



Ontario Shores
Centre for Mental Health Sciences

ACCESSIBILITY PLAN

Legislative Background

The Ontarians with Disabilities Act (ODA) was established in 2001. The purpose of the ODA was to create a legislative framework that would allow Ontario to improve opportunities for people with disabilities. In doing so the framework would encourage and provide for people with disabilities to be involved in the identification, removal and prevention of barriers throughout the province. Organizations were mandated to create and review plans for barrier removal.

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is a provincial law in Ontario that aims to improve upon the ODA by developing, implementing and enforcing standards which reduce and remove barriers to people with disabilities.

In 2016, the Integrated Accessibility Standards Regulation (IASR), Regulation 191/11, incorporated all the individual AODA standard amendments into one single document. Standards for Customer Service, Information and Communication, Employment, Transportation and Design of Public Spaces, as well as specific criteria that affect procurement and Training are included as part of the IASR. All organizations in Ontario have requirements that must be met.

Hospitals are required to develop annual accessibility plans that provide a framework for making policies, practices, services and buildings more accessible to people with disabilities. These plans must be made available to the public. In addition, public hospitals must develop multi-year plans that define the requirements of the AODA and its standards and illustrate how the organization has or will meet those criteria within the specific timelines.

Ontario Shores Centre for Mental Health Sciences

Ontario Shores has a tradition of providing mental health care that is based on the principles of acceptance and inclusion. We apply those same principles towards accessibility to ensure all patients, staff, families and visitors feel accepted and included.

Statement of Commitment

Ontario Shores is committed to treating all 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 AODA.

Definition: A barrier is anything that prevents a person from fully participating in all aspects of society because of his or her disability. This includes a physical or architectural barrier, an informational or communication barrier, an attitudinal barrier, a technological barrier, or a policy or practice which creates a barrier. Most of us think of physical or architectural barriers, but it is often the other barriers that are most difficult to address.

Barrier Identification and Removal

We recognize that barrier identification, prevention and removal are integral to meeting the needs of people with disabilities. It is an important part of our ongoing processes at Ontario Shores. We encourage all staff, patients, family members and visitors to share their experiences and advise us of any barriers they encounter. A barrier is amplified when being experienced by a person with a disability. All feedback is important.

Information can be shared by contacting feedback@ontarioshores.ca or calling extension 6703.

Barrier Removal

Since divestment in 2006, Ontario Shores has done much to address barriers identified in our initial program and building audit, and address items from our original Accessibility Plan.

We have increased the number of accessible parking spaces, implemented modifications to bathrooms to reflect current standards for accessibility, and widened doorways in key areas such as our Gift Shop, Vocational Services entrance and our Physio Department. We have also addressed gaps identified in patient services by revising recreational programming and therapeutic groups to better reflect the needs of our clients.

Ontario Shores will continue to address and remove barriers identified through our internal barrier identification and removal process. We have established criteria to assist with prioritization of requests including: number of people impacted, patient impact, feasibility, legislative requirement or directive and cost / benefit analysis.

In the table below, we have documented our ongoing efforts and action plans to achieve removal of barriers to accessibility to our service and our environment. We do so by enhancing our services; supporting initiatives to reduce stigma and review of our facility design and supports.

Enhancing Services and Facilities		
Area of Implementation	Description	Status
Facility and Infrastructure	Tactile strip and concrete repairs Repairs to exterior pathway routes of travel, to improve accessibility and remove trip hazards	Completed Fall 2020
Facility and Infrastructure	Opening of Women's Assessment Stabilization Unit Expand our services to a new population, (women's correctional) providing care for those that otherwise could not readily access care – Design of site made with codesign framework	Completed March 2021

