

Assisted Living Southwestern Ontario

Accessibility for Ontarians with Disabilities Act

**Multi-Year Accessibility Plan and Associated
Policies**

DRAFT (Subject to Pending A.L.S.O. Board of Directors' Approval)

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Assisted Living Southwestern Ontario

Assisted Living Southwestern Ontario's mission is to provide adults with physical disabilities with services that ensure they are able to live, work and play in the community with choice, opportunities, and the confidence of full citizenship.

Assisted Living Southwestern Ontario - Principles of Service

- We respect and encourage autonomy by offering a full range of services to support independent living by our consumers;
- We recognize and value the uniqueness of individuals by ensuring our services are self-directed according to individual needs;
- We provide flexible services that support individuals to live up to their full potential;
- We reduce physical barriers for our consumers;
- We promote acceptance and tolerance among people;
- We provide a safe environment for our consumers and staff;
- We behave with the utmost honesty and integrity and ensure our hiring practices support these values;
- We are accountable for meeting the needs of our consumers in a financially prudent manner, which does not compromise service quality; and
- We work collaboratively with other service providers and our community.

The Accessibility for Ontarians with Disabilities Act

In 2005, the Ontario Government passed the *Accessibility for Ontarians with Disabilities Act* (AODA) with the goal to make Ontario fully accessible in all aspects of daily living by 2025.

Accessibility standards have been created as part of the AODA. These standards are rules that businesses and organizations in Ontario need to follow to identify, remove and prevent barriers to ensure people with disabilities have more opportunities to participate in everyday life.

Ontario combined multiple standards (e.g., Information and Communications Standards, Employment standards and Transportation standards) into a single regulation called the Integrated Accessibility Standards Regulation (IASR). This regulation has been passed into law and the requirements are being phased in between 2012 and 2021. This Multi-Year Accessibility Plan satisfies Assisted Living Southwestern Ontario's requirements under the IASR.

Statement of Commitment to Champion Accessibility

Assisted Living Southwestern Ontario is committed to treating all people in a way that allows them to maintain their dignity, independence, integration and equal opportunity. Assisted Living Southwestern Ontario is committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA. An assessment of Assisted Living Southwestern Ontario's previously existing policies and procedures relating to accessibility was performed in order to inform the development of Assisted Living Southwestern Ontario's Multi-Year Accessibility Plan.

Assisted Living Southwestern Ontario's Multi-Year Accessibility Plan will be reviewed annually and fully-updated by Assisted Living Southwestern Ontario at least once every five years or when there are amendments to the AODA, its associated regulations or changes to Assisted Living Southwestern Ontario's accessibility services and/or policies.

Assisted Living Southwestern Ontario understands that the IASR does not replace or affect existing legal obligations under the Ontario Human Rights Code and other superseding laws in respect to accommodation of people with disabilities. Assisted Living Southwestern Ontario will comply with the Ontario Human Rights Code, the AODA and its associated regulations, including the IASR and Accessible Customer Service Standard. Assisted Living Southwestern Ontario respects people's privacy and personal information, and will not share a person's information unless it is appropriate with consent,

required or legally obligated.

Establishment of Accessibility Policies and Plans

By July 1, 2015 Assisted Living Southwestern Ontario will finalize the following endeavours:

- Develop, implement and maintain corporate policies governing how the organization will achieve accessibility;
- Establish, implement and maintain a Multi-Year Accessibility Plan;
- Include within its Multi-Year Accessibility Plan a statement of commitment to meet the accessibility needs of persons with disabilities in a timely manner; and
- Make the corporate policies and Multi-Year Accessibility Plan available to the public on Assisted Living Southwestern Ontario's website and available in accessible formats upon request.

