



Chartwell Retirement Residences

Ontario Multi-Year Accessibility Plan

2024 - 2029

ALL-CA-ON-600-11-01.1

Last Revised: February 2024

Chartwell Multi-Year Accessibility Plan

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Chartwell Retirement Residences

As the owner and operator of retirement residences across Canada, Chartwell Retirement Residences (“Chartwell”) is one of the largest participants in the senior living sector. Our shared mission at Chartwell is to provide a happier, healthier and more fulfilling life experience for seniors, to provide peace of mind for our residents’ loved ones and to attract and retain employees who care about making a difference in our residents’ lives.

Additional information about Chartwell can be found on our website (www.chartwell.com).

Background

In 2005, the *Accessibility for Ontarians with Disabilities Act* ("AODA") was passed. The purpose of the AODA is to break down barriers and obstacles that keep people with disabilities from easily managing basic activities such as getting groceries, traveling and integrating into the workforce. The goal of the legislation is to achieve a fully accessible Ontario by 2025.

Pursuant to the AODA's Integrated Accessibility Standards Regulation ("IASR") Chartwell is required to establish and maintain a multi-year accessibility plan which outlines Chartwell's strategy to prevent and remove barriers for persons with disabilities and to meet its requirements under AODA.

The following accessibility standards set requirements that are applicable to Chartwell: Customer Service, Information & Communications and Employment.

Aim and Objectives

This multi-year accessibility plan will help Chartwell make advancements in meeting the requirements under the AODA. The plan outlines the specific requirements of the AODA and how Chartwell will actively work on removing barriers for people with disabilities who come to Chartwell locations.

Chartwell’s Commitment to Accessibility Planning

In keeping with our corporate values of RESPECT, Chartwell is committed to excellence in serving all customers, including people with disabilities, and will carry out its functions and responsibilities in an appropriate manner to accommodate such individuals.

As an organization, we respect and uphold the requirements set forth under the AODA and the IASR.

All goods and services provided by Chartwell Retirement Residences (“Chartwell”) shall follow the principles of dignity, independence, integration and equal opportunity.

Unless otherwise noted, this multi-year plan applies to Chartwell's Ontario locations.

The Accessibility Committee

The mandate of Chartwell's Accessibility Committee is to provide overall strategic direction to enhance accessibility within our retirement and long term care residences and ensure that all requirements of the AODA are fulfilled. The Committee is responsible for establishing an accessibility plan with specific deliverables, timelines and leads.

The Committee will:

- 1 Provide leadership in steering the Accessibility Program at Chartwell
- 2 Establish policy related to Accessibility
- 3 Review and endorse key documents related to Accessibility (e.g. policies, education materials)
- 4 Raise awareness of accessibility legislative requirements, initiatives, and issues
- 5 Review reported accessibility related issues and provide recommendations to the appropriate areas/owners
- 6 Identify barriers to services and facilities and develop plans to remove these barriers
- 7 Review accessibility related to leading practices and implement as appropriate
- 8 Ensure accountability for legislated requirements by assigning responsibility for deliverables, monitoring progress and evaluating outcomes

Committee Initiatives 2024 - 2029:

- 1 Enhancements to the Accessibility Section of our website, including; easier navigation, enhanced features & multilingual
- 2 Review and enhance AODA Training material
- 3 Systematic review of Building Code amendments to ensure compliance
- 4 Leverage other internal Committees (DE&I & ESG) to promote Accessibility within the workplace

The Committee is chaired by the Director, Human Resources - National Programs. Committee membership includes:

- Vice President, Legal
- Director, Human Resources - National Programs
- Sr. Director, Safety and Employee Health & Wellness
- Sr. Director, Digital Experience
- Director, Design & Accretive Projects
- Sr. Manager, Health and Safety
- Manager, Online Content

The committee will regularly review compliance and focus on ways to improve accessibility, information and communications. The committee will meet at least twice a year and update this plan every 5 years.

