



**Yee Hong Centre
For Geriatric Care**

頤康中心

Multi-Year Accessibility Plan

(Updated 2019)

INTRODUCTION

In 2005, the Ontario Government passed the Accessibility for Ontarians with Disabilities Act with the objective in making Ontario accessible by 2025.

Integrated Accessibility Standards Regulation (IASR) has been created which will require organizations to be barrier free and inclusive. These standards include:

- Customer Service (previously this was a separate standard and has now been included in IASR)
- Information and Communication
- Employment
- Transportation
- Design of Public Spaces/The Built Environment

This Multi-Year Accessibility plan provides an overview of Yee Hong's initiatives to become a barrier free organization.

OUR COMMITMENT

In support of Yee Hong Centre for Geriatric Care's mission to be a centre of excellence, "Yee Hong" is committed to providing our employees, residents, and clients with barrier-free access to our goods, services and facilities, communication and information, employment opportunities and built environment in compliance with the *Accessibility for Ontarians with Disability Act (AODA)*. Furthermore, any

Our commitment includes:

- Transforming our culture to include accessibility into our everyday practice
- Commitment to the principles of independence, dignity, integration and equality of opportunity to meet the needs of people with disabilities
- Establishing, maintaining, and implementing policies, associated practices and procedures to meet the accessibility needs of people in a timely manner
- Excellence in serving all of our clients including people with disabilities in a manner that takes into account the person's disability.
- Promoting values that support relationships between people with disabilities and the organization.
- Training all employees and volunteers who provide goods and services to our clients, and persons participating in the development and approval of Yee Hong's policies, practices and procedures on the requirements under the Integrated Regulation and the Ontario Human Rights Code as it pertains to persons with disabilities
- Providing people with disabilities the same opportunity of access to employment opportunities and related services as do all prospective employees.

WHERE WE ARE AT

In many ways, Yee Hong has already recognized that a barrier free organization is a stronger organization through our various achievements.

CUSTOMER SERVICE

The Mission of Yee Hong is to enable Chinese Canadian and other seniors to live their lives to the fullest - healthy, independent and dignified.

Our commitment in fulfilling our Mission is to strive at all times to provide our goods, services and facilities in a way that respects the dignity and independence of people with disabilities. We are also committed to give people with disabilities the same opportunity to access our goods and services and facilities and to allow them to benefit from the same services, in the same place and in similar way as other clients.

Reasonable efforts will be made to ensure that

- Persons with disabilities are provided equal opportunity to obtain, use and benefit from Yee Hong's goods, services and facilities;
- Goods and services are provided in a manner that respects the dignity of persons with disabilities;
- Goods, services and facilities provided to persons with disabilities are integrated with the provision to others unless an alternative measure is necessary to allow the person with a disability to benefit; the alternative measure may be temporary or permanent;
- Communications with a person with disability are conducted in a manner that takes the person's disability into account;
- Documents available to public may be provided by arranging for accessible formats or communication supports, if supported, that takes a person's disability into account;
- An avenue for client feedback is available that takes a person's disability into account; and,
- Persons with disabilities may use assistive devices, service animals and support persons as necessary to access Yee Hong's goods and services, unless superseded by legislation.

The AODA training requirements for customer service include volunteers of providers as well as employees. We are pleased that this requirement has always been in place at Yee Hong as this is in line with Yee Hong's strategy to Improve Client Experience across All Programs.

INFORMATION AND COMMUNICATION

Yee Hong incorporates various communication tools in our daily practice of care to our residents and clients. This includes

- Written handbooks or brochures for our residents and clients along with overhead projection and oral presentation of items of interest
- Appropriate activities specific to our residents' and clients' cognitive and physical ability
- Acceptance of various channels of feedback including group and/or one-to-one meetings, written feedback and comment cards

- Appropriate use of pictures and gestures
- Regular face to face meetings with our residents, clients, and staff. Minutes are available to the relevant parties for review and comment.
- Our Internet web-site has been revamped, with significant progress to ensure stipulated WCAG 2.0 Level AA requirements are met by 2021
- New training materials have been provided via different methods including print, audio, video with captions, etc.

EMPLOYMENT

Yee Hong is committed to ensuring that people with disabilities have the same opportunity of access to employment opportunities and related services.

Employment policies and practices are established, implemented and reviewed regularly to ensure all individuals are treated on the basis of merit without discrimination. Reasonable accommodations will be made for individuals with disabilities when requested, in a reasonable and timely manner, taking into account the individual's needs. Accommodations are regularly reviewed and adjusted, as necessary.