Enhancing Services and Facilities		
Area of Implementation	Description	Status
	to ensure meets needs of population, include courtyard access	
Facility and Infrastructure	<p>Courtyard Enhancement – CGP-D</p> <p>Due to population change, we had a patient courtyard not suited for the client population. Changes to the layout and design were made to ensure space was appropriate for patient population –</p>	Completed Feb. 2021
Facility and Infrastructure	<p>New Clinic Built, expanded site</p> <p>We identified synergies between services offered both offsite and onsite and determined there would be great client benefit to housing in one location.</p> <p>A new site was located which is accessible both with universal bathroom and entrance but also with ease of access for our clients. The new site is located on a main intersection, accessible by public transit and in a location with other community partners</p>	Completed Dec. 2020
Facility and Infrastructure	<p>Terrazzo Floor Repairs, to address trip hazards.</p> <p>Work was originally scheduled for last fiscal, but completion delayed to due to pandemic</p>	Completed May 2020
Facility and Infrastructure	<p>Way Finding:</p> <p>Concerns have been raised regarding way finding. These have been identified through patient / family feedback and focus groups.</p> <p>We have implemented additional signage and worked with our Outpatients clinical team to promote use of reception area points of reference rather than clinic names or room numbers. This avoid confusion of both clients and staff as to location of clinic and establishes</p>	Completed but ongoing

Enhancing Services and Facilities		
Area of Implementation	Description	Status
	<p>3 main areas of reception; all of who can assist any client that may arrive.</p> <p>This will be work we continue to implement as changes are made within our organization and opportunities to improve are identified.</p>	
Facility and Infrastructure	<p>Design Refresh: Lecture Theatre</p> <p>Refresh to address inappropriate accessible seating.</p>	Completed Mar. 2021
Facility and Infrastructure	<p>Courtyard refresh- B3 L1</p> <p>Courtyard in B3 to be refreshed to remove existing trip hazard and enhance path of travel.</p> <p>-</p>	Completed June 2020
Facility and Infrastructure	<p>A review of our existing door systems in B2 and B5 is planned.</p> <p>Assessment and upgrades to door systems made in order to meet AODA requirements for operators</p>	Completed March 2021
Facility and Infrastructure	<p>Stairs</p> <p>Ontario Shores main patient care stairways will be refreshed to ensure treads meet AODA requirements</p>	Completed June 2020
Facility and Infrastructure	<p>Courtyard Refresh – B8 Secure</p> <p>Degradation of surfaces in courtyard are limited patient use of courtyard, plans to address have been approved</p>	Expected completion, Summer 2021

Enhancing Services and Facilities		
Area of Implementation	Description	Status
Facility and Infrastructure	Elevators Ontario Shores elevators have limited accessibility features; Refresh to update the 5 passenger elevators is in process	Expected completion, June 2021
Facility and Infrastructure	Design review: handrails Review of existing wood handrail system to be completed in 2020. Implementation delayed due to the pandemic – plans to begin in B4 L1, GDU with resume once safe to proceed	Expected completion, March 31 2022
Facility and Infrastructure	Patient Units: Enclosed Balconies and Patios Review complete. Project to remove trip hazards which will enhance autonomy of access	Expected completion, Sept 2021
Facility and Infrastructure	Parking lot refresh Our Main parking has many identified trip hazards and lines are degrading. A complete resurface and line painting is planned for 2021 Will have opportunity to review numbers for specialized parking.	Expected completion, Sept 2021
Facility and Infrastructure	Website Refresh In addition to adopting standards to meet AODA requirements we will be launching a completely refreshed website that will allow us to connect with new audiences and share information more broadly	Expected completion Dec. 2021

Enhancing Services and Facilities		
Area of Implementation	Description	Status
Service Delivery	<p>Feedback from families, patients and staff illustrated a need to increase access to in house programs and recreation</p> <p>To ensure patients felt connected during the pandemic our Volunteer Services launched a Virtual Pen Pal program to ensure patients felt connected during these challenging times</p>	Implemented 2020; ongoing
Service Delivery	<p>Recovery College Expansion</p> <p>The pandemic affected plans for Recovery College programming which was to be implemented in outside organization and to non-registered clients. Virtual classes were established with expanded roll out Summer 2021</p> <p>As there are those that will not have access to technology we will not reach all that we intended but in person classes will resume at Ontario Shores and in community partner locations as soon as is safe to do so.</p> <p>Expanded Recovery College in three (3) designated universities with the goal to increase access to Mental Health Care for students and lower symptom burden they increasing carry</p>	Completed and ongoing
Service Delivery	<p>Enhancing Service Culture</p> <p>Ontario Shores is working on a multi year action plan to enhance service culture and thereby enhance our customer service in both our clinical and administrative services.</p>	Ongoing