Note: General accessibility policies are also found in Assisted Living Southwestern Ontario's Customer Service Plan, and can be accessed via Assisted Living Southwestern Ontario's website or provided in an accessible format upon request. Only sections applicable to Assisted Living Southwestern Ontario will be found in this Multi-Year Accessibility Plan, please see "A Guide to Integrated Accessibility Standards Regulation" on the Ontario Government's website for a detailed breakdown of all of the IASR's standards, sections and requirements. Deadlines included in this Multi-Year Accessibility Plan are in accordance with deadlines outlined the IASR or are internal deadlines that are earlier dates than outlined in the IASR.

IASR - Standards, Requirements and Policies

Part I: General Standards/Requirements

Part I: General Standards/Requirements					
AODA Standards / Regulation Reference O. Reg. 191/11, s.3	Accessibility Policies		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Development of accessibility policies and Statement of Commitment	• Assisted Living Southwestern Ontario Multi-Year Accessibility Plan includes accessibility policies and a Statement of Commitment	• Policy is written, approved and posted on the Assisted Living Southwestern Ontario's website	Executive Director	N/A	Completed July 2015
AODA Standards / Regulation Reference O. Reg. 191/11, s.4	Accessibility Plans and Annual Status Report Plan		Deadline: January 1, 2015; January 1st, 2016 (Status Report)		
	Deliverables	Activities	Accountability	Budget Implication	Status
Accessibility Plan	• Assisted Living Southwestern Ontario creates Multi-Year Accessibility Plan	• Multi-Year Accessibility Plan is written, approved and posted on the Assisted Living Southwestern Ontario's	Executive Director	N/A	Completed July 2015
Annual Accessibility Status Report	• Assisted Living Southwestern Ontario creates first Annual Accessibility Status Report that will be drafted and posted by January 1 st , 2016	• Review and update Multi-Year Accessibility Plan and complete Annual Accessibility Status Report by January 1 st , 2016	Executive Director	N/A	Pending Review after 1 st year.
AODA Standards / Regulation Reference O. Reg. 191/11, s.5	Procuring or Acquiring Goods, Services or Facilities		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Incorporate accessibility design criteria and features when procuring goods, services or facilities	• Assisted Living Southwestern Ontario drafts/updates policies that require Assisted Living Southwestern Ontario to incorporate accessibility	• Policies are included in Assisted Living Southwestern Ontario's Accessibly Customer Service Standard Plan	Executive Director	N/A	Completed July 2015

	when procuring goods, services and facilities				
AODA Standards / Regulation Reference O. Reg. 191/11, s.6	Self-Service Kiosks		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Incorporate accessibility features when designing, procuring or acquiring self-service kiosks	Note: Assisted Living Southwestern Ontario does not own or operate any self-serve kiosks. In the event that self-serve kiosks are acquired by Assisted Living Southwestern Ontario, a policy will be established to address barriers and provide maximum accessibility	• Policies under Assisted Living Southwestern Ontario's Accessible Customer Service Plan address self-serve kiosk accessibility and a stand-alone policy will be developed if Assisted Living Southwestern Ontario acquires self-serve kiosks	Executive Director	N/A	Completed July 2015
AODA Standards / Regulation Reference O. Reg. 191/11, s.7(1)	Training		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Employee training regarding the Integrated Accessibility Standards Regulation (IASR) and the Human Rights Code	• Assisted Living Southwestern Ontario rolls out training on the Integrated Accessibility Standards Regulation and the Human Rights Code to all employees	• Training will include information about Ontario achieving accessibility by 2021 and highlight the requirements of the Standards under the IASR and the Human Rights Code as they apply to the Assisted Living Southwestern Ontario's business, goods and/or	Executive Director	Operational	Completed for existing employees Dec. 2014; Ongoing for new employees.
Employee training records	• Assisted Living Southwestern Ontario keeps records of the number of individuals who were trained and the dates that the training was provided	• Record IASR training information	Executive Director	N/A	Ongoing