It should be noted that Yee Hong's core value and mission is to serve clients and residents within the Chinese culture and as such, the Chinese language requirement is a bonafide job requirement for some jobs in order to be able to meet the needs and provide access to services for the residents, clients and their families.

ATTITUDINAL

Yee Hong's mission is to support culturally appropriate services to enable seniors of different backgrounds and needs to live their lives to the fullest – in the healthiest, most independent and dignified ways. This is aligned with the AODA objective.

We provide a continuum of culturally appropriate care to seniors of Chinese origin. Furthermore, we recognize the needs of other cultural backgrounds and as such, provide long term care services to seniors of other backgrounds, including a dedicated wing for individuals of South Asian descent at our Markham location, a dedicated wing for individuals of Japanese descent at our Scarborough Finch location, and a multicultural wing for individuals of various background at our Mississauga location. In our Social Services division, we offer various programs to seniors and younger clients according to their specific needs and our operational capacity. This information is readily available in our facility tours and website.

We cannot achieve this without repeated training and enforcing of practices which abide by the Human Rights Code to all our staff, volunteers and service providers.

DESIGN OF PUBLIC SPACES/THE BUILT ENVIRONMENT

Regulations under this standard encompass two components: Building Code (Structural) and Use of Public Spaces (Environmental). The regulations primarily apply to new buildings or new, significant retro-fitted environments. Where major new buildings or significant renovations have taken place in the past, Yee Hong has always met or exceeded accessibility requirements.

Structural

All Yee Hong Centres have accessible entrances that are available and clearly marked. Entrances can be accessed independently and provide direct access to the main floor, lobby or elevator without having to access stairs or a ramp.

Weather protection is provided and routes of travel are wide enough to accommodate mobility devices and lift equipped vans.

Each location has curb cuts at drives, parking and drop-off locations, with adequate number of accessible parking spaces clearly marked with the International Symbol of Accessibility.

Landscaping is maintained and well-trimmed to ensure routes of travel are clear and well lit.

Environmental

Yee Hong had made a conscious effort in its architectural design to meet and exceed building standards when it comes to ensuring the safety and meeting accessibility for our staff, clients, residents and visitors.

Our doors are operational with a closed fist and the closers are timed to allow sufficient time for movement between areas. Clear, visible signage and lighting are provided and our emergency systems are checked and maintained on a regular basis. Service desks and service facilities are suitable for both standing and seating users.

All our public elevators have door jams at each door identifying the floor in raised Braille letters and open public spaces are flexible in design to allow for wheelchair.

WHAT HAVE WE DONE

Yee Hong has established an Accessibility Committee which will provide leadership to the organization in its ongoing commitment to be barrier free.

Staff, volunteers and providers of goods, services and facilities are trained on how to provide service to our residents and clients with disabilities. Supervisors receive additional training on the *Ontario Human Rights Code*.

Policies and guidelines specifically related to accessibility have been established and we are continuing to review our other policies and practices to incorporate accessibility.

An audit has been conducted to identify areas that Yee Hong can focus on in the long run and a Work Plan has been created to identify areas for action and expected timeline for completion (reference: Appendix I - Accessibility Work Plan)

YOUR FEEDBACK

The purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal, and prevention of barriers to facilitate their full participation. Yee Hong Centre for Geriatric Care strives to achieve this goal.

Please let us know how we can service you better. We welcome your feedback whether in person, by telephone, in writing, by email, or otherwise.

If you require assistance while on site, please speak to the receptionist or your direct service provider.

Documents concerning Accessibility at Yee Hong are available upon request.

APPENDIX I

AODA WORKPLAN (updated 2019)

STANDARDS	REQUIREMENT	ACTION PLAN	EXPECTED TIMELINE FOR COMPLETION
Establish Accessibility Committee	Establish Accessibility Committee to provide leadership to the organization to be barrier free	Committee established	Completed
INTEGRATED ACCESSIBILITY STANDARDS REGULATION			
Establish Accessibility Policy (S3)	Development of Accessibility Policies	Develop Commitment Statement	Completed, and reviewed again in 2019
		Amend Accessibility Policy based on ISAR	
		Posted Statement and policy publicly Have process in place to ensure Commitment Statement and policy can be provided in an accessible format, upon request	
Establish Accessibility Plans (S4)	Conduct Accessibility Assessment	Developed Accessibility Assessment template and completed assessment for each location	Completed
	Establish, implement, maintain and document a multi-year accessibility plan outlining Yee Hong's strategy to prevent and remove barriers and to meet its requirement under this Regulation. Plan to be reviewed and updated every 5 years	Document findings from assessment. Discussed assessment findings in AODA Committee Highlight accomplishments to date and steps we will take to improve current accessibility barriers.	Completed, and reviewed again in 2019
Post multi-year plan on website Have process in place to ensure plan can be provided in an accessible format, upon request			
Prepare Annual status report on progress of measures taken to implement strategy referenced		Document progress to date	Completed
		Post annual status report on website. Updated progress to staff during annual corporate training	
		Have process in place to ensure plan can be provided in an accessible format, upon request	

