

Multi-Year Accessibility Plan 2022-2027

Last updated: December 21, 2023

Statement of commitment

peopleCare Communities is committed to ensuring equal access and participation for people with disabilities and to treating people with disabilities in a way that supports them to maintain their dignity and independence. We believe in integration, and are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our requirements under Ontario’s accessibility laws, including the development of a multi-year accessibility plan.

Requirement	Action Item	Status
By January 1, 2028		
Multi-Year Accessibility Plan 2028-2033	Review and update plan. Maintain plan to prevent and remove barriers to accessibility and to meet requirements of the AODA. Post on website	Planned
Accessibility Policy	Update to align with MYAP 2028-2033	Planned
By January 1, 2027		
Accessibility compliance reports	File report for peopleCare and each owned/managed Home	Planned
2025-2026		
peopleCare website	Work w SMEs to ensure AODA compliance during development and implementation of new/refreshed public-facing website.	Planned
Make any new or redeveloped public spaces accessible: New peopleCare LTC Homes	Work with peopleCare consultants (architects, builders, suppliers etc.) in planning, design and construction of new Home in alignment with AODA requirements around new building public spaces (outdoors: eating, play, walking paths, parking lots. Indoors: customer service counters and waiting areas). Work with internal operations team to ensure seamless and appropriate training and orientation of new staff in alignment with AODA requirements.	In progress
By January 1 2024		
Accessibility Policy (004140.00 Accessible Customer Service Plan 2022-2027)	Update to align with requirements and MYAP (2022-2027)	Completed
Accessibility compliance reports	File report for peopleCare and each owned/managed Home	Completed
Multi-Year Accessibility Plan 2022-2027	Review and update plan. Maintain plan to prevent and remove barriers to accessibility and to meet requirements of the AODA. Post on website.	Completed

2022		
Make any new or redeveloped public spaces accessible: Meaford LTC Home redevelopment	Work with peopleCare consultants (architects, builders, suppliers etc.) in planning, design and construction of new Home in alignment with AODA requirements around new building public spaces (outdoors: eating, play, walking paths, parking lots. Indoors: customer service counters and waiting areas). Work with internal operations team to ensure seamless and appropriate training and orientation of new staff in alignment with AODA requirements.	Completed
Implement HRIS	Implement Ceridian Dayforce, a user-friendly integrated Human Resources Information System to enable employee self-service access to compensation and scheduling information.	Completed
By December 31 2021		
Multi-Year Accessibility Plan 2022-2024	Review and update plan (minimum every five years). Maintain plan to prevent and remove barriers to accessibility and to meet requirements of the AODA. Post on website.	Completed
By June 30 2021*		
Accessible website	All public websites and web content posted after January 1, 2012 must meet WCAG 2.0 Level AA.	Completed
Accessibility reports	File report for peopleCare and each owned/managed Home	Completed
By January 1 2018		
Accessibility reports	File report for peopleCare and each owned/managed Home	Completed
By January 1 2017		
Make any new or redeveloped public spaces accessible	Outdoors: include outdoor eating, play, walking paths, parking lots Indoors: include service counters and waiting areas	Completed
By January 1 2016		
Make public information accessible when asked	Work with person to figure out how to meet their needs	Ongoing
Make employment practices accessible	Make hiring, training, and retraining opportunities accessible Have in place a process for developing individual accommodation plan and return to work plan for employees	Ongoing
By January 1 2015		
Make it easy to provide accessible feedback e.g., surveys	Maintain ways to provide feedback including via telephone and email in addition to printed materials	Ongoing
Train staff on accessibility laws	Include staff, volunteers and contract providers. Maintain records of training	Ongoing
Accessibility reports	File report for peopleCare and each owned/managed Home	Completed
By January 1 2014		
Multi-Year Accessibility Plan	Establish and maintain plan to prevent and remove barriers to accessibility and to meet requirements of the AODA	Completed
Accessibility Policy	Update	Completed
Accessible website	New public websites, significantly refreshed websites and any web content posted after January 1, 2012 must meet Web Content Accessibility Guidelines (WCAG) 2.0 Level A	Completed

By January 1 2012		
Accessibility Policy	Develop, implement and maintain policy on accessibility	Completed
Accessible Customer Service	Train staff & document training Policy for service animals in place Notices of planned or unexpected disruption of services	Ongoing
Emergency & Public Safety Information	Emergency policies and procedures in place and made available in an accessible format or with appropriate communication supports upon request. Examples include emergency codes, signage (exits), fire alarms and instructions	Ongoing

*extended from Jan 1, 2021