Part II: Information and Communication Standards

Part II: Information and Communication Standards					
AODA Standards / Regulation Reference O. Reg. 191/11, s.11	Feedback		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Process to receive and respond to feedback in a timely and accessible manner	• Assisted Living Southwestern Ontario's Accessible Customer Service Plan satisfies this requirement	• See Assisted Living Southwestern Ontario's Accessible Customer Service Plan	Executive Director	N/A	Completed July 2015
AODA Standards / Regulation Reference O. Reg. 191/11, s.12	Accessible Formats and Communications Supports		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Provision of accessible formats and communication supports, upon request	• Assisted Living Southwestern Ontario's Accessible Customer Service Plan satisfies this requirement	• See Assisted Living Southwestern Ontario's Accessible Customer Service Plan	Executive Director	N/A	Completed July 2015
AODA Standards / Regulation Reference O. Reg. 191/11, s.13	Emergency Procedure, Plans and Public Safety Information		Deadline: January 1, 2012		
	Deliverables	Activities	Accountability	Budget Implication	Status
Emergency Procedure Plans and public safety information are available in accessible formats or with communication Supports, upon request	• Accessible Emergency procedure and public safety information will be provided and customized plans or policies will be produced to fully accommodate the person's accessibility request	• Inform existing and future employees of Assisted Living Southwestern Ontario's obligation to produce customized Emergency Procedure Plans, if required by an employee • If required, Assisted Living Southwestern Ontario and employee will cooperate in the drafting and finalization of a custom	Executive Director	N/A	Completed July 2015

		<p>Emergency Procedure Plan, and provide it in accessible formats or with communication supports, if needed</p> <p>•• Public safety information including evacuation procedures, floor plans, and information about alarms and incident procedures will be provided in accessible formats or with communication supports, if requested or needed</p>			
<p>AODA Standards / Regulation Reference O. Reg. 191/11, s.14</p>	<p>Accessible Web Sites and Web Content</p>		<p>Deadline: January 1, 2015 (to maximize accessibility and ensure new content is WCAG 2.0 A or higher)</p> <p>Deadline: January 2, 2021 (all internet websites conform to WCAG 2.0 AA or higher)</p>		
	<p>Deliverables</p>	<p>Activities</p>	<p>Accountability</p>	<p>Budget Implication</p>	<p>Status</p>
<p>Assisted Living Southwestern Ontario new internet and intranet websites and web copy must conform with WCAG 2.0 Level A (Note: exceptions in IASR)</p>	<p>•• Maximize website and web content accessibility</p>	<p>•• Assisted Living Southwestern Ontario will maximize website and web content accessibility under current abilities and resources</p>	<p>Executive Director and IT Coordinator</p>	<p>Operational, additional resources may be required</p>	<p>Ongoing</p>

All internet websites and web content must conform with WCAG 2.0 level AA or higher	• Establish accessibility strategy to meet long term accessibility compliance (WCAG 2.0 Level AA Compliance)	• Assisted Living Southwestern Ontario will work with internal staff and/or external IT consultant to establish a Long Term Accessibility Strategy or Plan	Executive Director and IT Coordinator	Operational, additional resources may be required	Ongoing
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AODA Standards / Regulation Reference O. Reg. 191/11, s.15	Accessible Websites and Web Content		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Provide educational and training materials in accessible formats, if requested	<p>Note: Assisted Living Southwestern Ontario is not officially recognized as an educational or training institution but does develop and deliver informal educational and training materials</p> <p>• Assisted Living Southwestern Ontario will strive to ensure educational and training materials will be provided in accessible formats or with communication supports, upon requests</p>	• Assisted Living Southwestern Ontario will ensure all educational and training materials including those internal and external (i.e., distributed at conferences) can be provided in accessible formats or with communication supports, upon request	Executive Director	N/A	Completed July 2015