Enhancing Services and Facilities		
Area of Implementation	Description	Status
	Work began in 2019 by establishing focus groups whose findings will be used to help identify frameworks and establish guiding documents which will be used to promote and enhance our service culture	
Service Delivery	<p>We identified increased need for care recognizing physical and emotional toll on front-line staff.</p> <p>New programs launched for First Responder assist and Healthcare Worker assist.</p>	Completed – Summer 2020
Service Delivery	<p>We assisted in Pandemic Regional support ensuring access to care</p> <p>Supported Long Term Care by sending staff to LTC for both clinical support and IPC education.</p> <p>Accepted into our facility, non-MH patients who were recovering from COVID, to ensure provided safe access to care Required medication of a non- geriatric unit to suit this population removing barriers to those with mobility challenges</p>	Completed Spring 2020
Service Delivery	<p>Ontario Shores has long recognized the value of feedback from our patients and their families. Their lived experience can lead to changes in healthcare practice, service delivery and improved outcomes.</p> <p>To ensure we capture all perspectives we have adopted a Co-design framework, a tool used to assess validity and approval of concept for proposed initiatives and projects</p>	Implement Spring 2021. Ongoing

Enhancing Services and Facilities		
Area of Implementation	Description	Status
	Ontario Shores will enhance our Family and Patient Engagement with a new program to launch in 2021, Patient and Family Advisor program will be launched whereby Ontario Shores will recruit advisors who will participate in our Quality and Recovery Councils, our hiring panels and participate in furthering our Quality standards.	
Reduce Stigma by Increasing Knowledge	<p>Although improving, there is still significant stigma associated with mental health issues.</p> <p>We will be working to advance mental health in the workplace in alignment with the Excellence Canada Mental Health at Work framework.</p>	Ongoing through 2023
	<p>Partnerships to increase knowledge transfer</p> <p>Developed a partnership agreement with Canadian Mental Health which will see services expanded at McKenzie Health to allow access to care for people seeking help but have not been able to access care.</p>	In process, and ongoing Implementation
Employment Supports	<p>In 2020 we launched a free psychotherapy service that's available for staff. Staff can access in person or virtual psychotherapy services free of charge</p> <p>With Pandemic creating additional stress we promoted resources to support staff with their mental health and promote resilience</p> <p>Resource links promoted on intranet and in team meetings.</p>	Implemented and ongoing.

Multi-year Accessibility Plan

Our multi-year plan, a requirement of the Integrated Standard appears below and outlines the requirements applicable to our organization along with our action plans. This, together with our barrier removal table, will be a living document, updated on an ongoing basis as targets are met and new goals are set.

Part 1: General Standards – Section 3

AODA Standards Regulation 191/11 Section 3	Accessibility Policies Compliance Deadline: January 1, 2013 - Complete		
	DELIVERABLES	COMPLETED ACTION	RESPONSIBILITY
3.1 Establish accessibility policies	Policies to achieve accessibility through meeting the IAS requirements are developed, implemented and maintained.	Policy updated to incorporate new requirements. Incorporate requirements into other policies, practices and procedures as required.	Accessibility Lead Policy Lead
3.2 Statement of organizational commitment	Statement of organizational commitment to meet the accessibility needs of persons with disabilities included in policy.	Embedded in policy.	Accessibility Lead
3.3 Make policy documents publicly available	Written policy documents are publicly available and in accessible format upon request.	Policy posted on external web site. Policy will be available in alternate formats on request.	Accessibility Lead Communications

Part I: General Standards – Section 4

AODA Standards Regulation 191/11 Section 4	Multi-Year Accessibility Plans Compliance Deadline: January 1, 2013 – Complete		
	DELIVERABLES	COMPLETED ACTION	RESPONSIBILITY
4.1 Establish multi-year accessibility plan	A multi-year accessibility plan outlining strategies to identify, remove and prevent barriers and meet requirements of the IAS is established, implemented, maintained and documented.	Created; updated on an ongoing basis and if new information becomes available or legislative compliance required updated to reflect that target.	Accessibility Lead
	The accessibility plan is posted on the website and provided in an accessible format upon request.	The plan is posted on the external website and will be provided in accessible formats upon request.	Accessibility Lead
	The plan is reviewed and updated at least once every 5 years.	The plan will be reviewed and revised annually. A new plan will be posted whenever there is significant change.	Accessibility Lead
4.2 Conduct consultation with persons with disabilities	Consultation with persons with disabilities and if one exists, an accessibility advisory committee.	Our primary source of barrier identification is derived from feedback obtained through various surveys, and our feedback processes. We gather information from patients, their families, staff, visitors and others who use our facilities and services.	Accessibility Lead Patient Relations
4.3 Prepare annual status report	Report on the year’s progress toward goals and targets identified in multi-year accessibility plan is prepared	The multi-year plan will be reviewed regularly and updated as appropriate; posting will be at minimum every 2 years.	Accessibility Lead
	The report is posted on the website and provided in an accessible format upon request.	The plan is posted on the external website.	Communications

