

AODA Accessibility Policies & Multi-Year Accessibility Plan

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Scope:

All members of the Bayview Glen community.

Policy:

Bayview Glen is committed to ensuring compliance with the Accessibility for Ontarians Act 2005 (AODA), Ontario Regulation 429/07 (O. Reg 429/07) (Accessibility Standard for Customer Service Regulation) (CSSR), Ontario Regulation 191/11 (O. Reg. 191/11) (Integrated Accessibility Standards Regulation) (IASR) and all of the standards that are established under the AODA.

Background:

The AODA was passed by the Ontario legislature with the goal of creating a barrier-free Ontario by 2025. Under the AODA, the government will develop and enforce specific standards to improve accessibility across the province. The standards set requirements in a number of key areas.

1. Accessibility Standard for Customer Service Regulation – *regulation in force as of January 1, 2008*
Bayview Glen must be compliant by January 1, 2012.
2. Integrated Accessibility Standards Regulation- *regulation in force as of January 1, 2013*
 - a) Transportation – These requirements do not apply to Bayview Glen.
 - b) Information and Communication- Bayview Glen must be compliant by January 1, 2012, January 1, 2013, January 1, 2014, January 1, 2015, January 1, 2016 and January 1, 2021.
 - c) Public Spaces – Bayview Glen must be compliant by January 1, 2017
 - d) Employment – Bayview Glen must be compliant by January 1, 2012 and January 1, 2016.

The CSSR was the first standard that was developed and officially made law. It sets out specific and general requirements to ensure goods and services are provided in ways that are accessible to people with disabilities.

The CSSR does not set accessibility requirements for the goods themselves, but rather requirements for the way in which they are provided to customers.

The IASR was the second standard that was developed and officially made law. This regulation establishes the accessibility standards for each of information and communications, employment, transportation and built environments.

Definitions:

Accessible formats: Formats that are an alternative to standard print and are accessible to people with disabilities. Accessible formats may include large print, Braille, recorded audio and electronic formats such as DVDs, CDs, screen readers, etc.

Accessibility plan: A plan that describes the actions an organization will take to prevent and remove barriers and when it will do so.

Communications: The term communications as it is used in the Information and Communications Standard refers to the interaction between two or more people or entities when information is provided, sent or received.

Communication supports: The term supports as it is used in the Information and Communications Standards refers to supports that individuals with disabilities may need to access information. Some examples include plain language, sign language, as well as reading the information out loud to a person with vision loss, adding captioning to videos or using written notes to communicate with someone who is hard of hearing.

Conversion-ready formats: Refers to any electronic or digital format that facilitates conversion into accessible formats, such as Braille, large print, audio cassettes, CDs, DVDs, etc.

Disability: A disability is:

- a. 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 other animal or on a wheelchair or other remedial appliance or device,
- b. a condition of mental impairment or a developmental disability,
- c. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d. a mental disorder, or
- e. an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; (“handicap”)

Information: The term information as it is used in the Information and Communications Standard refers to knowledge, data and facts that convey meaning and that exist in any

format such as text, audio, digital or images.

Procedure:

Recognizing the history of discrimination against persons with disabilities in Ontario, Bayview Glen is committed to ensuring that it meets or exceeds all accessibility standards established under the AODA in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

Barrier Identification Methodology:

Bayview Glen will identify those barriers that prevent persons with disabilities from full participation in Bayview Glen because of their disability. Barriers include, but are not limited to, physical barriers, architectural barriers, information or communications barriers, attitudinal barriers, technological barriers and policies and practices.

Bayview Glen has designated Human Resources to be responsible for identifying barriers with respect to Bayview Glen's goods, services, facilities, accommodation, employment, buildings, structures and premises.

Reviewing and Monitoring Progress

Human Resources will review its accessibility policies, practices and procedures on an annual basis in order to ensure that any barriers facing persons with disabilities are identified. The role of Human Resources is to assist persons with disabilities to achieve full participation with respect to all services and events offered by Bayview Glen through the identification, removal and prevention of barriers to access.

Once Bayview Glen identifies a barrier that faces persons with disabilities, Bayview Glen's policies, practices and procedures will be amended or new policies, practices and procedures will be instituted.

Bayview Glen will comply with those accessibility standards which are applicable to it within the time period set out in the applicable AODA standard. Bayview Glen will also file an accessibility report with a director annually or at such other times as the director may specify.

Bayview Glen Policies and Practices:

Bayview Glen will use reasonable efforts to ensure accessibility policies are consistent with the following four key principles:

1. Dignity - Service is provided in a respectful manner consistent with the needs of the individual.
2. Independence - Services for people with disabilities shall support their independence while respecting their right to safety and personal privacy.
3. Equity/Equality of Outcome - Service outcomes are the same for persons with disabilities as for persons without disabilities.
4. Integrate - Services allow people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other customers.

To that end, Bayview Glen had developed the following policies, together with a multi-year plan, which address and fulfill the requirements of the AODA, the CSSR and the IASR:

1. Customer Service Standard Policy
2. Statement of Commitment
3. Information and Communications Policy
4. Accessible Educational, Training and Library Materials and Resources
5. Accessible Website and Web Content
6. Emergency Information Policy
7. Accessible Employment Policy
8. Workplace Emergency Response Information Policy
9. Training Policy
10. Public Spaces Policy
11. Accessible Feedback Policy
12. Multi-year Accessibility Plan

These policies are provided in full below.

1. Customer Service Policy

Bayview Glen has established an Accessible Customer Service Policy. The policy establishes how Bayview Glen will meet the requirements for accessible customer service as outlined in the CSSR. A copy of this policy is attached at Schedule "A".

2. Statement of Commitment

Bayview Glen is committed to creating and maintaining an environment that is accessible for all students, employees and community members. The School will continue to improve accessibility for persons with disabilities in its facilities, its policies

and processes. The School welcomes and encourages all members of our community to collaborate and provide creative input in future initiatives for accessibility.

Bayview Glen promotes a culture which engages all members of the Bayview Glen community, favours dialogue and collegiality, and nurtures a sense of belonging. In fulfilling our mission, Bayview Glen strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. Bayview Glen is committed to giving people with disabilities the same opportunity to access our goods and services and allowing people with disabilities to benefit from the same services, in the same place and in a similar way as others benefit. This includes the provision of integrated services unless an alternate measure is necessary to enable a person with a disability to obtain, use or benefit from goods or services.