Part III: Employment Standards

Part III: Employment Accessibility Standards					
AODA Standards / Regulation Reference O. Reg. 191/11, s.22	Recruitment, General		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Notify employees and public (potential job prospects) about accommodation for applicants with disabilities throughout the recruitment process	•• Prospective applicants are advised of the availability to accommodate their disability, when required, to support their participation in the recruitment process	•• Include accessibility accommodations messaging on all recruitment documents and employer-applicant communications	Executive Director	N/A	Ongoing
AODA Standards / Regulation Reference O. Reg. 191/11, s.23	Recruitment, Assessment and/or Selection Process		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Notify selected job candidates that accessibly accommodations are available, upon request	•• Selected applications are advised of the availability of accommodations throughout all stages of the recruitment and selection process	•• Include accommodations messaging on all recruitment documents and employer-applicant communications	Executive Director	N/A	Ongoing
If the applicant requests accessibility accommodation, consult with the requester to provide or arrange for the provision of suitable accessibility support	•• Selected applicants are advised of the availability of accommodations throughout all stages of the recruitment and selection process	•• Include accommodations messaging on all recruitment documents and employer-applicant communications	Executive Director	N/A	Ongoing
AODA Standards / Regulation Reference O. Reg. 191/11, s.24	Notice to Successful Applicants		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
When making offers of employment, notify successful applicants of the Assisted Living	•• Selected applicants are advised of Assisted Living Southwestern Ontario's accessibility policies and can provide them in multiple	•• Include accessibility accommodations messaging in all recruitment documents and employee-organization	Executive Director	N/A	Ongoing

Southwestern Ontario's policies for accommodating employees with disabilities	accessible formats upon request	correspondence			
	•• Language has been developed and will be inserted into offer letters and letters of employment	•• Sample Language: "Assisted Living Southwestern Ontario supports the accommodation of people with disabilities and has built their hiring policies to support independence, dignity, participation and equal opportunity."			
AODA Standards / Regulation Reference O. Reg. 191/11, s.25	Informing Employees of Supports		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Communicate policies supporting employees with disabilities including those on the provision of the recruitment process and job accommodations	•• Ensure employees understand Assisted Living Southwestern Ontario's policies for accommodating disabilities.	•• Employees are advised through multiple sources including staff announcements and on its website	Executive Director	N/A	Completed July 2015
Provide information and policies to all new employees about Assisted Living Southwestern Ontario's obligations as set by the Employment Standards	•• Ensure new employees understand Assisted Living Southwestern Ontario's policies regarding the employer's accommodation of employees with disability	•• All new employees will receive information and policies related to this Section during their employee orientation.	Executive Director	N/A	Completed December 2014

Communicate updated information or changes to existing policies on the provision of job accommodations to all staff	•• Assisted Living Southwestern Ontario will communicate changes to staff via multiple channels, including verbal discussions, in writing and on Assisted Living Southwestern Ontario's website.	•• Inform employees through staff announcements and update all related policies and materials	Executive Director	N/A	Ongoing
AODA Standards / Regulation Reference O. Reg. 191/11, s.26	Accessible Formats and Communication Supports for Employees		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
When requested by an employee, consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is needed to perform the employee's job and for information available to employees in the workplace	•• Ensure employee is supported through individual consultation and provided with accessible formats and communication supports	•• This will be handled on a case-by-case basis, upon request from the employee. •• After the employee files their request; a private consultation will take place, and Assisted Living Southwestern Ontario will accommodate the employee's accessibility needs as per described in this section	Executive Director	N/A	Ongoing
AODA Standards / Regulation Reference O. Reg. 191/11, s.27	Workplace Emergency Response Information		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Provide individualized workplace emergency response information to employees who have a disability Provide the information as soon as practicable after Assisted Living Southwestern Ontario becomes aware of the	" Develop Individualized workplace information response/plans upon request and update accordingly	" Individualized workplace emergency response information/plans will be developed through discussions with the employee " Assisted Living Southwestern Ontario will integrate this practice into the employee accommodation	Executive Director	N/A	Ongoing