For More Information

Should you require more information on Chartwell's AODA initiatives, please contact the following:

Accessibility Program Manager
c/o The People Department
Chartwell Retirement Residences
7070 Derrycrest Drive, Mississauga, ON L5W 0G5
1-888-663-6448
accessibility@chartwell.com

2024-2029 Work Plan for Accessibility Initiatives

AODA, Integrated Accessibility Standards (Ontario Regulation 191/11)

Item No.	Requirement of the Accessibility Standards	Status
2012 Deliverables		
General		
1	Establishment of Accessibility Policies Establish policies and procedures on providing goods or services to persons with disabilities according to principals set out in regulation. Upon request, provide the document in an assessable format.	Completed
2	Service Animals and Support Persons Establish policies and procedures around a person with a disability being accompanied by a service animal or support person.	Completed
3	Notice of Temporary Disruptions Provide public notice of disruption in facilities or services by posting on premises which includes anticipated duration and description of alternatives if available.	Completed
4	Training Provide all employees, contract staff and volunteers with the training needed to meet AODA Customer Service Standards including the specific topics set out in the regulation. Ensure training is provided on an ongoing basis to reflect any changes to policies and/or procedures. Keep records of training provided, including dates and number trained.	Completed
5	Feedback Process Establish a written process for receiving and responding to feedback; make information about process publicly available.	Completed
6	Reporting File the compliance report for the Accessibility Standards for Customer Service	Completed

2024-2029 Work Plan for Accessibility Initiatives

Integrated Accessibility Standards (Ontario Regulation 191/11)

Item No.	Requirement of the Accessibility Standards	Action to be taken	Status
2012 Deliverables			
Information & Communication Standards			
7	Emergency Procedures, Plans or Public Safety Information If Chartwell prepares emergency procedures, plans or public safety information and makes the information available to the public, Chartwell shall provide the information in an accessible format or with appropriate communication support, as soon as practicable, upon request.	Emergency plans are not made available to the public. Should they be requested, they will be provided in an accessible format.	Completed
Employment Standards (applies to employees but not volunteers)			
8	Workplace Emergency Response Information Provide individualized workplace emergency response information to employees who have identified themselves as having a disability affecting their ability to evacuate independently. If the employee consents, provide the workplace emergency response to the person designated by Chartwell to provide assistance to the employee.	Rolled out to Corporate and Residences. Template created for any employee to self-declare if they can't meet Emergency Response procedures	Completed
2014 Deliverables			
General			
9	Establishment of Accessibility Policies Develop a Statement of Commitment and accessibility policies and make the documents publicly available and in an accessible format.	Policy has been updated and is available upon request.	Completed
10	Accessibility Plans Establish, implement, maintain and document a multi-year accessibility plan. Post the plan on the website and provide it in an accessible format. Review and update the plan at least once every five years.	Committee will review as required.	Posted Ongoing Review

2024-2029 Work Plan for Accessibility Initiatives

Integrated Accessibility Standards (Ontario Regulation 191/11)

Item No.	Requirement of the Accessibility Standards	Action to be taken	Status
11	<p>Reporting File and certify an Accessibility report every three years</p> <p>Make the report available to the public and upon request, in an accessible format.</p>	<p>Reports are available by contacting the Accessibility Program Manager. The APM will provide the report in an accessible format upon request.</p>	Completed
2015 Deliverables			
General			
12	<p>Training Provide all employees, contract staff and volunteers with the training needed to meet AODA Integrated Accessibility Standards and the Human Rights Code as it relates to persons with disabilities.</p> <p>Ensure that any party who works on behalf of Chartwell to develop policies is trained on Ontario's accessibility laws and the Human Rights Code as it relates to disabilities.</p> <p>Ensure that other persons who provide goods, services or facilities on behalf of Chartwell have been provided with training on the requirements of accessibility standards.</p>	<p>Training policy committee and accessibility committee on AODA requirements</p> <p>Update workbook that was created for contractors. Verify if contract provision was added to national template. Update IASR training booklet with additional Human Rights content</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p>
Information & Communication Standards			
13	<p>Feedback Ensure that feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications support, upon request.</p> <p>Notify the public about the availability of accessible formats and communications support.</p>	<p>AODA toll free (1-888) number is shared with Privacy and AODA.</p>	<p>Completed</p> <p>Completed</p>

2024-2029 Work Plan for Accessibility Initiatives

Integrated Accessibility Standards (Ontario Regulation 191/11)

