

600 - PEOPLE POLICY MANUAL	
POLICY NO: ALL-CA-ON-600-11-01	SECTION TITLE: Accessibility
	POLICY TITLE: Accessibility Policy
ORIGINATION DATE: January 2012	AUTHORIZED BY: National Policy Committee
	REVISION DATES: January 2016, August 2021, December 2023

PURPOSE

This policy is intended to meet the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies a framework of how Chartwell will apply the requirements to develop and/or review other corporate policies, procedures, standards and guidelines.

DEFINITIONS

“**Chartwell**”, “**we**” or “**us**” means Chartwell Retirement Residences and its affiliates and subsidiaries. “Chartwell” includes properties and entities that are jointly owned by Chartwell and third parties, as well as properties that are managed by Chartwell.

“**Employee**” means an individual employed at a Chartwell corporate office or retirement residence in Ontario operated and/or managed by Chartwell, to perform services in exchange for a salary or an hourly wage on a temporary or permanent basis. For clarity, independent contractors, their staff and subcontractors, and volunteers are not considered Employees.

Accessible Formats: includes but are not limited to: large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Assistive Device: is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Barrier: as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, means anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including: physical barrier, an architectural barrier, information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Communications: as defined in the Ontario Regulation 191/11, means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent, or received.

Communication Supports: includes but not limited to: captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Conversion Ready: an electronic or digital format that facilitates conversion into an acceptable format.

Curb ramp: a ramp that is cut through a curb or that is built up to a curb.

Disability: as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- 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;
- a condition of mental impairment or a developmental disability;
- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or,
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Depressed curb: a seamless gradual slope at transitions between sidewalks and walkways and highways, and is usually found at intersections.

Guide Dog: a highly-trained working dog that has been trained at one of the facilities listed in *Ontario Regulation 58 under the Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.

Independent Contractor: an individual who provides services to Chartwell but operates independently and is not under Chartwell's direction or control.

Information: data, facts and knowledge that exists in any format, including text, audio, digital or images, and conveys meaning.

Medical Aid: as defined in Ontario Regulation 191/11, means assistive device, including respirators and portable oxygen supplies.

Mobility Aid: as defined in Ontario Regulation 191/11, means a device used to facilitate the transport, in a seated posture, of a person with a disability.

Mobility Assistive Aid: as defined in Ontario Regulation 191/11, means cane, walker or similar aid.

Redeveloped: planned significant alterations to public spaces, but does not include maintenance activities, environmental mitigation or environmental restoration.

Rest area: in respect of recreational trails and exterior paths of travel, a dedicated level area that is intended for public use to allow persons to stop or sit.

Service Animal: as reflected in *Ontario Regulation 191/11*, an animal is a service animal for a person with a disability if:

- it is readily apparent that the animal is used by the person for reasons relating to their disability; or,
- if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service Dog: as reflected in *Health Protection and Promotion Act, Ontario Regulation 562*, a dog other than a guide dog for the blind is a service dog if:

- it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or,
- the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Student: an individual who is currently enrolled in an educational institution or program recognized by the Canadian education system while completing their placement with Chartwell.

Support Person: as reflected in *Ontario Regulation 191/11*, a support person means, in relation to a person with a disability, another person who accompanies the person with a disability in order to help with communication, mobility, personal care, medical needs or access to goods, services, or facilities

Third Party Contractors: any organization or entity that is responsible for the provision of goods and/or services on behalf of Chartwell through interactions with our Employees, residents or guests. This includes call centers, catering companies, drivers, marketing companies and health professionals engaged by Chartwell to provide services to residents.

Unconvertible: as defined in the Ontario Regulation 191/11, means information or communications it is not technical feasible to convert; or the technology to convert the information is not readily available.

Visitor: is any visitor to the home.

Volunteer: an individual who is not an Employee, and who donates their time and acts at the direction of and within the scope of duties determined by Chartwell, and is not paid a fee, salary or other compensation for their duties performed for Chartwell.

Web Content Accessibility Guidelines: refers to the World Wide Web Consortium Recommendation, dated December 2008, entitled "Web Content Accessibility Guidelines (WCAG) 2.0."