Procuring or Acquiring Goods, Services, or Facilities (S5)	Incorporate accessibility criteria and features into procurement practices unless if it is not practice to do so (not a requirement for Yee Hong, but consider good practice)	Current policy on procurement and safe purchases include accessibility as component for assessment. Practicality may include availability of goods or services, technological compatibility between older and new products	Completed
Self-Service Kiosks (S6-2)	Consideration of accessibility features people when designing, purchasing or obtaining a self-service kiosk	Current policy on procurement and safe purchases include accessibility as component for assessment. Considerations for accessibility include color contrast on screens, font size, voice activating equipment, specialized keyboards, reach ranges, height and stability of kiosk, etc.	Completed
Training (S7)	Training on ISAR and Ontario Human Rights Code to all employees, volunteers and other persons who provide goods, services or facilities on behalf of the organization	Training shall be aligned with duties of the employee, volunteer or service provider and should incorporate ISAR, the Code, and achieving accessibility by 2025, requirement of standards. Corporate Orientation encompasses AODA for new Ees	Completed, and ongoing
		Records of training documented and maintained	
		Have process in place to ensure training be provided in an accessible format, upon request	
Customer Service			
Establishment of policies, procedures and practices for customer service (S3)	Every provider of goods or services shall establish policies, practices and procedures governing the provision of its goods or services to persons with disabilities	Policy established and updated	Completed, and reviewed again in 2019
Use of Assistive Devices (S3)	Policy outlining use of assistive devices by persons with disabilities to obtain, use or benefit from the provider's goods or services or the availability, if any, of other measures which enable them to do so	Policy created and will be updated as needed	Completed, and reviewed again in 2019

Use of Service Animal (S4.02)	If a person with a disability is accompanied by a guide dog or other service animal, the provider of goods or services shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises.	Policy updated to reflect that letter declaring a service animal can be from health care provider as listed in the IARS	Completed, and reviewed again in 2019
Use of Support Persons (S4.04)	If a person with a disability is accompanied by a support person, the provider of goods or services shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises	Policy updated to reflect support person allowed only for a legitimate health and safety concern if left unaccompanied and where there are no reasonable alternatives available	Completed, and reviewed again in 2019
Disruption of Service (S.5)	If, in order to obtain, use or benefit from a provider's goods or services, persons with disabilities usually use particular facilities or services of the provider and if there is a temporary disruption in those facilities or services in whole or in part, the provider shall give notice of the disruption to the public.	Policy in place. Notice of disruptions include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available and is posted in a conspicuous place.	Completed, and reviewed again in 2019
Customer Feedback (S7)	Every provider of goods or services shall establish a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make information about the	Updated policy to reflect feedback on the process itself Accessible formats: electronic formats (HTML, MS Word), Braille, Audio formats, large print, text transcripts, reading aloud to person directly, repeating, sig	Completed, and reviewed again in 2019

	process readily available to the public		
Training (S6)	Every provider of goods or services shall ensure that employees, volunteers, service providers on behalf of Yee Hong, persons who participates in developing provider's policies, practices and procedures governing the provision of goods, services, facilities receive training about accessible customer service	Policy created. Training is incorporated in annual training and also in corporate orientation. Further training as it pertains to job may be required (see training under IASR regulations)	Completed, and reviewed again in 2019
Documentation and Annual filing (S8)	Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall notify persons to whom it provides goods or services that the documents required by this Regulation are available upon request	Information posted and filing up to date. The last accessibility compliance report required to be filed was December 31, 2017 (completed). The next accessibility compliance report is due by December 31, 2020	Completed, and ongoing
Information and Communication			
Feedback (S11)	Have process in place for receiving and responding to feedback shall ensure that the processes are accessible by providing or arranging for accessible formats and communication supports, upon request	Review current feedback tools used (including tools used for surveys, general inquiries, etc.)	Completed, and reviewed again in 2019
Accessible Formats and Communication Support (S12)	Upon request, arrange for the provision of accessible formats and communication supports, in a timely manner	Review current tools and processes to allow for accessible formats, and communication support. Accessible formats: electronic formats (HTML, MS Word), Braille, Audio formats, large print, text transcripts, reading aloud to person directly, repeating, sig	Completed
Emergency Procedures, Plans or Public	If an organization prepares emergency procedures, plans or public safety	Review current emergency information made public (e.g., fire related emergency)	Completed