<p>need for accommodation</p> <p>If the employee requires assistance in an emergency, with consent of the employee, information will be provided to the person designated by the employer to provide planning for and assistance to employee</p> <p>Review individualized workplace emergency response information when an employee moves to a different location, the employee's accommodation needs or plans are changed or reviewed or Assisted Living Southwestern Ontario reviews its general emergency response policies</p>		<p>process</p> <p>" Assisted Living Southwestern Ontario will seek consent of employee to share emergency information with staff responsible for emergency procedures/information</p> <p>" Assisted Living Southwestern Ontario will ensure Workplace Emergency Response Info/Plan is delivered and finalized as soon as practical</p> <p>" Assisted Living Southwestern Ontario will review the Workplace Emergency Response Info/Plan if: the employee moves locations, when the accommodation polices/plans are updated/reviewed and when the general emergency response policies/plans are updated/reviewed</p>			
<p>AODA Standards / Regulation Reference O. Reg. 191/11, s.28</p>	<p>Documented Individual Accommodation Plans</p>		<p>Deadline: January 1, 2015</p>		
	<p>Deliverables</p>	<p>Activities</p>	<p>Accountability</p>	<p>Budget Implication</p>	<p>Status</p>
<p>Develop policy that addresses the process for creating documented individual accommodation plans</p>	<p>" Assisted Living Southwestern Ontario provides individual written accommodation plans for all employees who require</p>	<p>" Assisted Living Southwestern Ontario creates a process that creates individual written accommodation plans which</p>	<p>Executive Director</p>	<p>N/A</p>	<p>Completed July 2015</p>

	Individual accommodation plans Note: In accordance with these principles, reasonable accommodation will be made on a case by case basis to meet the specific needs of employees and applicants, and systemically to make Assisted Living Southwestern Ontario as a whole accessible to employees	effectively accommodates employees. See Appendix 1 for the Individual Accommodation Plan Policy			
AODA Standards / Regulation Reference O. Reg. 191/11, s.29	Return-to-Work Process		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Develop a documented return-to-work process, including steps employer will take; using documented individual accommodation plans if required (generally applicable to short term disabilities)	" Establish documented return-to-work process with detailed steps and implement it with the cooperation of the employee when applicable	See Appendix 2 for Return-to-Work Process	Executive Director	N/A	Completed July 2015
AODA Standards / Regulation Reference O. Reg. 191/11, s.30	Performance Management		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Take into account the accessibility needs of employees with disabilities and individual accommodation plans in performance management processes	" Assisted Living Southwestern Ontario will take into account the needs of employees with disabilities and individual accommodation plans in performance management processes	" Build reference to accessibility needs and accommodation plan into existing performance management process, if applicable	Executive Director	N/A	Ongoing

AODA Standards / Regulation Reference O. Reg. 191/11, s.31	Career Development and Advancement		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Take into account the accessibility needs of employees with disabilities and individual accommodation plans when considering providing career development and advancement opportunities	"	Assisted Living Southwestern Ontario supports accessible career development and advancement and will take into account the accommodation needs of an employee when considering career development and advancement opportunities	Executive Director	N/A	Ongoing
AODA Standards / Regulation Reference O. Reg. 191/11, s.32	Redeployment		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Take into account the accessibility needs of employees with disabilities and individual accommodation plans when considering redeployment of employees with disabilities	"	Assisted Living Southwestern Ontario will work with the employee to ensure the redeployment process is effectively communicated and accommodates the accessibility needs of the employee	Executive Director	N/A	Ongoing

Part IV: Transportation Standards

Part IV: Accessible Transportation Standard					
AODA Standards / Regulation Reference O. Reg. 191/11, General	Transportation Policies		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Assisted Living Southwestern Ontario is not in the business of transportation services and therefore, this Standard of the IASR is not applicable. With this said, Assisted Living Southwestern Ontario does procure transportation services for its clients and employees (e.g., wheel trans)	" This Standard does not regulate any of Assisted Living Southwestern Ontario's goods or services, as it does not classify as any of the transportation organizations listed and referenced in the regulation	" Assisted Living Southwestern Ontario will advocate on behalf of its employees and clients to ensure that the transportation services that are procured by Assisted Living Southwestern Ontario treat people with disabilities with respect and dignity and adhere to the applicable regulations within the IASR, specifically Part IV, Accessible Transportation Standards	Executive Director	N/A	Ongoing