Bayview Glen is committed to meeting the needs of people with disabilities in a timely manner. Bayview Glen will achieve this by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

3. Information and Communications Policy

Bayview Glen has established an Accessible Information and Communications Policy. The policy establishes how Bayview Glen will meet the requirements for accessible information and communications as outlined in the IASR. A copy of this policy is attached at Schedule "B".

4. Accessible Educational, Training and Library Materials and Resources

Bayview Glen is committed to ensuring that all students have the resources and materials they need to succeed. When requested, Bayview Glen will provide information on program requirements, availability and descriptions, educational and training materials and resources and student records in an accessible format. Where an accessible format is not possible due to the nature of the materials in question, a comparable resource will be provided. Educational or training material produced by Bayview Glen will be provided in an accessible or conversion ready format upon request.

Bayview Glen will work together with the individual in question to determine what format meets his or her needs.

Where available, and on request to Bayview Glen's librarians, Bayview Glen's Library will provide, procure or acquire by other means an accessible or conversion ready format of print resources or materials for a student with a disability. Some exceptions to this may include: special collections, archival materials, rare books and donations.

5. Accessible Website and Web Content Policy

Bayview Glen has made its websites and all web content conform with the World Wide

Consortium Web Content Accessibility Guidelines (WCAG 2.0) Level A (link is external). Bayview Glen will continue to work toward making its websites and web content conform with the World Wide Consortium Web Content Accessibility Guidelines (WCAG 2.0) Level AA (link is external).

6. Emergency Information Policy

Bayview Glen is committed to ensuring that the emergency procedures, plans and public safety information that Bayview Glen makes available to the public are accessible for all individuals.

All of the emergency procedures, plans and public safety information that Bayview Glen makes available to the public will be provided in an accessible format or with appropriate communication supports, upon request. This information will be provided to the individual/s who request it as soon as practicable or within three (3) weeks.

Human Resources is designated as being responsible for providing, upon request, emergency information in an accessible format or with appropriate communication supports.

Notice is posted on Bayview Glen websites which states the following:

Bayview Glen is committed to the safety of all its members. Under the Accessibility for Ontarians Act 2005, we are required to ensure that all our emergency procedures, plans and safety information are in accessible formats. Should an individual require emergency information to be made accessible or with appropriate communication supports, please contact the Human Resources department at 416-443-1030 ext. 242.

7. Accessible Employment Policy

Bayview Glen has established an Accessible Employment Policy. The policy establishes how Bayview Glen will meet the requirements for accessible employment as outlined in the IASR. A copy of this policy is attached at Schedule "C".

8. Workplace Emergency Response Information Policy

Bayview Glen is committed to ensuring that employees with disabilities who require individualized workplace emergency response information receive the information.

Bayview Glen will provide individualized workplace emergency response information to employees with disabilities if the disability is such that the individualized information is necessary and Bayview Glen is aware of the need for accommodation due to the employee's disability. The purpose of the individualized workplace emergency response information is to provide a plan to assist an employee with a disability during an emergency. Bayview Glen provides this information in a format that is understandable by the employee with a disability.

Bayview Glen will make itself aware of the needs of individual employees with regard to

individualized workplace emergency response information by providing notice to all employees that an Individualized Emergency Response Plan Request Form (the “Form”) is available at the Human Resources Department. This Form is used to identify employees with disabilities who require accommodations. After Bayview Glen receives the completed Form and is made aware of the need for accommodation due to the employee's disability, Bayview Glen will provide the individualized workplace emergency response information as soon as possible to the employee or within three (3) weeks.

Consent to disclose

Human Resources is designated as being responsible for providing assistance to employees who require individualized workplace emergency response information in the event of an emergency. If an employee who receives individualized workplace emergency response information requires assistance, Human Resources will first obtain the employee's consent before providing the information to anyone designated to provide assistance to the employee.

Review

Bayview Glen will review the individualized workplace emergency response information when:

- 1) the employee moves to a different location in the organization;
- 2) the employee's overall accommodations needs or plans are reviewed; and
- 3) the employer reviews its general emergency response policies.

9. Training Policy

All Bayview Glen employees, volunteers, persons involved in developing Bayview Glen's policies or who provide goods and services on Bayview Glen's behalf will receive training on Ontario's accessibility laws and on the *Ontario Human Rights Code* as they apply to persons with disabilities and to Bayview Glen.

Bayview Glen will also provide accessibility awareness training related to accessible program or course delivery and instruction to educators (including teachers, teaching assistants, educational assistants, ECEs, and staff of the school).

The training will be appropriate to the duties and responsibilities of individuals being trained.

Training will be provided as soon as practicable upon an individual joining Bayview Glen and upon changes to Bayview Glen's accessibility policies.

Bayview Glen will keep records of the number of people who were trained and when they were trained.

10. Public Spaces Policy

[This policy is under development and will be finalized and implemented in January 2017]

Bayview Glen is committed to incorporating accessible and barrier-free principles in the construction of new and redeveloped public spaces, including outdoor play spaces, parking facilities, outdoor paths of travel, waiting areas and service desks.

Bayview Glen will also establish policies and procedures for the maintenance of accessible public spaces.

Bayview Glen will continue to comply with accessibility requirements as outlined in the following Legislation:

- *Ontario Human Rights Code, 1990*
- *Ontario Building Code, 1992*
- *Accessibility for Ontarians with Disabilities Act, (2005).*

11. Accessible Feedback Policy

Bayview Glen is committed to providing the best possible experience and service to all members of the Bayview Glen community. This includes individuals with disabilities. Bayview Glen's goal is to meet and surpass expectations while engaging with all persons, including individuals with disabilities. Bayview Glen welcomes and appreciates comments on our services, particularly regarding how well the expectations of community members are being met.

In conjunction with the above and as per the requirements set in regulations under the AODA, upon request, Bayview Glen will make reasonable efforts to provide or arrange for, in a timely manner, the provision of accessible formats and communications supports in its feedback processes in order to ensure that these processes are accessible to persons with disabilities.

Bayview Glen will also discuss with the requesting person, the suitability of a proposed accessible format or communication support that will allow the person to provide his or her feedback.

For the purposes of this policy, "accessible formats" and "communications supports" are defined as follows:

- "accessible formats" may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities;
- "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.

Notice is posted on Bayview Glen websites which states the following:

Bayview Glen is committed to ensuring that it provides a process for giving feedback that is accessible for people with disabilities. . Under the Accessibility for Ontarians Act 2005, we are required to ensure that feedback processes we provide are accessible to persons with disabilities. Should an individual require accessible formats and communications supports when giving feedback, please contact Human Resources.