SCOPE

This policy applies to all Employees, Volunteers, Students, Independent contractors, and, or Visitors in Ontario

POLICY

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 Accessibility for Ontarians with Disabilities Act (2005), and the Integrated Accessibility Standards Regulation.

All goods and services provided by Chartwell shall follow the principles of dignity, independence, integration and equal opportunity.

Policy Timeline Requirements

Provision of all requirements will be made available on or before the dates as specified in the applicable regulation(s).

CROSS REFERENCE

ALL-CA-ALL-600-03-13 Chartwell's Workplace Accommodation Policy

RET-CA-ALL-405-04-11 Chartwell's Pet Authorization Policy

PROCEDURES

Accessibility Committee

Chartwell has established a committee which will provide advice on the identification, removal and prevention of barriers, including the implementation of the Accessibility of Ontarians with Disabilities Act (AODA) and its regulations and other matters for which Chartwell may seek advice or consultation.

Accessibility Plan

Chartwell will develop, implement, maintain and make public a multi-year accessibility plan in consultation with the Accessibility Committee. The plan will be reviewed and, if necessary, updated at least once every five (5) years. The plan will outline the corporate strategy to identify, remove and prevent barriers in order to meet the legislated requirements of the AODA and its regulations. The plan will be posted on the Chartwell's web site and made available in an accessible format or with appropriate communication supports as soon as possible upon request.

Accessibility Report

Chartwell will prepare and file an accessibility status report on progress and measures taken to implement the multi-year accessibility plan and steps taken to comply with the Integrated Accessibility Standards as specified in regulation.

Training

Training on the requirements of the AODA and its regulations and on the Human Rights Code as it pertains to persons with disabilities will be provided to all Employees, volunteers, and all persons who participate in developing Chartwell's policies. The training will be appropriate to the duties of employees, volunteers and other persons.

Third Party Contractors providing goods or services on behalf of Chartwell in Ontario shall be required to provide relevant training to their Employees and volunteers as required by the AODA and its regulations.

Chartwell will provide training as soon as practicable. Training will be provided to new Employees, volunteers, agents and contractors who deal with the public or act on our behalf during orientation. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

Chartwell will keep a record of training that includes the dates training was provided and the number of Employees who attended the training.

Accessible Customer Service

1. Assistive Devices: Customer's own assistive device(s):

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- a. Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Chartwell.
- b. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business. Or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

2. Support Persons

- a. If a customer with a disability is accompanied by a support person, Chartwell will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.
- b. There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations Chartwell will make every reasonable attempt to resolve the issue.
- c. In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.
- d. Admission Fees: If payment is required by a support person for admission to the premises, Chartwell will ensure that notice is given in advance by posting notice of admission fees for support persons where Chartwell fees are posted (e.g special events such as theater, dinner out, garden tour, etc.).

3. Guide dogs, Service Animals and Service Dogs

- a. A customer with a disability that is accompanied by a guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs, service animals and/or service dogs.
- b. Food Service Areas:
 - i. A customer with a disability that is accompanied by a guide dog or service dog will be allowed access to food service areas that are open to the public unless otherwise excluded by law.
 - ii. Other types of service animals are not permitted into food service areas due to the *Health Protection and Promotion Act, Ontario Regulation 562 Section 60*.
 - iii. Exclusion Guidelines: If a guide dog, service animal or service dog is excluded by law (see applicable laws below) Chartwell will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an Employee.)
- c. Applicable Laws:
 - i. The *Health Protection and Promotion Act, Ontario Regulation 562 Section 60*, normally does not allow animals in places where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for

sale. It does allow guide dogs and service dogs to go into places where food is served, sold or offered for sale. However, other types of service animals are not included in this exception.

- ii. *Dog Owners' Liability Act, Ontario*: If there is a conflict between a provision of this Act or of a regulation under this or any other Act relating to banned breeds (such as pitbulls) and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails.
- d. Recognizing a Guide Dog, Service Dog and/or Service Animal: If it is not readily apparent that the animal is being used by the customer for reasons relating to their disability, Chartwell may request verification from the customer. Verification may include a:
- i. Letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability,
 - ii. Valid identification card signed by the Attorney General of Canada; or,
 - iii. Certificate of training from a recognized guide dog or service animal training school.
- e. Care and Control of the Animal: The customer that is accompanied by a guide dog, service dog and/or service animal is responsible for always maintaining care and control of the animal.
- f. Allergies: If a health and safety concern presents itself for example in the form of a severe allergy to the animal, Chartwell will make all reasonable efforts to meet the needs of all individuals.

