

Policy Name:	Accessibility – Customer Service Plan	Pages:	6
Manual:	General Administration	Approved by:	Director of Operations
Effective:	June 2022	Revised Date:	December 2022

Policy:

At Livita Retirement Residences, we support the goal of the *Accessibility for Ontarians with Disabilities Act, 2005* (the “Act”) is to create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability.

We at Livita Retirement Residences strive to provide accessible services and facilities to our residents and their families and friends. The objective of this policy is to ensure we meet the requirements of the standards and promote their underlying core principles, described below.

Definitions

- i. **Accessible Formats** - may include, but are not limited to, large print, recorded audio and electronic formats, and other formats usable by persons with disabilities.
- ii. **Accessibility Report** – The report required to be filed pursuant to section 14 of the Act.
- iii. **Assistive Device** - Any device used to assist a person in performing a particular task or tasks or to aid that person in activities of daily living.
- iv. **Communication Supports** - may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.
- v. **Disability** – means:
 - i. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or another animal or on a wheelchair or other remedial appliance or device,
 - ii. a condition of mental impairment or a developmental disability,
 - iii. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
 - iv. a mental disorder, or
 - v. an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.
- vi. **Guide Dog** - A guide dog as defined in section 1 of the Blind Persons Rights’ Act is a dog trained as a guide for a person who is blind and having qualifications prescribed by the regulations under the Blind Persons’ Rights Act.
- vii. **Service Animal** - means an animal, that can be readily identified as one that is being used by the person for reasons relating to the person’s disability, as a result of visual indicators such as the vest or harness worn by the animal; or

Livita Retirement Residences

- viii. **Support Person** – A person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

Core Principles of the Policy

We endeavor to ensure that the Policy and related practices, policies and procedures are consistent with the following four (4) core principles:

- i. **Dignity** - Persons with a disability are as deserving of quality service as any other person and should be treated in a manner consistent with this fact.
- ii. **Equality of Opportunity** - Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our services and facilities.
- iii. **Integration** - Wherever possible, persons with a disability should benefit from our services and facilities in the same place and in the same or similar manner as any other person. In circumstances where integration does not serve the needs of the person with a disability, services and facilities will, to the extent possible, be provided in another way that takes into account the person's individual needs.
- iv. **Independence** – Services and facilities should, where possible, be provided in a way that respects the independence of persons with a disability. To this end, we will be willing to assist but will not do so without first attempting to get the permission of the person with a disability.

Human Rights Code & AODA: Duty to Accommodate

When a person with a disability needs accommodation, we at Livita Retirement Residences have a duty to accommodate to the point of undue hardship.

Livita Retirement Residences respects The Code whereby it protects people from discrimination and harassment because of past, present or perceived disabilities. Disabilities themselves are not a barrier, but barriers exist that exclude people with disabilities. These include physical, information and communication, systemic or attitudinal barriers.

- Physical barriers include things like providing steps but no ramps or elevators
- Information and communication barriers can make it difficult for people to receive or give information
- Systemic barrier can result from stereotypes or established practices, such as inflexible hours that don't coordinate with para-transit bus schedule
- Attitudinal barriers can be the biggest barrier of all by some organizations having a tendency to see people with disabilities as less worthy and underestimating their potential

Resident Rights under Human Rights Code

At Livita Retirement Residences, we adhere to the following obligations under the Human Rights Code include:

Livita Retirement Residences

- We cannot refuse to let someone move into the home simply because they have a disability, physical or mental, including depression.
- We may have a duty to accommodate special needs arising from a disability, unless doing so would cause 'undue hardship' (as defined by the Human Right Code) for the home.
- We recognize there may be legal requirements under the Human Rights Code about when we can request or demand additional medical information such as a psychiatric examination.

Providing Services and Facilities to People with Disabilities

I. Policies

Livita Retirement Residences shall make all reasonable efforts to ensure that its policies which impact the delivery of its services and facilities to residents, their family and friends, the public or to other third parties are consistent with the principles of dignity, equality of opportunity, integration and independence as defined above.

II. Communication

Livita Retirement Residences strives to communicate with persons with a disability in a manner that takes into account the disability.

III. Assistive Devices

Persons with a disability are permitted, where possible, to use their own Assistive Device when on our premises for the purposes of obtaining, using or benefiting from our services and facilities.

If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises we will make efforts to provide an alternative means of assistance to the person with a disability.

IV. Accessibility at Our Premises

This may include:

- (i) Assistive devices, services or methods offered*
- (ii) alternate formats of documents i.e., commonly asked questions, such as return and exchange policy, available in a handout and in large print,*
- (iii) assistance of a staff person to complete a form,*
- (iv) if available TTYs, screen readers for a website (software that reads text aloud),*
- (v) stool if counters are too high for a person of short stature,*
- (vi) a chair for waiting in line if a person's disability prevents him or her from standing for lengthy period,*
- (vii) improved lighting in certain areas for individuals with vision disabilities etc.*

V. Service Animals and Guide Dogs

Persons with a disability may enter premises owned and/or operated by Livita Retirement Residences accompanied by a Guide Dog or Service Animal and keep the Guide Dog or Service Animal with them, if the public has access to such premises and the Guide Dog or Service Animal is not otherwise excluded by law.

VI. Support Persons

A person with a disability may enter premises owned and/or operated by Livita Retirement Residences with a Support Person and have access to the Support Person while on the premises.

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Livita Retirement Residences may require a person with a disability to be accompanied by a Support Person when on the premises, but only if, after consulting with the person with a disability and considering the available evidence, the provider determines that,

- a) a Support Person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises; and
- b) there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises.