Part I: General Standards – Section 5

AODA Standards Regulation 191/11 Section 5	Procuring or Acquiring Goods, Services or Facilities Compliance Deadline: January 1, 2013 - Complete		
	DELIVERABLES	COMPLETED ACTION	RESPONSIBILITY
5.1 Incorporate accessibility criteria and features into procurement process	Accessibility criteria are embedded into the purchasing process.	Accessibility is an important criterion in the purchasing process and it is included in our Request for Proposal process. It is also an important consideration in our business case process.	Purchasing
5.2 Provide explanation if impracticable, upon request	Provide explanation, upon request, if accessible alternatives are not practicable.	The procurement process will provide an explanation if an accessible item is considered impracticable, upon request.	Finance Purchasing

Part I: General Standards – Section 6

AODA Standards Regulation 191/11, Section 6	Self-Service Kiosks Compliance Deadline: January 1, 2013 - Complete		
	DELIVERABLES	COMPLETED ACTION	RESPONSIBILITY
6.1 Self-service kiosks	When procuring or acquiring self-serve kiosks, ensure they provide accessibility features.	At this time onsite kiosks (parking meters and bank machines) are not the property of Ontario Shores. Any new item secured through a service contract or purchase order will be subject to our updated procurement process which has accessibility embedded.	Purchasing Support Services

Part I: General Standards – Section 7

AODA Standards Regulation 191/11 Section 7	Training Compliance Deadline: January 1, 2014 – Complete		
	DELIVERABLES	COMPLETED / PLANNED ACTION	RESPONSIBILITY
<p>7.1 Provide training on IAS and Human Rights Code</p>	<p>All employees, volunteers, persons who develop policy and persons who provide goods, services or facilities on behalf of the organization, receive training.</p>	<p>All staff members were trained on the customer service standards in 2009. Accessibility training was incorporated into General Orientation in December 2009 and into our nursing student training.</p> <p>In Nov. 1, 2014 an online comprehensive training module was launched that meets requirements of the AODA and its various standards. It incorporates in-house policies, with the requirements of the Integrated and Customer Service Standard, as well as provides an overview of the legislation and its background.</p> <p>Effective Aug. 2015 the online module has been made available to all students and volunteers</p>	<p>Accessibility Lead Organizational Development</p>

AODA Standards Regulation 191/11 Section 7	Training Compliance Deadline: January 1, 2014 – Complete		
	DELIVERABLES	COMPLETED / PLANNED ACTION	RESPONSIBILITY
		<p>Changes to the online module were made in 2019 to reflect that the generic requirements only which are a 1x only training requirement.</p> <p>Additional components and/or more comprehensive training is being evaluated as part of our ongoing human rights task force</p> <p>The training modules will be reviewed annually and updated as necessary.</p>	
7.2 Training is appropriate to duties	Training is appropriate to the duties of the employee.	Where appropriate, key staff or groups of staff, will be provided with additional training, specific to their job.	Manager of Responsible Department Organizational Development Team <i>Accessibility Lead</i>
7.3 As soon as practicable	Training is delivered as soon as practicable.	Training is part of orientation Additional training is provided in specific areas when needed.	Organizational Development Accessibility Lead
7.4 Training regarding policy changes	Training with respect of any changes to the policy described in Section 3 is provided	The content of the training will cover material in Section 3, outlined above.	Organizational Development Accessibility Lead

AODA Standards Regulation 191/11 Section 7	Training Compliance Deadline: January 1, 2014 – Complete		
	DELIVERABLES	COMPLETED / PLANNED ACTION	RESPONSIBILITY
7.5 Record of Training	A record of training, including dates of training and names of those present, will be kept	<p>The learning management system (online training system) captures a record of training for staff.</p> <p>Previously student/volunteer records were kept by independent third parties, as of Aug. 2015 the system will capture all statistics.</p>	Research and Academics Organizational Development