Part V: Design of Public Spaces Standard

Part V: Design of Public Spaces Standard (Accessibility Standards for the Build Environment)					
AODA Standards / Regulation Reference O. Reg. 413/12	Design of Public Spaces, General		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Meet the requirements of the Standards for public spaces that are newly constructed, redeveloped or intended to be maintained after January 1, 2015	<p>" When applicable, adhere to the Standards for Public Spaces as outlined in the IASR, which includes (but is not limited to):</p> <p>Recreational trails/beach access routes</p> <p>Outdoor public eating areas like rest stops or picnic areas</p> <p>Outdoor play spaces, like playgrounds in provincial parks and local communities</p> <p>Outdoor paths of travel like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals Accessible parking</p> <p>Service-related elements and functions like service counters, fixed queuing lines and waiting areas</p>	<p>" Assisted Living Southwestern Ontario will ensure that its public spaces, including the entry to the office building, waiting lobby, washrooms and parking lot are accessible to people with disabilities</p>	Executive Director	N/A	Ongoing

Part VI: Accessible Built Environment (Ontario Building Code)

Part VI: Accessible Built Environment (Revisions to the Ontario Building Code)					
Ontario Building Code	Design of Public Spaces, General		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
<p>On December 27, 2013, Ontario Regulation 368/13 was filed to amend the new 2012 Building Code, O.Reg. 332/12 (effective January 1, 2015)</p> <p>The amended requirements substantially enhance accessibility in newly constructed buildings and existing buildings that are to be extensively renovated. They maintain Ontario's leadership role in requirements for barrier-free design. The new requirements apply to most new construction and extensive renovations. Existing buildings, where no work is planned, are not affected by these new requirements.</p>	<p>" When applicable, Assisted Living Southwestern Ontario will adhere to the newly amended requirements outlined in the Building Code, O. Reg. 332/12.</p>	<p>Assisted Living Southwestern Ontario will continue to maximize accessibility and ensure Assisted Living Southwestern Ontario's physical structure and physical components are as accessible as possible.</p> <p>If Assisted Living Southwestern Ontario requires a renovation, Assisted Living Southwestern Ontario will follow the guidelines as outlined in the Building Code, O. Reg. 331/12, with particular focus on:</p> <ul style="list-style-type: none"> • Ensuring barrier free travel throughout the premise and/or newly renovated area • Providing elevator access to new stories • Installing visual fire safety devises • Installing fully accessible washrooms • Incorporating accessible and adaptable seating spaces 	Executive Director	If applicable, depends on renovation scope	Ongoing

Appendix 1

Documented Individual Accommodation Plan

The purpose of reasonable accommodation is to enable a person to perform at least the essential requirements of the job as defined in the job posting and/or job description. Assisted Living Southwestern Ontario is not required to create a job or significantly alter a job as to create a different job in order to accommodate an applicant or an employee.

Assisted Living Southwestern Ontario's Accommodation Plan addresses:

- How the employee can participate
- How the employee will be assessed
- How the employee can request accommodation
- How employee can request participation of union representative or bargaining agent in the process, if applicable
- How the employee's personal information will remain private and confidential
- How, and how often, the plan will be reviewed and updated
- How reasons for denied requests will be communicated
- How the plan will be provided to

employee Individual Accommodation

Plan

1. Accommodations assist in the inclusion of persons with disabilities into employment activities
2. Individuals are to be accommodated with respect and dignity and Assisted Living Southwestern Ontario will respond to accommodation plan requests in a timely manner
3. Accommodation is to be made only for those disability related needs disclosed by the employee or applicant that impact on employment
4. Accommodation needs are to be addressed in a way that is consistent with responsible financial management and operational requirements, and does not pose an undue hardship on Assisted Living Southwestern Ontario

5. Accommodation requirements are determined on person-by-person basis by ensuring that each employee with a disability is considered, assessed and accommodated individually, while maintaining a process that is consistent with the principles of confidentiality

6. The accommodation process allows the involvement and cooperation of the employee's union representative or bargaining agent, if appropriate or required. The employee must notify Assisted Living Southwestern Ontario that they wish to have additional parties present in the accommodation process – reasonable parties (union representative or bargaining agent) will be accepted.

