



# Mountainview Residence & Terrace

Owned and operated by the Summer family

## Accessibility Policies

### **Statement of Organizational Commitment**

Mountainview Residence is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we 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 meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

### **Training**

We are committed to training staff and volunteers in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities. We will train our employees and volunteers on accessibility as it relates to their specific roles.

### **Procurements**

We will incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities, including self-serve kiosks. If it is not possible and practical to do so, we will provide an explanation upon request.

### **Self Service Kiosk**

We will incorporate accessibility features/consider accessibility for people with disabilities when designing, procuring, or acquiring self-service kiosks.

### **Information & Communications**

We will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication support. We will also meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

### **Employment**

We will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring. We will notify staff that support is available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees. Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. Our performance management, career development and redeployment processes will take into account the accessibility needs of all employees. Note: This only applies to organizations that already have these processes in place.

### **Changes to existing policies**

We will modify or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities.



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## **Accessibility Standards for Customer Service - January 1, 2012**

The Customer Service Standard, the first standard under The Accessibility for Ontarians with Disabilities Act 2005 (AODA) was passed by the Ontario Legislator with the goal of addressing service in all manner of public and private business relationships.

### **Use of service animals and support persons**

Mountainview Residence is compliant with the use of service animals and support persons within the home. Mountainview Residence will train its staff to learn ways to communicate with customers with disabilities to ensure they receive equal opportunity. For example: Staff are trained to always address the person with the disability and not the support person, the support person is there to aid and assist if necessary.

### **Notice of Temporary Disruptions**

When Mountainview experiences a disruption in services it will inform residents and staff of the reason and its anticipated duration. During this time Mountainview Residence will accommodate the residents and staff's needs. The notice will be posted at the front desk as well as the nursing station in Care Wing and Memory Lane.

### **Training for Staff in Customer Service**

Training will be provided to all staff as per the Accessibility Standards for Customer Service and the RHRA. Courses will be posted in an individual learning plan on the Learning Centre for Senior Living. All staff are required to complete this at the beginning of employment at Mountainview. The courses that comply with the Accessibility Standards for Customer Service are:

- AODA & the Human Rights Code Tutorial
- AODA Regulation 429/07 Tutorial

\*Training will be provided on an ongoing basis when changes to policies and practices are made

### **Feedback Process for Providers of Goods & Services**

Mountainview Residence under compliance standards with the AODA and the IASR have developed policies and procedures for the public to make feedback in accessible formats with communication support. Mountainview is always available to provide accommodations upon request. Mountainview will accept feedback in person, by telephone, in writing or by email.

\*Reference Feedback section from February of 2013.

### **Notice of Availability of Documents**

Mountainview will notify the public of any policies regarding accessibility and customer service. This will be posted on the company's website.

### **Format of Documents**

Mountainview will ensure that accessible communication and formats are provided in a reasonable and timely manner. We will individualize the requests in order to make sure that the format is appropriate for their individual needs.



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## Integrated Accessibility Standards (ISAR)

Information and Communications

### **Feedback- Compliance by January 1, 2016**

Mountainview under compliance standards with the AODA and the IASR have developed policies and procedures for the public to make feedback in accessible formats with communication support. Reference Feedback section from February of 2013. Mountainview is always available to provide accommodations upon request.

### **Accessible Formats and Communications Support-Compliance by January 1, 2017**

Mountainview will ensure that accessible communication and formats are provided in a reasonable and timely manner. We will individualize the requests to make sure that the format is appropriate for their individual needs.

### **Emergency Procedure, plans or public safety information- January 1, 2012**

Mountainview will post and update the Fire & Emergency Plan in accordance with the RHRA Regulation 24 & 26 in an accessible format and area to comply with the AODA. If an individual requests a certain format, accommodations will be provided.

### **Accessible Website and Content-January 1, 2012**

Mountainview's website and content will conform with the World Wide Web Consortium Web Content Accessible Guidelines (WCAG 2.0 at level AA).

### **Educational and Training Resources-January 1, 2015**

Mountainview complies with the IASR as well as the RHRA requirements for staff training. Staff participate in online training annually on required subjects. This is done through a series of webinars/slides/quizzes all can be requested in a paper format and audio version.

### **Employment Standards-January 1, 2017**

#### **Recruitment-January 1, 2017**

When posting jobs ads Mountainview will incorporate the following caption "Mountainview Residence is an equal opportunity employer and welcomes applications from all interested parties. In accordance with Mountainview's Accessibility Policy, a request for accommodation will be accepted as part of Mountainview's hiring process." Accommodations can include a scribe, electronic versions, paper versions, or verbally communicated during a pre-screen test and interview.