Part II: Information and Communication Standards – Section 11

AODA Standards Regulation 191/11 Section 11	Feedback Process Compliance Deadline: January 1, 2014 – Complete		
	DELIVERABLES	COMPLETED ACTION	RESPONSIBILITY
11.1 Feedback process	Ensure feedback processes are accessible, with accessible formats and / or communication supports available upon request.	Feedback is encouraged in a variety of formats. Accessible formats and or communication supports are available on request.	Patient Experience Support Services
11.3 Accessible formats and communication supports	Notify the public via various means of the availability of accessible formats and communication supports.	Information regarding the availability of accessible formats is posted on the internet, intranet, and via other communication methods e.g. information desks etc.	Accessibility Lead Communications and Public Affairs

Part II: Information and Communication Standards – Section 12

AODA Standards Regulation 191/11 Section 12	Accessible Formats and Communication Supports Compliance Deadline: January 1, 2015 – Complete		
	DELIVERABLES	ACTION PLAN	RESPONSIBILITY
12.1 Provide accessible formats and communication supports for information	<p>Accessible formats and communication supports will be provided:</p> <ul style="list-style-type: none"> • in a timely manner that considers the person’s accessibility needs due to disability and • at a cost that is no more than the regular cost charged to other persons 	The request will be documented and the format requested/required confirmed. Support has been provided to affected managers who can guide staff re this process. The Accessibility Lead is also a resource in handling requests.	Accessibility Lead Communications
12.2 Consultation	Consultation will occur with the person requesting alternate formats.	The format will be confirmed in consultation with the requestor.	Accessibility Lead Patient Experience Communications Human Resources Privacy and Risk
12.3 Notification of public	The public will be notified of the availability of these alternatives.	A general statement of availability of accessible formats and communications support is on our external web site. Patient Experience and the Family Resource Centre also communicate that these supports are available.	Communications Family Resource Centre Patient Experience

Part II: Information and Communication Standards – Section 13

AODA Standards Regulation 191/11 Section 13	II: Emergency Procedure Plans and Public Safety Information Compliance Deadline: January 1st, 2012 - Complete		
	DELIVERABLES	ACTION PLAN	RESPONSIBILITY
13.1 Emergency procedures and public safety information	Provide emergency procedure and public safety information in accessible formats, or with communication supports, as soon as practicable, upon request.	<p>Ontario Shores has emergency services and evacuation protocol information available in all public spaces.</p> <p>External groups are provided with this information when booking our facilities.</p> <p>Should questions or concerns arise with the information provided, personal orientation will be provided, or some other mutually agreed upon method, to ensure the information is accessible.</p> <p>For more information about Accessible Emergency Information please see the Government of Ontario's website on" "How to provide accessible emergency information to staff.</p>	Support Services Conference Place Recreational Services

Part II: Information and Communication Standards – Section 14

AODA Standards Regulation 191/11 Section 14	Accessible Web Sites and Web Content Compliance Deadline: January 1, 2014 & January 1, 2021 – requirements Complete for 2014		
	DELIVERABLES	ACTION PLAN	RESPONSIBILITY
14.1 Web Sites	<p>Ensure internet/ intranet websites and web content conform to WCAG 2.0 guidelines (Web Content Accessibility Guidelines) at the following levels:</p> <ul style="list-style-type: none"> • New websites/ web content to Level A by January 1, 2014. • All websites/ web content to Level AA by January 1, 2021 (except live captions and audio descriptions) 	In 2021 we will be completely refreshing our external website, this will not only ensure compliance to Level AA requirements but enhance client access to our information	Communications/IT

Part III: Employment Standards – Section 22

AODA Standards Regulation 191/11 Section 22	Recruitment, General Compliance Deadline: January 1, 2014 - Complete		
	DELIVERABLES	ACTION PLAN	RESPONSIBILITY
22.0 Recruitment process	All employees and the public are notified about the availability of accommodation for applicants with disabilities in the recruitment process.	Our Recruitment policy has been updated to reflect new requirements. Communication regarding these policies will be strengthened in 2015.	Human Resources