Feedback can be made using the following methods:

- In-person: Human Resources Manager between the hours of 8:00 am and 4:00 pm.
- By Mail: Human Resources c/o Bayview Glen, 275 Duncan Mill Road, Toronto, Ontario M3B 3H9
- By E-mail: hr@bayviewglen.ca
- By Phone: Rosa Colucci at 416.443.1030, Ext. 242
- By Fax: 416.443.1032 (attn: Human Resources)

Generally speaking, persons providing feedback can expect a response from Bayview Glen within ten (10) business days, and Bayview Glen will make reasonable efforts to provide a response in the same format that the feedback was received.

Means of Achieving Bayview Glen's Accessibility Objectives

This policy, related policies and the Bayview Glen Multi-year Accessibility Plan outline Bayview Glen's strategies and actions to prevent and remove barriers to accessibility and to meet the requirements under the AODA and its Regulations.

Accessible Formats

All of the aforementioned documents are available in accessible formats upon request.

12. Multi-year Accessibility Plan

Bayview Glen has developed a multi-year accessibility plan that outlines its strategy to prevent and remove barriers, and how it will meet the requirements of the IASR. The multi-year accessibility plan outlines how existing and future policies, practices and procedures will be consistent with the requirements under the AODA. The accessibility plan and annual status report will be available on Bayview Glen's website and will be provided in an accessible format upon request. The multi-year accessibility plan will be reviewed and updated at least once every five years.

The following is a summary of Bayview Glen's Multi-year Accessibility Plan:

As of January 1, 2012:

Accessibility Standard for Customer Service Regulation

- All requirements under the CSSR

Employment Standard (IASR)

- Workplace emergency response information

Information and Communication Standard (IASR)

- Emergency information

As of January 1, 2013

Information and Communications Standard (IASR)

- Accessible educational resources and materials
- Accessibility and Awareness Training to Educators

As of January 1, 2014:

General Requirements (IASR)

- Accessibility policies
- Multi-Year accessibility plans

Information and Communication Standard (IASR)

- Accessible websites and web content

By January 1, 2015:

General Requirements (IASR)

- Training

Information and Communication Standard (IASR)

- Feedback
- Accessible library resources and materials (written)

By January 1, 2016:

Employment Standard (IASR)

- Information for employees
- Processes to accommodate employees

Information and Communication Standard (IASR)

- Accessible formats and communication supports

By January 1, 2017

Design of Public Spaces Standard (IASR)

- Outdoor play spaces
- Exterior paths of travel
- Parking
- Obtaining service
- Maintenance

By January 1, 2020

Information and Communication Standard (IASR)

- Accessible Library resources and materials (digital and multi-media)

By January 1, 2021:

Information and Communication Standard (IASR)

- Accessible websites and web content

A full version of Bayview Glen's Multi-year Accessibility Plan is attached as Schedule "D".

SCHEDULE A - ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE POLICY

Bayview Glen is committed to creating and maintaining an environment that is accessible for all students, employees and community members. The School will continue to improve accessibility to persons with disabilities in its facilities, its policies and processes. The School welcomes and encourages all members of our community to collaborate and provide creative input in future initiatives for accessibility.

Bayview Glen is also committed to providing excellent customer service in a manner that, as much as reasonably possible, respects an individual's dignity and independence for persons with disabilities. In its ongoing efforts to strive for accessibility, the School is committed to the principles and goals of the *Accessibility for Ontarians with Disabilities Act, 2005* and the Regulations supporting this Act.

PURPOSE

The purpose of this policy is to outline the practices and procedures approved by the School in order to meet the obligations of the *Accessibility for Ontarians with Disabilities Act, 2005* and specifically Regulation 429/07. The School, through this policy, establishes and implements practices and procedures consistent with its goal of compliance, as well as its commitment to excellent customer service for all.

This policy aims to ensure that people with disabilities, visible or invisible, are given the same opportunity as others to obtain, use and benefit from the services offered by the School. It is specifically written to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians Act, 2005*, and applies to the provision of products and services to the public or other third parties, not to the products themselves.

DEFINITIONS

Assistive Device: Any device used by people with disabilities to help increase, maintain or improve how a person with a disability can function. Such devices may include, but are not limited to, wheelchairs, walkers, white canes, oxygen tanks, electronic communication devices, elevators, stair lift etc.

Customer: Any person who uses the goods and services of the School, including students, parents and other members of the school community.

Disability: As defined in the *Accessibility for Ontarians with Disabilities Act, 2005*, section 2, means (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness; (b) a condition of mental impairment or developmental disability; (c) a learning disability or a dysfunction on one or more of the processes involved in understanding or using symbols or spoken language; (d) a mental disorder, or; (e) an injury or disability for which benefits were claimed or received under the *Workplace Safety and Insurance Act, 1997*.

Dignity: Refers to service which is provided in a way that allows the person with a disability to maintain self-respect and the respect of others.

Equal Opportunity: Refers to service which is provided in a way that allows the person with a disability access to goods and service at the same level given to others.

Independence: Allows the person with a disability to do things on their own without unnecessary interference from others.

Integration: Refers to service which is provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar manner as other customers, unless an alternate measure is necessary to enable the person with the disability to access the goods or services.

Service Animal: An animal is a service animal for a person with a disability if it is obvious that the animal is used by the person for reasons relating to help with his or her disability; or if the person provides a letter from a doctor or nurse confirming that the person needs the animal to help with his or her disability.

Support Person: A person who assists a person with a disability with communication, mobility, personal care or medical needs as they access the services of the School. A support person is distinct from an employee who supports a student in the system.

GUIDELINES

1. Bayview Glen operates in a manner that respects the dignity and independence of persons with disabilities.
2. The provision of services to persons with disabilities and others must be integrated, unless an alternate measure is necessary, to enable a person with a disability to obtain, use or benefit from the school services.
3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the school services.

Reasonable efforts will be made to ensure that services provided by the School are provided in a way that allows a person with a disability to maintain self-respect and the respect of others while allowing him or her to do things on his or her own without unnecessary help or interference from others, as long as this does not present a safety risk.

In particular, the School will use reasonable efforts in the following areas:

(i) *Communication*

The School will communicate to people with disabilities in ways that take into account their disability.