### **Notice to Successful Applicants & Informing Employees of Supports- January 1, 2017**

All employees are required to review and complete site specific policies and procedures prior to employment. This will include Mountainview Accessibility Policies and Procedures so that new staff are aware of available accommodation procedures.



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## Accessible Formats and Communication Supports for Employees-January 1, 2017

Mountainview will meet individually and confidentially with employees requesting accommodations to ensure formats and supports are arranged. **This can include:**

- a) Information that is needed in order to perform the employee's job.
- b) Information that is generally provided to employees in the workplace (paystub, training, policies, procedures, activities, and events information etc.)

## Workplace Emergency Response Information-January 1, 2012

When an employee with a disability requests accommodations during an emergency response procedure Mountainview will review the request while also considering the job requirements during an emergency situation. This will be done on a case by case basis and will consider resident and staff safety.

## Documented Individual Accommodation Plans-January 1, 2017

Mountainview will document and record the accommodation needs of employees as per this format below to determine an appropriate course of action for both Mountainview and the employee:

Name:	Date:
Evaluation:	
Outside Evaluation Required? ___ Yes ___ No	To be reviewed on:
Evaluation Outcome:	
Accommodation Outcome:	
Accommodation Formats & Communications Supports:	
Workplace Emergency Response Information:	
Any other accommodations to be required:	



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## **Return to work process-January 1, 2017**

Through the return-to-work process for employees who have been absent from work due to a disability, Mountainview will be using the individual accommodation plan. Return to work plans will be assessed on an individual and case-by-case basis to determine the employees fit in relation to the job requirements. Our main focus is ensuring our staff and residents' safety. Mountainview will also document all communications and plans in place to ensure a smooth transition back to work.

## **Performance Management-January 1, 2017**

During Mountainview's Performance Management process we will take into account the accommodations required for employees with disabilities as well as any accommodation plans that have been arranged.

## **Career Development & Advancement- January 1, 2017**

Mountainview will ensure that an accommodation plan is reviewed when an employee advances within the company. This will ensure that the employees' needs are met for a job with new responsibilities and requirements.

## **Redeployment-January 1, 2017**

Mountainview will ensure that an accommodation plan is reviewed when an employee is reassigned within the company.

## **Design of Public Spaces**

Mountainview will establish plans to meet the Accessibility Standards for the Design of Public Spaces when applicable in the building or modifying public spaces.

Mountainview will take appropriate measures to prevent service disruptions to accessible parts of its public spaces, such as access to owned offices and facilities. In the event of a service disruption, we will notify the public of the services disruptions and any alternatives available.

## **Accessibility Plan**

### **Message from Christoph Summer (Owner/Administrator)**

Mountainview Residence is committed to providing high quality hospitality and health services to seniors for the past 25 years. Mountainview is committed to maintaining an accessible living space for our residents and an accessible workspace for our staff. Throughout the years Mountainview has expanded and is able to provide accommodations for seniors with additional care needs and requirements. Residents and staff are always able to ask for accommodations in all aspects of accessibility. Our plan shows how Mountainview Residence will play its role in making Ontario an accessible province for all Ontarians.



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## Introduction

Throughout the years Mountainview has added onto the buildings, with the newest addition being the Care Wing which was opened in August of 2015. The Care Wing was designed with accommodations in mind. The Care Floor has accessible bathrooms in each suite that enable wheelchair access as well as a ceiling lift from the bed with a track into the bathroom. The Memory Lane is a secured unit for wandering residents' safety. It has wide hallways and allows the residents to move around freely. Mountainview is committed to upholding accessible standards while keeping residents' safety in mind.

## Section One: Past Achievements to Remove & Prevent Barriers

Customer feedback is a main priority for Mountainview, with many avenues to receive feedback.

- Monthly Town Hall meetings for the Residence/ Care Wing/ Terrace, this is also an RHRA Regulation 12
- Residents, Family Members & Staff are also able to provide feedback at the Front Desk as well as the Front Office
- Our website allows people to "Get in Touch" and submit any requests or feedback. A member of our management team will review the request/feedback and get in touch.
- The Residence and Terrace have suggestion boxes that are located at the Reception Desks. This is checked weekly to see if anything has been submitted.

Once feedback is received our Management Team & Staff is committed to reviewing and addressing the feedback in a timely manner. An example of this would be our Front Entrance Canopy, this was a suggestion from our residents and family members. This structure was developed to cover our front entrance so residents would be protected from the elements when going outside to cars/buses. The concrete pad is also heated to prevent ice.



