Year Accessibility Plan – Integrated Accessibility Standards (“IAS”)

Compliance Standard	Compliance Deliverables	Compliance Deadline	Compliance Status
<b>Integrated Accessibility Standards – General Requirements</b>			
Establish Accessibility Policies	<p>Develop, implement and maintain policies governing how Greystone Village Retirement achieves or will achieve accessibility through meeting the requirements of the IAS.</p> <p>Statement of organizational commitment to meeting the accessibility needs of persons with disabilities in a timely manner.</p> <p>Prepare one or more written document describing the policies and make the policies publicly available and provide them in an accessible format upon request.</p>	January 1, 2014	Completed
Accessibility Plan	<p>Establish, implement, maintain and document a multi-year accessibility plan, which outlines Greystone Village Retirement's strategy to prevent and remove barriers and meet requirements of IAS.</p> <p>Post the accessibility plan on the website, if any, and provide the plan in an accessible format upon request.</p> <p>Review and update the accessibility plan at least once every five years.</p>	January 1, 2014	Completed
Self Serve Kiosks	Have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.	January 1, 2014	Completed

Training	<p>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>The training required in subsection 1 is appropriate to the duties of employees, volunteers and other persons</p> <p>Training is done as soon as practicable</p> <p>Training is provided on changes to policies and on an ongoing basis</p> <p>Training records are maintained for all training. Training records must include the names of the trainees, as well as the date training was provided.</p>	January 1, 2015	<p>Training material completed.</p> <p>To be implemented once the construction is finalized and employees are hired.</p>
Compliance Reporting	File online compliance reports in accordance with the Schedule established under IAS.	December 31, 2014 and every 3 years thereafter.	To be completed once the construction is finalized and the building is open.
<b>Customer Service Standard</b>			
Establish Customer Service Policies	Develop, implement and maintain policies on providing goods, services or facilities to persons with disabilities.	January 1, 2012	Completed

	<p>Policy must address:</p> <ul style="list-style-type: none"> <li>• The use of assistive devices by persons with disabilities when accessing the company's goods, services or facilities</li> <li>• Other measures (if any) provided by the company to enable a person with a disability to access goods, services or facilities</li> </ul> <p>Statement to communicate with persons with disabilities in a manner that takes person's disability in to account.</p>		
Service Animals	Allow a person with a disability to be accompanied by a service animal while at Greystone Village Retirement.	January 1, 2012	<p>Policy &amp; Procedure completed.</p> <p>To be practiced, once the construction is finalized and the building is open.</p>
Support Persons	Allow a person with a disability to be accompanied by support persons while at Greystone Village Retirement.	January 1, 2012	<p>Policy &amp; Procedure completed.</p> <p>To be practiced, once the construction is finalized and the building is open.</p>
Accessible Formats and Communication Supports	Prepare document(s) describing the company's policies, practices and procedures with respect to accessible formats and upon	January 2012	Completed

	<p>request provide a copy of the document(s) to any person. Notify persons to whom the organization provides goods, services or facilities of the availability of such documents, upon request.</p> <p>Upon request provide or arrange for accessible formats and communication supports for persons with disabilities.</p> <ul style="list-style-type: none"> <li>• Provide in a timely manner that takes into account the person's accessibility needs due to disability; and</li> <li>• Provide at a cost that is no more than the regular cost charged to other persons.</li> </ul> <p>Consult with the person making the request to determine the suitability of an accessible format or communication support.</p>		
Training	<p>Provide training on the provision of goods, services or facilities to persons with disabilities is provided 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>Prepare training documents describing the company's training and provide a copy upon request, to any person.</p> <p>Training records are maintained for all training. Training records must include the names of the trainees, as well as the date training was provided.</p>	January 1, 2012	<p>Training material completed.</p> <p>To be implemented once the construction is finalized and employees are hired.</p>