We will train our staff and volunteers on how to interact and communicate with our diverse community and people with diverse disabilities.

(ii) *Telephone Services*

The School is committed to providing fully accessible telephone service to all customers. We will train our staff and volunteers to communicate over the telephone in plain language and to speak clearly.

(iii) *Assistive Devices*

The School is committed to service people with diverse disabilities who use assistive devices to obtain, use or benefit from our services.

We will ensure that our employees and volunteers are aware and trained in the use of the various assistive devices provided by the School, for customers with disabilities while accessing our services.

(iv) *Billing*

The School is committed to providing accessible invoices to our customers. For this reason, invoices will be provided in alternative formats, upon request.

(v) *Use of Service Animals*

If a person with a disability is accompanied by a guide dog or other service animal, the School will ensure that the person is permitted to enter school premises and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises. While visiting the School, it is the responsibility of the person with a service animal to control the animal at all times.

If a service animal is excluded by law from school premises, the School will ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the School's services.

In the event a staff member or student is allergic to a service animal, alternative arrangements will be negotiated.

(vi) *Use of a Support Person*

If a person with a disability is accompanied by a support person, the School will ensure that both persons are permitted to enter the school premises together and that the person with a disability is not prevented from having access to the support person while on the premises.

The School may require a person with a disability to be accompanied by a support person while on school premises, in situations where it is necessary to protect the health and safety

of the person with a disability, or the health and safety of others on the school premises.

Consent from the person with a disability is required when communicating private issues related to the person with a disability, in the presence of a support person.

For those school events where admission fees apply, these fees will be waived for support persons. The School will ensure that notice is given in advance of relevant events or activities that admission fees will be waived for support persons.

Notice of Temporary Disruption

The School will make reasonable effort to provide customers with notice in the event of a disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, that are available. We will not be able to give adequate notice in case of an emergency temporary disruption.

In order to make information accessible, the signs and printed notices of sufficient size that are easily readable will be prepared.

The signs and printed notices will be displayed prominently at the entrance to the school, on notice-boards and at service desks.

Telephone messages will be left in clear and concise language.

Training for Staff

The School will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Service Regulation. Training will be provided to School employees as part of orientation training for new employees. Training will be provided to each person as soon as practicable after he or she is assigned to relevant duties. Training will also be provided on an ongoing basis in connection with changes to the policies and procedures governing the provision of goods and services to persons with disabilities.

The School will ensure that the following persons receive training about the provisions of services to persons with disabilities:

1. Every person who deals with members of the public or other third parties on behalf of the School, whether the person does so as an employee, volunteer or otherwise; and
2. Every person who participates in developing School policies, practices and procedures governing the provision of goods and services to members of the public.

Training for School staff will focus on the following areas:

- The purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- The requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/08).
- Information about the School's policies, procedures, and guidelines pertaining to the provision of services to users with disabilities.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use assistive devices or require the assistance of a service animal or a support person.
- How to use equipment or devices available on school premises or otherwise provided by the school that may help with the provision of services to a person with a disability.
- What to do if a person with a particular type of disability is having difficulty accessing the school's services.

The amount and format of training will depend on the person's interaction with customers. A record of training received by staff and volunteers will be kept in the School's Administration Department.

Feedback Process

The School welcomes feedback, including feedback about the delivery of services to persons with disabilities. Any concerns or complaints regarding accessibility for persons with disabilities should be placed directly with the Head of School or the Assistant Heads of School. In the event that a complaint is made, the School will review the complaint with relevant personnel and school administration and provide a response within 10 business days.

Questions About this Policy

The purpose of this policy is to provide a framework through which the School can achieve service excellence for people with disabilities. If anyone has questions about this policy, please contact the Head of School, or Assistant Heads of School.

SCHEDULE B – INFORMATION & COMMUNICATIONS POLICY

Bayview Glen is committed to meeting the information and communication needs of people with disabilities. The School will continue to work with the community to ensure that the information and communications it provides are accessible to all.

PURPOSE

The purpose of this policy is to outline the practices and procedures approved by the School in order to meet the obligations of the *Accessibility for Ontarians with Disabilities Act, 2005* and specifically Regulation 191/11. The School, through this policy, establishes and implements practices and procedures which will enable the School to fulfil or exceed its accessibility obligations with regard to the provision of information and communications.

This policy aims to ensure that people with disabilities, whether visible or invisible, are able to understand the information and communications provided by the School. The policy is written to meet or exceed the requirements of the *Integrated Accessibility Standards, Ontario Regulation 191/11* (Part II- Information and Communications Standards) under the *Accessibility for Ontarians with Disabilities Act, 2005*.

DEFINITIONS

Accessible Formats: Formats that are an alternative to standard print and are accessible to people with disabilities. Accessible formats may include large print, Braille, recorded audio and electronic formats such as DVDs, CDs, screen readers, etc.

Communications: The term communications as it is used in the Information and Communications Standard refers to the interaction between two or more people or entities when information is provided, sent or received.

Communication Supports: The term supports as it is used in the Information and Communications Standards refers to supports that individuals with disabilities may need to access information. Some examples include plain language, sign language, as well as reading the information out loud to a person with vision loss, adding captioning to videos or using written notes to communicate with someone who is hard of hearing.

Information: The term information as it is used in the Information and Communications Standard refers to knowledge, data and facts that convey meaning and that exist in any format such as text, audio, digital or images.

Accessible Formats and Communication Supports

Bayview Glen will provide information and communications in accessible formats or with communication supports upon request. This includes publicly available information about Bayview Glen's goods, services and facilities, as well as publicly available emergency information. Accessible formats and communication supports for persons with disabilities will

provided in a timely manner that takes into account the person's accessibility needs. They will be provided at no additional cost than the cost charged to other persons.

Bayview Glen will consult with persons with disabilities to determine how to provide accommodation for their information and communications needs. If necessary, Bayview Glen will provide an explanation of why the information and communications are unconvertible and a summary of such information and communications.

Notice

Notice is posted on Bayview Glen websites which states the following:

Bayview Glen is committed to meeting the information and communications needs of persons with disabilities. Under the Accessibility for Ontarians Act 2005, we are required to ensure that all information and communications we provide are available in accessible formats and with communications supports. Should an individual require that any information or communication be made accessible, please contact Human Resources.

Questions about this Policy

The purpose of this policy is to provide a framework through which the School can ensure that the information and communications the School provides are accessible to persons with disabilities. If anyone has any questions about this policy, please contact the Head of School, or Assistant Heads of School.