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## Barriers and Achievements

**2012**-Emergency & Fire Safety Plan Formats

### Action:

- Mountainview will post and update the Fire & Emergency Plan in accordance with the RHRA Regulation 24 & 26 in an accessible format and area to comply with the AODA.

**February 2013**- Some employees and residents mentioned that our website and policies were too hard to read.

### Actions:

- Review and update internet templates.
- Ensure the minimum font used in templates is 12 size fonts. Only sans-serif typefaces are to be used.
- Ensure fonts can be resized when technically feasible.

**March 2013**-The RHRA requires that annual staff training be completed online. Some employees have mentioned difficulties with the website and Mountainview has taken steps to make this training accessible.

### Actions:

- Staff are given the opportunity to ask for paper copies of the webinar slides as well as paper copies of the quizzes. Once completed it is marked and uploaded to The Learning Centre.
- Staff are welcome to use Mountainview's computers located in the Residence and the Terrace buildings.
- The website provides courses with both visual and audio components to achieve accessibility standards for staff in training.
- In accordance with the Integrated Accessibility Standards, Mountainview notifies the public and staff of accessible formats and communication supports.

**2014**- Technological barrier for job postings

### Action:

- Mountainview updated its recruitment process to include online job postings and applications through the website & indeed. Mountainview also accepts walk-in applications and referrals.

**2015**- Systemic Barriers.

### Action:

- Mountainview is making a conscious effort to ensure customers and employees with disabilities are thought of when planning different events, policies, and procedures.

**2016**-Seating Arrangements are made to positively enhance our residents' lives.

### Action:

- Mountainview takes into consideration the residents hearing and their cognition. We sit residents in appropriate places where they will feel comfortable and at ease.

**April 2017**- Website needs updating to include captions for the pictures that are posted.

### Action:

- Webmaster is to be contacted in regards to this, any pictures submitted for uploading need to include a caption and description of the photo.



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## Multi Year Accessibility Plan

Mountainview is committed to continually developing, implementing, and maintaining policies governing how the organization achieves or will achieve accessibility through meeting this regulation. To facilitate this commitment Mountainview will establish, maintain, and document a multiyear accessibility plan that will be reviewed and update annually to identify progress made in addressing barriers, this will be posted on Mountainview's website and on the Learning Centre for Seniors Living under Site Specific Policies.

Year	Barrier	Action Plan
2013	Informational & Communication (document format)	-Ensure that sans serif and size 12 font is used for standard documents -Incorporate accommodation for documents into the accessibility plan
2014	Technological (recruitment process)	-Ensure applicants can apply online and in person
2015	Systemic  Physical Architectural	-Ensure all events, policies and procedures take into consideration persons with disabilities -This could include space at an event, format of a presentation, format of a document whether it is hard copy or electronic  -Care Floor addition was completed and includes wheelchair accessible bathrooms with ceiling lifts into the bathrooms. -Memory Lane is a secure unit for wandering residents' safety and includes larger hallways to encourage movement
2016	Attitudinal  Seating	-Informing the employees of different ways to interact with persons with disabilities such as vision, hearing, or cognitive issues  -Arrange the tables in a manner that is effective and comfortable for residents and meets all needs and requirements
2017	Information & Communication (Marketing)  Information & Communication (Website)	-Ensure that marketing efforts are inclusive and meet people with disabilities -This can be done by including people with disabilities of all ages through photos and testimonials  -Webmaster is to be contacted in regards to adding captions and descriptions to all photos online



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2018	Physical Architectural	-New parking spaces closer to the front of the building will provide a closer distance to the front doors
2019	Mental Health Awareness	-Ensuring by 2019 that a Mental Health Policy and Procedure is implemented to protect staff. -Arrange a Mental Health and Wellness Committee that strives to provide an outlet that is reachable for all staff.
2020	Essential Accessibility Icon	-Mountainview will evaluate the Essential accessibility icon for the website and determine its appropriateness for the business needs
2021	WCAG 2.0 AA	-Mountainview is committed to maintaining any updates made to the website, by following the guidelines outlined in the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, level AA
2022	Fragrance Free Policy	- Ensuring staff are not wearing fragrances in the workplace due to allergic reactions or asthmatic issues - Ensuring certain cleaning products are used for cleaning/ sanitization purposes that will not trigger allergic reactions in staff members or residents
2023	Personal Protective Equipment- physical barrier	- ProVision Masks available to aid individuals with hearing loss who require lip reading to communicate