Part III: Employment Standards – Section 23

AODA Standards / Regulation Reference O. Reg.191/11, s. 23	Recruitment, Assessment or Selection Process Compliance Deadline: January 1, 2014 – Complete		
	DELIVERABLES	ACTION PLAN	RESPONSIBILITY
23.1 Recruitment selection	Notify selected job applicants of the availability of accommodations upon request, in relation to the materials or processes used for selection, in a manner that considers the applicant’s accessibility needs.	Our recruitment and selection policy have been updated to reflect new criteria; appropriate staff has been trained to ensure compliance.	Human Resources Organizational Development
23.2 Consult with selected applicant	Consult with selected applicant and provide/arrange for suitable accommodation in a manner that considers the applicant’s accessibility needs.	Our Human Resources process has been updated to reflect requirements and appropriate staff has been trained on the appropriate means of interaction and consultation.	Human Resources Organizational Development Accessibility Lead

Part III: Employment Standards – Section 24

AODA Standards Regulation 191/11 Section 24	Notice to Successful Applicants Compliance Deadline: January 1, 2014 – Complete		
	DELIVERABLES	ACTION PLAN	RESPONSIBILITY
24.0 Offers of employment.	When making offers of employment, notify successful applicant of policies for accommodating employees with disabilities.	Offer letter includes statement of commitment and information regarding applicable policy location.	Human Resources

Part III: Employment Standards – Section 25

AODA Standards Regulation 191/11 Section 25	Informing Employees of Supports Compliance Deadline: January 1, 2014 – Complete		
	DELIVERABLES	ACTION PLAN	RESPONSIBILITY
<p>25.1 Policy notification</p>	<p>Inform employees of policies supporting employees with disabilities.</p>	<p>Information is provided to employees in the recruitment process and via online training as part of the orientation process.</p> <p>The Attendance at Work policy has been updated to reflect accommodation commitments and processes.</p> <p>Other policies (e.g. Diversity) have been updated for any additions necessary to reflect AODA commitments.</p>	<p>Human Resources</p>
<p>25.2 Hire notification</p>	<p>Provide this information to new employees as soon as practicable after hiring.</p>	<p>Information is provided to employees via online training as part of the</p>	<p>Human Resources Accessibility Lead</p>

AODA Standards Regulation 191/11 Section 25	Informing Employees of Supports Compliance Deadline: January 1, 2014 – Complete		
	DELIVERABLES	ACTION PLAN	RESPONSIBILTY
		orientation process.	
25.3 Policy changes	Provide updated information on accommodations policies to employees when changes occur.	The online training tool will be updated as policy changes occur. Updated policies are also communicated to staff.	Human Resources

Part III: Employment Standards – Section 26

AODA Standards Regulation 191/11 Section 26	Accessible Formats and Communication Supports for Employees Compliance Deadline: January 1, 2014 – Complete		
	DELIVERABLES	ACTION PLAN	RESPONSIBILITY
<p>26.1 Workplace information</p>	<p>All information that is:</p> <ul style="list-style-type: none"> needed in order to perform the employee’s job generally available to employees in the workplace <p>Is provided to employees in alternate format or with communication supports, upon request.</p>	<p>As the accommodation required will be individualized, this information will be captured as part of the accommodation plan.</p> <p>A third party has been engaged to ensure equity and expedite matters for staff with need for accommodation.</p> <p>Employment letters and the Human Resources website have been updated to ensure employees are aware of this entitlement</p>	Human Resources
<p>26.2 Employee consultation</p>	<p>Consultation with employees will occur to determine the suitability of accessible formats or communication supports.</p>	<p>Request for accommodation will be made through the Attendance at Work policy.</p> <p>Occupational Health will play a pivotal role in the process and will maintain accommodation plans</p>	Human Resources

Part III: Employment Standards – Section 27

AODA Standards / Regulation 191/11 Section 27	III: Workplace Emergency Response Information Compliance Deadline: January 1st, 2012 - Complete		
	DELIVERABLES	ACTION PLAN	RESPONSIBILITY
27.1 Individual workplace emergency response	Provide individualized workplace emergency response information to employees who have a disability.	Accommodation includes the consideration of individualized safety plans. Occupational Health will reach out to Health and Safety, as well as to Security as necessary, with the employee's consent to develop the plan. Where individuals consent to the release of the information to specific individuals, Occupational Health will facilitate the process.	Occupational Health and Wellness
27.2 Designated persons	Provide information to person designated and to provide assistance upon consent.	Accommodation plans will be retained. Where individuals consent to the release of the information to specific individuals, Occupational Health will facilitate the release.	Occupational Health and Wellness
27.3 Timely manner	Provide information as soon as practicable after becoming aware of the need.	Provided as soon as possible after the need is identified.	Occupational Health and Wellness
27.4 Review	Review individualized workplace emergency response information when: <ul style="list-style-type: none"> • employee moves location • individual plans are reviewed • general emergency occurs 	Plans are reviewed under these circumstances. It is the responsibility of the individual who is the subject of the accommodation to ensure this is flagged for updating where the employee moves locations, etc.	Occupational Health and Wellness