4. Notice of Disruptions in Service

- a. Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Chartwell. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use Chartwell's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.
- b. In the event that a notification needs to be posted, the following information will be included unless it is not readily available or known:
 - i. Goods or services that are disrupted or unavailable
 - ii. Reason for the disruption
 - iii. Anticipated duration
 - iv. A description of alternative services or options
- c. When disruptions occur, Chartwell will provide notice by:
 - i. Posting notices in conspicuous places including at the point of disruption and at the main entrance and the nearest accessible entrance to the service disruption
 - ii. Contacting customers with appointments
 - iii. Verbally notifying customers when they are making a reservation or appointment
 - iv. By any other method that may be reasonable under the circumstances

5. Accessible Information and Communications

a. Accessible Formats and Communication Supports

- i. Communications that Chartwell produces, directly or indirectly through contractual relationships, are available in accessible formats upon request unless to do so would cause undue hardship.
- ii. When an accessible format or communication support is requested, Chartwell will consult with the requesting person to determine which format or support is required and provide the material in a reasonable amount of time and at no additional cost.
- iii. This section does not apply to products, product labels, unconvertible information or communications.
- iv. If information or communications are determined to be unconvertible, Chartwell will provide the person making the request with the reason why the material is unconvertible and a summary of the unconvertible material in an accessible format.

b. Notice of Availability of Documents

Notice of the availability of documents in alternative formats and communication supports will be posted on the Chartwell's website and by other methods as is reasonable in the circumstance.

c. Accessible Websites and Web Content

Chartwell will make its website, and web content, conform to the Worldwide Web Consortium's Web Content Accessibility Guidelines 2.0 requirements on or before the compliance deadlines.

d. Emergency procedure, plans, or public safety information

If Chartwell prepares emergency procedures, plans or public safety information and makes that information available to the public, Chartwell will provide the information in an accessible format or with appropriate communication supports as soon as possible, upon request.

e. Feedback

Chartwell has a process in place for receiving and responding to feedback and will ensure that those processes are accessible for persons with disabilities by providing, or arranging for, the provision of accessible formats and communication supports upon request.

6. Accessible Employment

a. Scope: The requirements in this section apply only to Employees of Chartwell. Volunteers and other non-paid individuals are excluded from this section.

b. Recruitment

- i. Chartwell will notify Employees and the public about the availability of accommodations for applicants with disabilities in its recruitment process and practices.
- ii. When individuals are selected to participate in the assessment or selection process, the applicant will be notified that accommodations are available upon request.
- iii. Chartwell will consult with the applicant to determine the appropriate accommodations that meets their accessibility needs.

- iv. When making an offer of employment, Chartwell will notify the successful applicant of its policies and any other additional supports for accommodating Employees with disabilities.
 - v. Employee Supports
 - vi. Chartwell will inform all Employees of its policies and procedures used to support Employees with disabilities and provide this information to new Employees during their onboarding.
 - vii. Notification will be provided to all Employees whenever there is a change to existing policies in the provision of job accommodations.
- c. Accessible Formats and Communication Supports for Employees:
- i. When requested, Chartwell will provide Employee(s) with a disability the information they need to perform their job as well as other information generally provided to Employees in the workplace in an accessible format.
 - ii. When an accessible format or communication support is requested, Chartwell will consult with the Employee to determine which format or support is required.
- d. Workplace Emergency Response Information
- i. Where an Employee has a disability and Chartwell is aware of the person need for accommodation, an individualized emergency response plan will be developed for the Employee.
 - ii. This will be done as soon as possible after Chartwell becomes aware of the need for accommodation.
 - iii. If the Employee who receives individual workplace emergency response information requires assistance and with the Employee's consent, Chartwell will provide the workplace emergency information to the person designated by Chartwell to provide assistance to the Employee.
 - iv. The emergency response plan will be reviewed by Chartwell and the Employee when:
 - The Employee moves to a different location in the organization,
 - The Employee's overall accommodation needs or plans are reviewed,
 - Chartwell reviews its general emergency response policies.
- e. Individual Accommodation Plans
- i. Chartwell will develop a written process to establish an individual accommodation plan for Employees with disabilities.
 - ii. Individual accommodation plans will include information about:
 - Accessible formats and communication supports if they have been requested;
 - The Employee's individualized workplace emergency response plan where The need for an accommodation has been identified; and
 - Any other accommodation that is to be provided.
- f. Return to Work Process