SCHEDULE C – ACCESSIBLE EMPLOYMENT POLICY

Bayview Glen is committed to ensuring that it creates an environment that is accessible and fair to all employees. The School will continue to work with employees in order to develop employment practices and procedures that best support employees. The School will ensure that its employment practices and procedures enable all employees, and specifically those employees with disabilities, to participate fully in the School's community.

PURPOSE

The purpose of this policy is to outline the practices and procedures approved by the School in order to meet the obligations of the *Accessibility for Ontarians with Disabilities Act, 2005* and specifically Regulation 191/11. The School, through this policy, establishes and implements employment practices and procedures which will enable the School to fulfil or exceed its accessibility obligations. The employment practices and procedures outlined in this policy will be consistent with the principles of dignity, autonomy and respect for confidentiality.

This policy aims to ensure that employees with disabilities, whether visible or invisible, are able to participate fully in the School's employment environment. The policy is written to meet or exceed the requirements of the *Integrated Accessibility Standards, Ontario Regulation 191/11* (Part III- Employment Standards) under the *Accessibility for Ontarians with Disabilities Act, 2005* and applies to all employees of the School.

DEFINITIONS

Career Development and Advancement: Includes providing additional responsibilities within an employee's current position and the movement of an employee from one job to another within the School that may be higher in pay, provide greater responsibility or be at a higher level or any combination of them and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them.

Performance Management: Activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.

Redeployment: The reassignment of employees to other departments or jobs within the School as an alternative to layoff, when a particular job or department has been eliminated by the School.

Undue Hardship: The Ontario Human Rights Code mandates that undue hardship be assessed with regard to cost, outside sources of funding, if any, and health and safety requirements, if any.

Workplace Information: Information that is needed in order to perform the employee's job and information that is generally available to employees in the workplace.

Recruitment

During the recruitment process, the School will notify its employees and the public about the accommodation of applicants with disabilities. In this notice, applicants will be directed to contact Human Resources in the event that they require accommodation in the recruitment process. Human Resources will work with the applicant in order to ensure, as far as is reasonably possible, that the applicant receives the necessary support in the recruitment process.

Applicants who are individually selected to participate in an assessment or selection process will be notified that accommodations will be made available, upon request, in relation to the materials or processes to be used. Applicants will be directed to contact Human Resources in the event that they require accommodation in the assessment or selection process. Human Resources will consult with the applicant to provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

When making offers of employment, the School will notify each successful applicant of its policies for accommodating employees with disabilities.

Accommodation

The School recognizes the importance of ensuring that employees with disabilities are provided with the accommodations they need in order to succeed. The School will ensure that it meets its obligations under the Ontario Human Rights Code by providing accommodation for employees with disabilities up to the point of undue hardship. Human Resources will be responsible for ensuring that employees with disabilities receive appropriate accommodation and will be responsible for the development of Individual Accommodation Plans to accommodate employees with disabilities.

Individual Accommodation Plans

The School will inform all employees that Individual Accommodation plans will be created for those employees with disabilities who require accommodation. An Individual Accommodation Plan details the accommodations that will be provided to the employee in order to enable them to fulfill their job duties. The School recognizes that employees with disabilities are often aware of the accommodations they need to enable them to excel in the employment environment. When an employee with a disability requests an Individual Accommodation Plan, Human Resources will inform the employee that the Individual Accommodation Plan will be developed in consultation with the employee.

The School recognizes that each request for accommodation is unique. Human Resources will solicit from the employee information which will enable it to develop an Individual Accommodation Plan that is suited to the specific needs of the individual. If Human Resources believes that a medical (or other expert) evaluation of the employee would assist it in the development of the Individual Accommodation Plan, Human Resources can request that such an evaluation be undertaken at the School's expense. If the employee declines to undergo such an evaluation, the matter will be referred to the Head of School for consideration.

The School recognizes that an employee may require the support of a representative from the workplace in the development of an Individual Accommodation Plan. If an employee requests this support in writing, Human Resources will ensure that a representative from the workplace is present when the Individual Accommodation Plan is being developed.

The School understands that the information contained in the Individual Accommodation Plan is private and confidential. Human Resources will not share the information contained in the Individual Accommodation Plan with any person, except insofar as sharing the information is necessary in order to provide accommodation. If Human Resources decides that sharing the information is necessary in order to provide accommodation to the employee, Human Resources will seek the consent of the employee before disclosing the information.

An Individual Accommodation Plan will be reviewed and updated on an annual basis. At this time, Human Resources will consult with the employee in order to determine whether the accommodation which has been provided is sufficient to enable the employee to fully and effectively perform his/her job duties. If necessary, changes will be made to the Individual Accommodation Plan.

If an employee requests an Individual Accommodation Plan and Human Resources rejects the request, Human Resources will provide written notice of the decision together with reasons for the decision to the employee. If the employee does not agree with the assessment made by Human Resources, the employee may make a request for an Individual Accommodation Plan to the Head of School. If the Head of School confirms the decision of Human Resources, the Head of School will provide written notice of the decision together with reasons for the decision to the employee.

If the employee requires that the Individual Accommodation Plan be provided in an accessible format, Human Resources will work with the employee to ensure that the Individual Accommodation Plan is provided in a format that is accessible to the employee.

Individual Accommodation Plans shall include the following information:

1. Any information regarding accessible formats and communications supports of workplace information provided, if requested.
2. Individualized Workplace Emergency Response Information, if required.
3. Any other accommodation that is to be provided.

Return to Work Process Plan

The School recognizes that sometimes employees with disabilities require a leave of absence from the workplace and that, upon their return to work, such employees may need disability-related accommodations. Human Resources will be responsible for the development of an individualized process which enables the employee to return to a work in a manner that best supports the employee. Human Resources will develop a Return to Work Process Plan in writing which outlines the steps the School will take to facilitate the return to work of an employee who has been absent due to his/her disability. Human Resources will also use an

Individual Accommodation Plan in order to ensure that the employee has the appropriate supports when he/she returns to work. The employee may be required to provide supporting documentation from a medical or other expert in order to facilitate the development of the Return to Work Process Plan and the Individual Accommodation Plan.

Workplace Information

Upon the request of an employee with a disability, any workplace information that is provided to the employee shall be provided in an accessible format and with appropriate communication supports. Human Resources will consult with the employee making the request in order to determine the suitability of an accessible format or communication support.