Item No.	Requirement of the Accessibility Standards	Action to be taken	Status
2016 Deliverables			
Information & Communication Standards			
14	<p>Accessible Formats and Communication Reports Upon request, provide accessible formats and communication support for persons with disabilities</p> <ul style="list-style-type: none"> • In a timely manner that takes into account the person's accessibility needs due to disability • At a cost that is no more than the regular cost charged to other persons • Consult with person making the request in determining the suitability of an accessible format or communication report • Notify the public about the availability of accessible formats and communication reports 	<p>ALL-CA-ON-600-11-01 - Accessibility policy incorporates accessible format and communication requirements</p>	Completed
Employment Standards (applies to employees but not volunteers)			
15	<p>General Recruitment Notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.</p>		Completed
16	<p>Recruitment, Assessment or Selection Process Notify our employees and the public about the availability of accommodation for applicants with disabilities in our recruitment process.</p>	<p>Statement added to all job postings on Chartwell website.</p> <p>Managers at the home level received information on how to communicate to applicants through new tool kit launched in 2017</p>	Completed
17	<p>Notice to Successful Applicants</p>		

2024-2029 Work Plan for Accessibility Initiatives

Integrated Accessibility Standards (Ontario Regulation 191/11)

Item No.	Requirement of the Accessibility Standards	Action to be taken	Status
	When making offers of employment, notify the successful candidates of Chartwell's policies for accommodating employees with disabilities.	Employment letter amended to include Accommodation language; Recruiters provided with script. Hiring managers provided with a script	Completed
18	Informing Employees of Support Notify our employees about the policies for accommodating employees with disabilities.	Onboarding material to be updated to include information on the availability of accommodations for employees with disabilities and related policies. OHS department will notify accommodated employees if a change in policy impacts their accommodation.	Completed
19	Accessible Formats and Communication Support for Employees Where an employee with a disability so requests it, Chartwell shall consult with the employee to provide or arrange for the provision of accessible formats and communication support for, (a) information that is needed in order to perform the employee's job; and (b) information that is generally available to employees in the workplace. Chartwell shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	Accessibility policy updated to include the requirement for accessible formats. These will be treated on an individual basis going forward.	Completed
20	Documented Individual Accommodation Plans and Return to Work Process		Completed

2024-2029 Work Plan for Accessibility Initiatives

Integrated Accessibility Standards (Ontario Regulation 191/11)

Item No.	Requirement of the Accessibility Standards	Action to be taken	Status
	Implement a process for developing individual accommodation plans and return to work policies for employees that have disabilities.	ALL-CA-WQ-605-08-01 ESRTW Program policy has been updated to include formalized IAP (16.01)	
21	Performance Management Chartwell shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	ALL-CA-ALL-600-09-04	Completed
22	Career Development and Advancement Chartwell shall take into account the accessibility needs of its employees with disabilities, as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	ALL-CA-ON-600-11-01 has been updated with a career development and advancement section. Also, performance discussion guides have added language regarding IAPs	Completed
23	Redeployment Chartwell shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	ALL-CA-ON-600-11-01 has been updated to incorporate redeployment.	Completed
2017 Deliverables			
Built Environment Standards			
24	Design of Public Spaces	ALL-CA-ON-600-11-01 to be updated with a built environments section.	Completed
	Accessible Off-Street Parking - Chartwell shall ensure that when constructing new or redeveloping off-street parking facilities that it intends to maintain, the applicable off-street parking facilities shall meet the requirements set out in Sections 80.32 through 80.38 of the IASR.	Prepare a written memorandum to Project Managers and internally to Capital and Development which identifies the requirements for off street parking	Completed

2024-2029 Work Plan for Accessibility Initiatives

Integrated Accessibility Standards (Ontario Regulation 191/11)

Item No.	Requirement of the Accessibility Standards	Action to be taken	Status
	<p>Exterior Paths of Travel - When constructing all applicable new or redeveloped paths of travel (e.g., external walkways) that are not regulated by the Ontario Building Code, Chartwell shall ensure that they meet the requirements as set out in Sections 80.1 through 80.5 and 80.23 through 80.31 of the IASR. (Note: Most of the exterior paths of travel (e.g., external walkways) that are constructed by Chartwell are regulated by the Ontario Building Code.)</p> <p>Maintenance - Chartwell will establish procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under the Accessibility Standards for the Built Environment. This will include temporary service disruptions when accessible elements under the IASR are not in working order.</p>	<p>Prepare a written memorandum to Project Managers and internally to Capital and Development which identifies the requirements for exterior paths of travel</p> <p>Policy / procedure developed</p>	<p>Completed</p> <p>Completed</p>
2021 Deliverables			
Information & Communication Standards			
25	<p>Accessible websites and web content Ensure internet and intranet websites and web content conform to WCAG 2.0 guidelines (Web Content Accessibility Guidelines) to level AA</p>	<p>Web site refreshed and is now compliant.</p>	<p>Completed</p>