- i. Chartwell will develop, and have in place, a return-to-work process for employees who have been absent due to a disability, and require workplace accommodations in order to return to work.
- ii. This process will document the steps Chartwell will take to facilitate the return to work and include an individual accommodation plan.

g. Performance management, Career development and Redeployment

Chartwell will take into consideration the accessibility needs, as well as any individualized accommodation plan, when providing career development and advancement opportunities, performance management and when considering redeploying of an Employee with a disability.

7. Accessible Public Spaces-Built Environment Standards

- a. In considering design and construction of any new build or significant retrofit project of a Chartwell owned operated, leased or funded project staff will consider accessibility requirements identified in the following:
 - i. The Ontario Building Code
 - ii. The Integrated Accessibility Standard – Design of Public Spaces
 - iii. Any additional requirements identified under the Accessibility for Ontarians with Disabilities Act
- b. Chartwell will comply with the AODA Design Public Spaces Standards (Accessibility Standards for the Built Environment) when undertaking new construction and redevelopment of public spaces in the following areas:
 - i. Recreational trails and beach access routes;
 - ii. Outdoor public use eating areas;
 - iii. Outdoor play spaces;
 - iv. Exterior paths of travel (i.e. ramps, stairs, accessible pedestrian control signals, curb ramps, depressed curbs, rest areas)
 - v. Accessible Parking;
 - vi. Obtaining Services (i.e. service counters, fixed queuing guides, and waiting areas) and
 - vii. Maintenance of accessible elements.
- c. Chartwell will also provide maintenance and restoration of public spaces, where applicable, by ensuring Chartwell's multi-year accessibility plan includes the following:
 - i. Procedures for preventative and emergency maintenance of accessible elements in public spaces; and
 - ii. Procedures for dealing with temporary disruptions when accessible elements required under this section are not in working order.
- d. Requirements resulting in the highest level of accessibility will be met or exceeded.
- e. Accessibility features in Chartwell facilities will be monitored on a regular basis as indicated below. Any malfunctioning features or those in disrepair will be fixed as soon as feasible.
- f. Once installed, costs associated with the maintenance of assistive devices and other accessibility accommodations becomes the responsibility of the departments responsible for the asset, the costs would be allocated within their annual operating or capital budget.

Administration:

If you have any questions or concerns about this policy or its related procedures please contact our Accessibility Program Manager at:

Chartwell

1-888-663-6448

7070 Derrycrest Drive, Mississauga, ON L5W 0G5

accessibility@chartwell.com

FORMS

ALL-CA-ON-600-09-11.01 AODA Disruption of Service Notice

ALL-CA-ON-600-09-11.02 AODA Contractor Compliance Statement Form

ALL-CA-ON-600-11-02 Multi-Year Accessibility Plan

GUIDEBOOKS/RESOURCES

ALL-CA-ON-600-10-11.01 AODA Resource Guide for Contractors

ALL-CA-ON-600-10-11.02 AODA Integrated Standards IASR Booklet

REVIEW/REVISION FREQUENCY

Every 3 years or more frequently in the event of legislative changes.

REFERENCES

Accessibility for Ontarians with Disabilities Act, 2005

Integrated Accessibility Standards, Ontario Regulation 191/11

Blind Person's Rights Act, 1990

Dog Owners' Liability Act, Ontario

Health Protection and Promotion Act, Ontario Regulation 562

Food Safety and Quality Act, 2001

Ontario Human Rights Code, 1990