Notice of Temporary Disruption	<p>Provide notice of temporary disruption to facilities or services used by persons with disabilities to access company's goods, services or facilities. Notification must include:</p> <ul style="list-style-type: none"> <li>• Reason for disruption</li> <li>• Anticipated length of disruption</li> <li>• Alternative facilities/services available (if any)</li> </ul>	January 1, 2012	<p>Policy completed.</p> <p>To be implemented once the construction is finalized and building is open.</p>
Feedback	<p>Establish a process for receiving and responding to feedback about the manner in which the company provides goods, services or facilities to persons with disabilities.</p> <p>Process must be accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports upon request.</p> <p>Make feedback process available to the public.</p>	January 1, 2012	Completed
<b>Information and Communications Standards</b>			
Feedback	<p>Ensure 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.</p> <p>Notify the public about the availability of accessible formats and communication supports.</p>	January 1, 2015	Completed
Accessible Formats and Communication Supports	<p>Upon request provide or arrange for accessible formats and communication supports for persons with disabilities.</p> <ul style="list-style-type: none"> <li>• Provide in a timely manner that takes into account the person's accessibility needs due to disability; and</li> </ul>	January 1, 2016	Completed

	<ul style="list-style-type: none"> <li>• Provide at a cost that is no more than the regular cost charged to other persons.</li> </ul> <p>Consult with the person making the request to determine the suitability of an accessible format or communication support.</p> <p>Notify the public about the availability of accessible formats and communication supports</p>		
Emergency Procedure, Plan or Public Safety Information	Upon request provide in an accessible format or with appropriate communication supports, Greystone Village Retirement's emergency procedures, plans or public safety information that it makes available to the public.	January 1, 2012	Will be available upon request, once the construction is finalized and the building is open.
Accessible Websites and Web Content	<p>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>January 1, 2014 (Level A)</p> <p>January 1, 2021 (Level AA)</p>	Level A complete.
<b>Employment Standards</b>			
Recruitment, General	Notify employees and the public about the availability of accommodations for applicants with disabilities in Greystone Village Retirement's recruitment process.	January 1, 2016	Completed
Recruitment, Assessment or Selection Process	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.	January 1, 2016	To be completed once the construction is finalized and the

	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.		recruitment process begins.
Notice to Successful Applicants	When making offers of employment, notify the successful applicant of Greystone Village Retirement's policies for accommodating employees with disabilities.	January 1, 2016	Master Letter of Offer completed.  To be implemented once the construction is finalized and the recruitment process begins.
Informing Employees of Supports	<p>Inform employees of Greystone Village Retirement's policies used to support employees with disabilities.</p> <p>Provide the above information as soon as practicable after the employee begins employment.</p> <p>Provide updated information to employees whenever there is a material change to existing policies on the provision of job accommodations.</p>	January 1, 2016	<p>Employee orientation/training material completed.</p> <p>To be implemented once the construction is finalized and employees are hired.</p>
Accessible Formats and Communication Supports for Employees	Upon request, consult with an employee to provide or arrange for the provision of accessible formats and communication supports	January 1, 2016	To be completed, when applicable, once the



	for information needed to perform employees job and information generally available to employees in the workplace.		construction is finalized and employees are hired.
Workplace Emergency Response Information	<p>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>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>Review the individualized workplace emergency response information when:</p> <ul style="list-style-type: none"> <li>• the employee moves to a different work location;</li> <li>• the employee's overall accommodation needs or plans are reviewed; and</li> <li>• when the employer reviews its general emergency response information.</li> </ul>	January 1, 2012	To be completed, when applicable, once the construction is finalized and employees are hired.
Documented Individual Accommodation Plans	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.	January 1, 2016	<p>Written process completed.</p> <p>To be implemented when applicable, once the construction is finalized and</p>

			employees are hired.
Documented Individual Accommodation Plans	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.	January 1, 2016	Completed
Return to Work Process	<p>Develop a written return to work process for employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.</p> <p>Ensure the return to work process outlines the measures Greystone Village Retirement will take to facilitate the employee's return to work and that it uses documented individual accommodation plans, if any.</p>	January 1, 2016	Completed
Performance Management	Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when applying performance management.	January 1, 2016	To be completed, when applicable, once the construction is finalized and employees are hired.
Career Development and Advancement	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.	January 1, 2016	To be completed, when applicable, once the construction is finalized and

			employees are hired.
Redeployment	Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	January 1, 2016	To be completed, when applicable, once the construction is finalized and employees are hired.
<b>Design of Public Spaces Standards</b>			
Redeployment	Ensure that construction and/or redevelopment of public spaces covered by the IAS complies with applicable accessibility requirements.	January 1, 2017	Completed