Employment Standards – Section 28

AODA Standards Regulation 191/11 Section 28	Documented Individual Accommodation Plans Compliance Deadline: January 1, 2014 - Complete		
	DELIVERABLES	ACTION PLAN	RESPONSIBILITY
28.1 Written process	Develop written process for documented individual accommodation plans.	<p>A comprehensive Return to Work and Accommodation policy and process has been developed to provide consistent review and documentation. This is the transformed Attendance at Work Policy.</p> <p>All records related to accommodation, including workplace emergency plans will be kept in the Occupational Health and Wellness files.</p>	Occupational Health and Wellness
28.2 Prescribed elements	Include prescribed elements in process: <ul style="list-style-type: none"> • How employee can participate • How employee will be assessed • How employer can request assessment to determine accommodation • How employee can request participation of union representative • How employee’s personal information will remain private • How, and how often, plan 	The prescribed elements have been included in the process.	Occupational Health and Wellness

AODA Standards Regulation 191/11 Section 28	Documented Individual Accommodation Plans Compliance Deadline: January 1, 2014 - Complete		
	DELIVERABLES	ACTION PLAN	RESPONSIBILITY
	<p>will be reviewed and updated</p> <ul style="list-style-type: none"> • How reasons for denied request will be communicated • How plan will be provided to employee 		
<p>28.3 Individual accommodation plans</p>	<p>Individual accommodation plans shall:</p> <ul style="list-style-type: none"> • Include any information regarding accessible formats and communications supports provided, if requested • Include individualized workplace emergency response information, if required <ul style="list-style-type: none"> • Identify any other accommodation that is to be provided 	<p>All applicable records and data are included in the employees Occupational Health and Wellness file.</p>	<p>Occupational Health and Wellness</p>

Part III: Employment Standards – Section 29

AODA Standards Regulation 191/11 Section 29	Return-to-Work Compliance Deadline: January 1, 2014 - Complete		
	DELIVERABLES	ACTION PLAN	RESPONSIBILITY
29.1 Return-to-work process	Develop a documented return-to-work process.	Ontario Shores has an applicable policy which we have modified to include current IAS standards.	Occupational Health and Wellness
29.2 Facilitate return-to-work	Include steps employer will take to facilitate return to work and use documented individual accommodation plans.	Included in existing policy with documentation to be retained.	Occupational Health and Wellness

Part III: Employment Standards – Section 30

AODA Standards Regulation 191/11. Section 30	Performance Management Compliance Deadline: January 1, 2014 – Complete		
	DELIVERABLES	ACTION PLAN	RESPONSIBILITY
30.1 Performance management processes	The use of the performance management process considers the accessibility needs of employees with disabilities, including existing accommodation plans.	Any accommodation needed can be requested through Occupational Health or Human Resources. Accommodation will be provided.	Human Resources

Part III: Employment Standards – Section 31

AODA Standards Regulation 191/11 s. Section 31	III: Career Development Compliance Deadline: January 1, 2014 – Complete		
	DELIVERABLES	ACTION PLAN	RESPONSIBILITY
31.1 Career development	Include accessibility considerations and individual accommodation plans in career development and advancement, including additional responsibilities within current position.	Where accommodation is required, a review of the accommodation plans and need may be requested with respect to career development and advancement.	Human Resources

Part III: Employment Standards – Section 32

AODA Standards Regulation 191/11 Section 32	Redeployment Compliance Deadline: January 1, 2014 – Complete		
	DELIVERABLES	ACTION PLAN	RESPONSIBILITY
32.1 Redeployment processes	Include accessibility considerations and individual accommodation plans in redeployment processes.	Consideration of all accessibility needs will be made in the redeployment processes.	Occupational Health and Wellness Human Resources