Performance Management

Any performance management process that is employed by the School shall take into account the accessibility needs of employees with disabilities as well as Individual Accommodation Plans, if any.

Career Development and Advancement

The School recognizes that employees with disabilities have the right to benefit from career development and advancement in the same manner as employees without disabilities. When employees with disabilities are provided with career development and advancement, the School will take into account the accessibility needs of the employee. In doing so, the School will refer to the Individual Accommodation Plan of the employee, if any.

Redeployment

If the School uses a redeployment process, the School will take into account the accessibility needs of employees with disabilities as well as Individual Accommodation Plans, if any.

Informing Employees of Supports

The School will inform all its employees of its policies used to support employees with disabilities, including this policy and any other policy which the School implements to support employees with disabilities. Specifically, the School will ensure that employees are provided with policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. The School will provide this information to new employees as soon as practicable after they begin their employment. If policies on the provision of job accommodations are updated, the School will provide the updated policies to all employees as soon as is reasonably practicable.

Questions about this Policy

The purpose of this policy is to provide a framework through which the School can ensure that employees with disabilities succeed in the workplace. If anyone has any questions about this policy, please contact the Head of School, or Assistant Heads of School.

SCHEDULE D – MULTI-YEAR ACCESSIBILITY PLAN

As of January 1, 2012:

1. All requirements under the CSSR

	Requirement	Activities	Deliverables	Compliance Date	Department
1.	Establish policies, practices & procedures that address: <ul style="list-style-type: none"> • the principles of independence, dignity, integration & equality of opportunity • the use of assistive devices • communicating with persons with disabilities • the use of service animals • notice of temporary disruptions • feedback process • training 	1) Create a Customer Service Standard Policy that addresses the requirements established in the CSSR	Customer Service Standard Policy	January 1, 2012 [COMPLETED]	Human Resources
2.	Training: <ul style="list-style-type: none"> • training people who deal with the public • training people involved with policy development • records of when training provided • records of who has been trained 	1) Provide on-going training to people who deal with the public 2) Provide on-going training to people involved with policy development 3) Maintain records of who has been trained and when training was provided	Customer Service Standard Policy CSSR training	January 1, 2012 [COMPLETED] On-going CSSR training as needed for <u>new staff</u>	Human Resources

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3.	Documents required by the CSSR: <ul style="list-style-type: none"> notice of availability of policies upon request (on website or other high-traffic area) documents provided in alternate format 	1) Post notice at all reception locations on Bayview Glen premises and on Bayview Glen's websites that Bayview Glen's policies are available, upon request 2) Provide the documents that are required by the CSSR in alternate formats, upon request	Customer Service Standard Policy	January 1, 2012 [COMPLETED]	Human Resources
4.	Reporting requirements: <ul style="list-style-type: none"> file a report annually or as the director may specify 	1) File report by December 31, 2012 2) File report by December 31, 2014 3) File report at such other times as the director may order	Customer Service Standard Policy	January 1, 2012 [COMPLETED] On-going compliance to ensure reporting requirements are met	Human Resources

2. Employment Standard (IASR)

Requirement	Activities	Deliverables	Compliance Date	Department	
1.	Establish a policy regarding workplace emergency response information: <ul style="list-style-type: none"> prepare and provide individualized emergency response information for employees with disabilities who may need help in an emergency seek the employee's consent and share the information with anyone authorized to help the 	1) Create a Workplace Emergency Response Information Policy that addresses the requirements set out in the Employment Standard (IASR) 2) Create individualized workplace emergency response information for each employee with a disability who may need help in an emergency 3) Review the information when:	Workplace Emergency Response Information Policy Individualized workplace emergency response information	January 1, 2012 [COMPLETED] On-going compliance to ensure that individualized workplace emergency response	Human Resources

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	<p>individual in an emergency</p> <ul style="list-style-type: none"> • ensure that individualized workplace emergency response information requirements are in place which include reviewing the information when: <ul style="list-style-type: none"> a) the employee changes work locations; b) the organization reviews its overall accommodation needs; and c) the organization reviews its emergency response policies. 	<ul style="list-style-type: none"> a) the employee changes work locations; b) the organization reviews its overall accommodation needs; and <p>4) Review Bayview Glen's emergency response policies</p>		<p>information is kept up-to-date</p>	
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3. Information and Communication Standard (IASR)

	Requirement	Activities	Deliverables	Compliance Date	Department
1.	<p>Emergency Information:</p> <ul style="list-style-type: none"> • emergency and public safety information must be made accessible to individuals with disabilities, upon request • work with the individual requesting the information to figure out how to meet their needs, as soon as possible. 	<p>1) Create a Emergency Information Policy that addresses the Information and Communication Standard requirements Bayview Glen must fulfill</p> <p>2) Make emergency and public safety information available in an accessible format, upon request</p> <p>2) Provide emergency and public safety information as soon as possible</p>	<p>Emergency Information Policy</p>	<p>January 1, 2012 [COMPLETED]</p>	<p>Human Resources</p>

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As of January 1, 2013:

Information and Communication Standard

	Requirement	Activities	Deliverables	Compliance Date	Department
1.	<p>Accessible educational resources and materials</p> <p>When asked Bayview Glen must provide the following in accessible formats:</p> <ul style="list-style-type: none"> • course and program information • educational materials and training resources, and • student records <p>Where accessible format is not possible, comparable resources must be provided.</p>	<p>When requested by a student or parent, Bayview Glen must provide course and program information, educational materials and training resources and student records in an accessible format.</p> <p>Where an accessible format is not possible a comparable resource must be provided (For example, converting a book's text usually is not a problem, but converting the images may be more challenging. In this case, you could convert the text and provide descriptions of the images.)</p> <p>Work with person requesting accessible format to determine what format meets their needs.</p>	<p>Provide accessible formats on request.</p>	<p>January 1, 2013 [COMPLETED]</p>	<p>Human Resources</p>

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2.	Accessibility and Awareness Training to Educators	Provide accessibility and awareness training to educators (including teachers, teaching assistants, educational assistants, ECEs, and staff of the school). Keep records of training, including how many people were trained and when.	Provide training to all staff.	January 1, 2013 [COMPLETED]	Human Resources
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As of January 1, 2014:

1. General Requirements under the Integrated Accessibility Standards Regulation (IASR)

	Requirement	Activities	Deliverables	Compliance Date	Department
1.	Establish accessibility policies: <ul style="list-style-type: none"> • statement of commitment • accessibility policies • statement of commitment and accessibility policies are made available to the public • follow-up: accessibility policies must be kept up-to-date 	1) Create a Statement of Commitment 2) Create AODA Accessibility Policies 3) Make Statement of Commitment and AODA Accessibility Policies available to the public 2) Review AODA Accessibility Policies on an [ANNUAL BASIS]	Statement of Commitment AODA Accessibility Policies	January 1, 2014 [COMPLETED]	Human Resources

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2.	<p>Establish a multi-year accessibility plan which outlines how the organization will:</p> <ul style="list-style-type: none"> • meet its accessibility requirements under the IASR • address any current barriers to accessibility • prevent and remove future barriers 	<p>1) Create a Multi-Year Accessibility Plan which outlines how Bayview Glen will meet its accessibility requirements under the IASR, address any current barriers to accessibility and prevent and remove future barriers</p>	<p>Multi-Year Accessibility Plan</p>	<p>January 1, 2014 [COMPLETED]</p>	<p>Human Resources</p>
3.	<p>Accessibility plan follow-up:</p> <ul style="list-style-type: none"> • the accessibility plan must be reviewed and updated every five (5) years 	<p>1) Review and up-date Multi-Year Accessibility Plan every five (5) years</p> <p>2) Ensure Bayview Glen continues to meet its accessibility requirements under the IASR</p> <p>3) Address any current barriers to accessibility and prevent and remove future barriers</p>	<p>Multi-Year Accessibility Plan</p>	<p>January 1, 2019</p>	<p>Human Resources</p>

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4.	Accessibility plan is made available to the public: <ul style="list-style-type: none"> accessibility plan must be posted on organization's websites or another public location information must be given to all who ask for it accessibility plan must be available in an accessible format. 	1) Post Multi-Year Accessibility Plan on Bayview Glen's website and [LOCATION] 2) Provide Multi-Year Accessibility Plan to individuals, upon request	Multi-Year Accessibility Plan	January 1, 2014 [COMPLETED]	Human Resources
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2. Information and Communication Standard (IASR)

	Requirement	Activities	Deliverables	Compliance Date	Department
1.	Establish accessible website and web content: <ul style="list-style-type: none"> If an organization launches a new public website or its existing site undergoes a significant refresh, the site and any of its web content published after January 1, 2012 must conform to the World Wide Web Consortium Content Accessibility Guidelines (WCAG) 2.0, Level A 	1) Ensure that Bayview Glen website and web content posted after January 1, 2012 conform to WCAG 2.0, Level A	WCAG 2.0, Level A compliant website	January 1, 2014 [COMPLETED]	Information Technology
2.	Assess website and web content:	1) Conduct automatic assessments	WCAG 2.0,	January 1,	Information

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	<ul style="list-style-type: none"> • automatic assessments • manual assessments • assistive technology 	<p>of websites and web content</p> <p>2) Conduct manual assessments of websites and web content</p> <p>3) Employ assistive technology to assess website and web content</p>	<p>Level A compliant website</p>	<p>2014 [COMPLETED]</p>	<p>Technology</p>
3.	<p>An organization must make its website accessible by:</p> <ul style="list-style-type: none"> • providing captions and text alternatives for images and multi-media • using a strong contrast between text and background • creating content that can be presented using assistive technologies without losing meaning • using structured content which is keyboard accessible • avoiding CAPTCHAs and giving users enough time to read and use content • avoiding the use of time limits when asking users to provide a response or information • avoiding blinking images • helping users avoid and correct mistakes • making table accessible 	<p>1) Ensure that Bayview Glen website and web content posted after January 1, 2012 conform to the requirements of WCAG 2.0, Level A</p>	<p>WCAG 2.0, Level A compliant website</p>	<p>January 1, 2014 [COMPLETED]</p>	<p>Information Technology</p>

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4.	Test new or refreshed site: <ul style="list-style-type: none"> ensure that Bayview Glen's website and web content conform to the requirements of WCAG 2.0, Level A 	1) Test Bayview Glen's website and web content to ensure that Bayview Glen's website and web content conform to the requirements of WCAG 2.0, Level A	WCAG 2.0, Level A compliant website	January 1, 2014 [COMPLETED]	Information Technology
5.	Follow-up: must keep new or refreshed site accessible: <ul style="list-style-type: none"> website must continue to meet WCAG 2.0, Level A requirements 	1) Review WCAG 2.0, Level A guidelines on an annual basis to ensure that Bayview Glen's website and web content conform to the requirements of WCAG 2.0, Level A	WCAG 2.0, Level A compliant website	January 1, 2014 [COMPLETED] On-going compliance to ensure website and web content meet WCAG 2.0, Level A	Information Technology

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As of January 1, 2015:

1. General Requirements (IASR)

	Requirement	Activities	Deliverables	Compliance Date	Department
1.	Training: <ul style="list-style-type: none"> • training on the IASR requirements that apply to Bayview Glen • training on the organization's obligations under the Ontario Human Rights Code • training must be provided to all employees, volunteers, individuals involved in developing the organizations' policies and anyone who provides goods and services on the organization's behalf • follow-up: provide ongoing training when new employees begin or when accessibility policies change • keep records of the number of people who were trained and when they were trained 	1) Create a Training Policy which outlines the steps Bayview Glen will take to fulfill the requirements of the IASR 2) Provide ongoing training when new employees begin or when accessibility policies change 3) Maintain records which detail who was trained and when they were trained	Training Policy IASR and Ontario Human Rights Code training	January 1, 2015 [COMPLETED] On-going IASR and Ontario Human Rights training	Human Resources

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2. Information and Communication Standard (IASR)

	Requirement	Activities	Deliverables	Compliance Date	Department
1.	Feedback: <ul style="list-style-type: none"> must be able to receive and respond to feedback from customers, employees and members of the public who have a disability, when asked mechanisms for receiving feedback must be in an accessible format 	1) Create a Customer Service Standard Policy for Monitoring Feedback 2) Accept complaints, suggestions and/or compliments in a variety of formats 3) Invite customers to provide feedback on the way Bayview Glen provides goods and services to people with disabilities in a variety of ways, for example: <ol style="list-style-type: none"> in-person by telephone in writing by email Bayview Glen website 	Bayview Glen Customer Service Standard Policy, (Feedback) Accessible Feedback Policy	January 1, 2015 [COMPLETED]	Human Resources
2.	Accessible library materials: <ul style="list-style-type: none"> provide, procure or acquire by other means an accessible or conversion ready format of print, digital or multimedia resources or materials 	Where available, and on request, Bayview Glen's Library must provide, procure or acquire by other means an accessible or conversion ready format of print resources or materials for a person with a disability. Special collections, archival	Provide print resources and materials in an accessible format.	January 1, 2015 [COMPLETED]	Library