Livita Retirement Residences occasionally holds functions and events for which it charges attendees an admission fee. We will ensure that, if a separate admission fee is to be charged for a Support Person, advance notice is provided of the existence and the amount of the admission fee to be charged. Where the presence of a Support Person is required, any applicable admission fee or fare will be waived for that person.

VII. Notice of Temporary Disruptions

Livita Retirement Residences will notify residents, their friends, and families and the public if there is a planned or unexpected disruption of a facility or service persons with a disability use to access our services or facilities. The notification will be made by posting a notice at the entrance of the applicable premises, on the home page of the Livita Retirement Residences website or in some other location or by some other means as may be appropriate in the circumstances.

Employment

Livita Retirement Residences is an equal opportunity workplace. We support candidates with disabilities during the recruitment, assessment, and selection process. Individual accommodation plans will be established for anyone hired with a disability. Our return-to-work policy supports team members returning to work after a disability-related leave of absence. We consider accessibility needs in terms of performance management, attendance management, and career advancement.

Workplace Emergency Response Information:

Livita Retirement Residences will provide individual workplace emergency response information to employees who have a disability. If accommodation is required, Livita Retirement Residences will provide this support, as able.

Training and Records

Livita Retirement Residences will ensure the following individuals receive the training required under the Standards:

- i. Every employee and volunteer
- ii. Every person who participates in developing Livita Retirement Residences policies.
- iii. Every other person who provides services or facilities on behalf of Livita Retirement Residences

A. Content of Training

- i. Employees will review of the purpose of the Act and requirements of the Standards within this policy as their training.
- ii. How to interact with persons with a disability who use an Assistive Device or require the assistance of a Service Animal or Support Person, do not move assistance device or equipment out of customers' reach or handle equipment without permission. Lower your body to theirs when communicating.
- iii. When working with:

Livita Retirement Residences

People with hearing loss, attract customers attention before speaking, be in a well-lit space, reduce background noise.

People with vision loss/impairment: Do not assume the individual cannot see you, identify yourself when you approach, as how you can assist them best.

People with learning disabilities: provide information in a way that considers the customer's disability, be patient.

People with speed or language impairments: when possible, ask questions that can be answered with 'yes' or 'no' and do not interrupt.

People with mental health disabilities: Be calm, reassuring, ask them the best way you can assist them,

People with intellectual/developmental disabilities: Use plain language, provide one piece of information at time.

B. Timing of Training will occur as soon as practicable after the new employee is assigned the applicable duties and on an On-going basis. Records of the training will be kept.

Websites

Livita Retirement Residences will ensure internet websites and web content controlled by Livita Retirement Residences or a contractual relationship that allows for modification of the product conforms with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A initially and up to Level AA.

Multi Year Accessibility Plan:

Livita Retirement Residences will meet the obligations set out under the ADOA and its regulations. The plan will be reviewed and, if necessary, will be updated at least every 5 years.

Compliance:

Livita Retirement Residences will file an accessibility compliance report every 3 years and the make the report available to the public upon request in an accessible format.

Feedback Procedure

A. Receiving Feedback

Livita Retirement Residences welcomes and appreciates feedback regarding the manner in which it provides services and facilities to persons with disabilities and regarding whether its feedback procedure is accessible to persons with disabilities. Feedback can be provided in the following ways:

Director of Operations

400 Applewood Crescent, Suite 100 Vaughan, L4K 0C3

416 – 623 – 1490 Ext 260

Email: tahlin@livinglivita.com

A. Responding to Complaints

Livita Retirement Residences will make reasonable efforts to resolve complaints at the time that they are made. If immediate resolution of a complaint is not possible the individual may submit a complaint to:

Director of Operations Director of Operations

Livita Retirement Residences
400 Applewood Crescent, Suite 100 Vaughan, L4K 0C3
416 – 623 – 1490 Ext 260
Email: tahlin@livinglivita.com

Persons who wish to be contacted about their complaint must provide their contact information. The individual will then be contacted by a representative of Livita Retirement Residences. We will make reasonable efforts to provide responses to complaints in a manner that is accessible to the complainant.

B. Availability of Feedback Procedure

Livita Retirement Residences shall make information about this feedback procedure readily available to the public and shall make it accessible to persons with disabilities by providing, or arranging for the provision of, Accessible Formats and Communication Supports, on request.

Documentation to be made available:

This Policy and any other documentation required by the Standard shall be made available to any member of the public upon request.

Notification of same shall be posted at a conspicuous place on the premises owned or operated by Livita Retirement Residences by posting it on Livita Retirement Residences' website, or by such other method as is reasonable in the circumstances.

Livita Retirement Residences shall consult with the person making the request in determining the suitability of an Accessible Format or Communication Support.

Design of Public Spaces Standards Livita Retirement Residences will comply with the accessibility standards the Design of Public Spaces Standards (DOPS) when redeveloping or constructing new public spaces. However, Livita Retirement Residences DOES NOT have any public spaces and it unlikely that we will develop public spaces.

Accessible Parking

At our Livita Retirement Residences, we have accessible parking spaces. Anyone with a valid accessible parking permit can park in either of these accessible parking spaces.

Outdoor Use Eating Areas

At Livita Retirement Residences, we have outdoor patios that are accessible to both Wheelchairs and walkers.

Exterior Paths of Travel

At Livita Retirement Residences, we Promote a healthy lifestyle with residents is a key component in care. Some of our properties offer outdoor pathways around the community for residents, families, and staff to use. We work to ensure our exterior paths of travel are firm, stable and slip resistant. Sidewalks and walkways should include drainage grates that will not allow canes, wheelchairs or footwear to get caught. If there are variations to a pathway, there must be signage or painted chevrons/yellow to indicate change in ground level. Careful to remove any overhead hanging flower baskets, flowerbeds with overgrown plants.

Maintenance

Livita Retirement Residences has a preventative maintenance program.