Safety Information (S13)	information and makes the information public, it shall provide the information in an accessible format, upon request	Have process in place to ensure information provided in an accessible format, upon request.	
Accessible websites and web content (S14)	New internet websites and web content on sites must conform with WCAG 2.0 Level A	Requirements are met for any new web content published after January 1, 2012	Completed
	Internet websites and web content on sites must conform with WCAG 2.0 Level AA, other than 1.2.4 Captions (Live); 1.2.5 Audio Descriptions (Pre-recorded)	Internet web-site has been revamped, with significant progress to ensure stipulated WCAG 2.0 Level AA requirements are met by 2021	Jan-21
Employment			
Recruitment General (S22)	Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes	Added accommodation availability to job postings	Completed
Recruitment, Assessment or Selection Process (S23)	Notify job applicants selected for assessment/selection that accommodations are available upon request.	Reviewed recruitment policy to ensure practices are aligned with AODA requirements. Incorporate process into daily practice	Completed
		Have process in place to ensure selection tools may be provided in an accessible format upon request. Reasonable accommodation to be provided upon consultation with the applicant with a disability	
Notice to Successful Applicants (24)	Notice to successful applicants of policies for accommodating employees with disabilities	Reviewed orientation practice to ensure practices are aligned with AODA requirements. Incorporate process into daily practice	Completed
		Reviewed overall accommodation process	
Informing Employees of Support (25)	Inform employees of policies used to support employees with disabilities as soon as it is practicable	Communicated policy changes through internal communication channel	Completed
		Incorporate in new hire orientation Communicating changes in policies through internal communication channel	

<p>Accessible Formats and Communication Supports for Employees (26)</p>	<p>Upon request and after consultation with the Employee, arrange for the provision of accessible formats and communication supports for information needed to perform their job and information generally available to employees in the workplace manner</p>	<p>Review workplace materials to be available in accessible formats (e.g., policies and procedures, phone lists, etc.)</p> <p>Document accommodation required for the Employee and review regularly</p> <p>Review current tools and processes to allow for accessible formats, and communication support. Accessible formats: electronic formats (HTML, MS Word), Braille, Audio formats, large print, text transcripts, reading aloud to person directly, repeating, sig</p>	<p>Completed</p>
<p>Workplace Emergency Response Information (27)</p>	<p>Every employer shall provide individualized workplace emergency response information to its employees who have a disability</p>	<p>Communicated to employees along with other accessibility changes</p> <p>Incorporated in overall accommodation policy/document required for the Employee with disability. With the employee consent, notify person designated to provide assistance to the employee.</p> <p>Accommodation policy incorporates process in place to review accommodation plan when employee moves to a different physical location, when overall accommodation plans are reviewed or when employer reviews its general emergency response</p>	<p>Completed</p>
<p>Documented Individual Accommodation Plans (S28)</p>	<p>Develop and have written process for the development of documented individual accommodation plans for employees with disabilities</p>	<p>Design template for documentation of accommodation plan in accordance with Ontario Human Rights Act. Include process for review, protection of employee privacy, process in seeking medical expert evaluation and employee/employer sign-off</p>	<p>Completed</p>
<p>Return to Work Process (S29)</p>	<p>Develop and have in place a RTW process for employees who have been absent from work due to disability and require disability-related accommodations in order to return to work. Process should be documented.</p>	<p>Review current RTW policies and procedures. Update if necessary.</p>	<p>Completed</p>

Performance Management (S30)	Employer must take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process	<p>Accommodation policy applies to overall performance management policies, procedures and tools</p> <p>Ensures performance management tools can be made available in an accessible format (e.g. PA assessment documentation). Refer to accommodation plan to best provide ongoing feedback on performance.</p>	Completed
Career Development and Advancement (S31)	Employer must take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when providing career development and advancement	Accommodation policy incorporates accommodation plan review process when an employee moves to a different job or takes on additional responsibilities/projects.	Completed
Redeployment (S32)	Employer must take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities	Accommodation policy incorporates accommodation plan review process when an employee moves to a different job.	Completed