7. Assisted Living Southwestern Ontario is committed to achieving a culture and work environment that is supportive of employees with disabilities.

8. Assisted Living Southwestern Ontario will review the accommodation plan: if the employee is not satisfied with the accommodation plan, if the employee moves location, when the accommodation policies/plans are reviewed and when the general emergency response policies/plans are reviewed.

Appendix 2

Return-to-Work Process

Assisted Living Southwestern Ontario is committed to developing and maintaining a safe and healthy work environment, and understands that it is a good rehabilitation/reintegration practice to ensure a planned and safe return to work process is implemented following an injury or illness.

Assisted Living Southwestern Ontario will work with staff to facilitate the employee's return to work. Any modifications will be accommodated as soon as possible. Management will use the most appropriate measures for each individual case.

Purpose

The purpose of the Early Return to Work Program is to:

- Provide for the safe and sustainable reintegration into the workforce/job position
- Provide modified employment for employees who are temporarily disabled due to illness / accident or an injury in the workplace

Assisted Living Southwestern Ontario recognizes that in the case of some disabilities, a complete period of absence is required away from the workplace. In others cases, absence from the workplace is required only during the acute phase of the illness, injury, etc., before a reintegration process into the workplace can occur. The Return-to-Work Process may include the following steps:

1. Assisted Living Southwestern Ontario will establish a senior level employee (management level or higher) that will oversee the return to work process. If a health specialist is required, Assisted Living Southwestern Ontario will seek the services of an individual (either internally or externally) who can grant guidance and consultation before, during and potentially after the return to work process.
2. During the course of an absence, the delegated senior staff member and/or health specialist will maintain regular communication with the employee and request updated medical document as required. Once the employee has regained the capacity fit for their return for work, consideration will be given to whether to modify the employee's duties.

3. When a health specialist or physician determines that the employee is fit to work, a customized and gradual return-to-work plan is devised, in conjunction with the employee, senior management and/or health specialist, and the proposed plan is sent to the employee's treating physician for approval, when required.
4. Once approval has been received from the physician (if applicable), a return-to-work process is arranged with the established senior management employee, health specialist, the employee and a union representative or supervisor (if applicable). The approved return to work plan is reviewed amongst all parties and a formal Transitional Return to Work plan is created. The Transitional Return-to-Work Plan must have a defined end/termination date.
5. All parties review the proposed plan, discuss the details of the plan and each party confirms their agreement to the details defined in the plan by signing and dating the plan. Each party is provided with a signed and approved copy. It is the full responsibility of the employee to work within their restrictions and the responsibility of the delegated senior management employee to ensure no more is expected from the employee than what the plan documents.
6. Communication is maintained between all parties involved during the return-to-work process. A subsequent return-to-work meeting can be arranged, if the plan is unable to be completed, maintained or is deemed ineffective by both the employer and employee.
7. The delegated senior management staff or health specialist will follow-up with the employee once a return to full duties has been achieved. Once this is complete, the employee and employer will both sign-off on the termination of the plan and the file will be closed.

In the event that suitable work can be identified, Assisted Living Southwestern Ontario will ensure, through the staff member's personal physician and the WSIB where applicable, that the employee is capable of performing modified or accommodated duties. Assisted Living Southwestern Ontario will inform the employee of the available work and request that he/she report to duty. If the employee refuses to accept the modified work assignment, their continuing employment with Assisted Living Southwestern Ontario may be jeopardized.

Potential Accommodations in the plan may include:

- Graduated return to work, regular duties
- Modified job expectations
- Alternative duties
- Modified work site
- Job/responsibility sharing

- Difficult task assistance
- Job reassignment

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