

MULTI-YEAR ACCESSIBILITY PLAN

This 2012-2016 accessibility plan outlines the policies and action that Fairhaven will put in place to improve opportunities for people with disabilities.

Fairhaven is committed to treating people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are 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 Accessibility for Ontarians with Disabilities Act.

Fairhaven is committed to providing residents, families, visitors and staff with publicly available emergency information in an accessible way upon request.

Requirement	Responsibility	Date	Status
<p>Accessibility Policies</p> <ul style="list-style-type: none"> Develop, implement and maintain policies governing how Fairhaven achieves accessibility through meeting its requirements referred to in the Accessibility for Ontarians with Disabilities Act. 	Human Resources	2013	Complete. Reviewed Annually
<p>Accessibility Plans</p> <ul style="list-style-type: none"> Establish, implement, maintain and document a multi-year accessibility plan which outlines Fairhaven's strategy to prevent and remove barriers. 	Committee	2014	Complete. Reviewed Annually

<p>Self Service Kiosk</p> <ul style="list-style-type: none"> • Incorporate accessibility features when designing, procuring or acquiring self-service kiosks. 	Committee	2014	Not applicable at this time. Review with Senior Management Committee in procurement process.
<p>Training</p> <ul style="list-style-type: none"> • Employees • Committee of Management • Volunteers 	<p>Human Resources</p> <p>Senior Management Committee</p> <p>Programs and Volunteer Manager</p>	<p>2013</p> <p>2015</p> <p>2015</p>	<p>Complete. Training added to General Orientation and mandatory Annual Staff Education training. 100% of Employees completed AODA training as of July 1 2015.</p> <p>In Progress</p> <p>Completed</p>
<p>Information and Communication</p> <ul style="list-style-type: none"> • Feedback: Ensure feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports are available upon request. • Upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner. • Notify the public about the availability of accessible formats. 		<p>2015</p> <p>2016</p>	In Progress

<p>Emergency Procedures, Plans or Public Safety Information</p> <ul style="list-style-type: none"> • Provide Accessible formats upon Request 	<p>Environmental Services Manager</p>	<p>2012</p>	<p>Complete. 2015 Emergency Plan is currently under revision with the City of Peterborough.</p>
<p>Accessible Website and Web Content</p> <ul style="list-style-type: none"> • Make internet website and web content conform to the World Wide Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA. • By 2021: Ensure all internet websites and web content conform to WCAG 2.0 Level AA, other than i1) success criteria 1.2.4 Captions (live); and (ii) success criteria 1.2.5 Audio Descriptions (Pre-recorded). 	<p>Information Technology</p>	<p>2014</p> <p>2012</p>	<p>Complete. Fairhaven website and web content conform to WCAG 2.0 Level A.</p> <p>In Progress</p>
<p>Employment Standards</p> <ul style="list-style-type: none"> • Notify applicants and employees about the availability of accommodation in a manner that takes into account the persons disability. • Notify applicants and employees that accessible materials are available upon request. • Successful applicants will be notified verbally and in writing. • Inform employees of Fairhaven's policies used to support its employees with disabilities. • Job Postings/Ads include information on accommodations 	<p>Human Resources</p> <p>Human Resources</p> <p>Human Resources</p> <p>Human Resources</p> <p>Human Resources</p>	<p>2014</p> <p>2014</p> <p>2014</p> <p>2014</p> <p>2016</p>	<p>Complete. Notice to be provided on job ads and on Fairhaven website.</p> <p>Complete. Policies being updated.</p> <p>Notice to be provided over the phone and in offer letter.</p> <p>Policy has been updated. Complete</p>

<p>Design of Public Space</p> <ul style="list-style-type: none"> • Building or modification to public spaces shall take into account the accessibility needs of people with disabilities. The following items have been identified as solutions to potential barriers: <ul style="list-style-type: none"> - Accessible washrooms in the core hallways. One for each level. - 2nd installation of the employee hand punch system on the second level. Employees who use the handicap parking spots could use the 2nd hand punch and not have to go to level 1. - Strobe lights to be installed when the fire alarm has been activated. To assist those that are hearing impaired. - Automatic doors for the Admin area - Voice recognition or voice activated elevators 	<p>Environmental Services Manager</p>	<p>2014</p>	<p>In Progress. Sourcing funding options.</p>
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“Committee” refers to the AODA Committee, which includes: Resident Care Manager, Environmental Services Manager, Family and Client Relations Supervisor, Information Technology Coordinator, Human Resource Manager, Human Resource Generalist.

The AODA Committee will meet semi-annually, or as needed to review the Multi-Year Accessibility Plan.

The Multi-Year Accessibility Plan will be posted on the internal and external website and hard copies will be made upon request.

For more information on this accessibility plan please contact:

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Accessible formats of this document are available upon request.