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	for a person with a disability, upon request.	materials, rare books and donations are exempt.			
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As of January 1, 2016:

1. Employment Standard

	Requirement	Activities	Deliverables	Compliance Date	Department
1.	<p>Provide information to employees which details:</p> <ul style="list-style-type: none"> • the organization's policies for supporting employees with disabilities • follow-up: organizations must tell new employees about their policies for supporting employees with disabilities and also tell all employees when policies are changed 	<p>1) Create an Accessible Employment Policy which details Bayview Glen's policies for supporting employees with disabilities</p> <p>2) Provide the Employee Information Policy to all employees</p> <p>3) Inform new employees about Bayview Glen's policies for supporting employees with disabilities and also inform all employees when policies are changed</p>	<p>Accessible Employment Policy</p>	<p>January 1, 2016 [COMPLETED]</p>	<p>Human Resources</p>
2.	<p>Establish processes to accommodate employees by:</p> <ul style="list-style-type: none"> • developing individual accommodation plan for employees with disabilities which outline: <ol style="list-style-type: none"> a) the accommodation plans the organization will provide b) how the organization will help its 	<p>1) Create an Accessible Employment Policy which details the steps Bayview Glen will take to fulfill the requirements set out in the Employment Standard (IASR)</p> <p>2) Ensure that all individual accommodation plans are developed following a clear and consistent format</p>	<p>Accessible Employment Policy</p> <p>Individual accommodation plans for employees with disabilities</p>	<p>January 1, 2016 [COMPLETED]</p>	<p>Human Resources</p>

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	<p>employees stay safe in an emergency</p> <p>c) how and when the organization will review the individual accommodation plans</p>				
3.	<p>Review and follow-up of individual accommodation plans:</p> <ul style="list-style-type: none"> ensure that individual accommodation plans are kept up-to-date 	<p>1) Ensure that all individual accommodations plans are updated, as necessary</p>	<p>Accessible Employment Policy</p>	<p>January 1, 2016 [COMPLETED]</p> <p>On-going compliance to ensure individual accommodation plans are kept up-to-date</p>	<p>Human Resources</p>

2. Information and Communications Standard

	Requirement	Activities	Deliverables	Due Date	Department
1.	<p>Establish accessible formats and communication supports by:</p> <ul style="list-style-type: none"> assessing the information that is provided to the public (e.g. websites, newsletters, email and brochures) making the information accessible, upon request (e.g. by recreating in a different format) providing the information 	<p>1) Create an Information and Communications Policy which details Bayview Glen's policies for ensuring that information that is provided to the public is available in an accessible format, upon request</p> <p>2) Post notice on Bayview Glen's website that all information that is provided to the public is available in an accessible format</p>	<p>Information and Communications Policy</p> <p>Accessible formats and communication supports</p>	<p>January 1, 2016 [COMPLETED]</p>	<p>Human Resources</p>

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	<p>as soon as possible to individuals who request it</p> <ul style="list-style-type: none">• informing the public that the information will be made available upon request				
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As of January 1, 2017:

Design of Public Spaces Standard (IASR)

Requirement	Activities	Deliverables	Due Date	Department
1. Outdoor Play Spaces When building new or making major changes to existing outdoor play spaces organizations must: a) Consult. b) Make play spaces accessible	When building new or making major changes to existing outdoor play spaces: a) consult with the public and people with disabilities in advance b) incorporate accessibility features c) ensure space allows for mobility d) ensure ground surface is firm, stable and designed to reduce impact	Consultation Accessible design	January 1, 2017 Ongoing when new outdoor play spaces are built or existing spaces are renovated.	Facilities
2. Exterior Paths of Travel New and redeveloped exterior paths of travel must follow technical requirements	When building new or redeveloping exterior paths of travel ensure that such paths are accessible (i.e. in compliance with technical requirements)	Accessible design	January 1, 2017 Ongoing when building or redeveloping exterior paths of travel.	Facilities
3. Parking New and redeveloped parking spaces must be accessible	When building new or redeveloping parking ensure: a) accessible parking meets width requirements b) required proportion of parking spots are accessible c) incorporate access aisles	Accessible design	January 1, 2017 Ongoing when building or redeveloping parking.	Facilities
4. Obtaining Service New or redeveloped Service	When building new or redeveloping existing service counters, fixed	Accessible design	January 1, 2017	Facilities

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	counters, fixed queuing guides and waiting areas must be accessible	queuing guides and waiting areas ensure designed to be accessible.		Ongoing when building or redeveloping parking	
5.	Maintenance Accessibility plan must include: <ul style="list-style-type: none">▪ preventative and emergency maintenance procedures for accessible parts of public space▪ procedures for handling temporary disruptions in accessible public space	Incorporate into accessibility plan: <ul style="list-style-type: none">▪ preventative and emergency maintenance procedures for accessible parts of public space▪ procedures for handling temporary disruptions in accessible public space	Accessibility plan procedures for maintenance of accessible public space.	January 1, 2017	Facilities

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By January 1, 2020:

1. Information and Communication Standard

	Requirement	Activities	Deliverables	Compliance Date	Department
1.	Accessible library materials: provide, procure or acquire by other means an accessible or conversion ready format of digital or multimedia resources or materials for a person with a disability, upon request.	Where available, and on request, Bayview Glen's Library must provide, procure or acquire by other means an accessible or conversion ready format of digital and multi-media resources or materials for a person with a disability. Special collections, archival materials, rare books and donations are exempt.	Provide accessible materials and resources upon request.	January 1, 2020	Library

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By January 1, 2021:

2. Information and Communications Standard

	Requirement	Activities	Deliverables	Compliance Date	Department
1.	Ensure that websites and web content are accessible: <ul style="list-style-type: none">all public websites and all web content published on public websites after January 1, 2012 must conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level AA	1) Assess Bayview Glen's website and web content 2) Ensure that Bayview Glen's website and all of its web content published after January 1, 2012 conform to the WCAG 2.0, Level AA 3) Test Bayview Glen's website and web content	WCAG 2.0, Level AA compliant website	January 1, 2021	Information Technology