



NIAGARA INA GRAFTON GAGE VILLAGE

CORPORATE MANUAL

<b>SECTION:</b> Quality Management	<b>NUMBER:</b> C-03-07-03
<b>SUBJECT:</b> Multi-Year Accessibility Plan 2020-2025	<b>PAGE 1 OF 4</b>
<b>DATE OF ORIGIN:</b> June 2020	<b>REVISED:</b> October 2023

1.0 INTRODUCTION

In accordance with the *Accessibility for Ontarians with Disabilities Act 2005 (AODA)* and the *Integrated Accessibility Standards Regulation (IASR)*, Niagara Ina Grafton Gage Village (NIGGV) will develop and publish its multi-year accessibility plans.

The multi-year accessibility plan 2020-2025 purpose is to maintain and establish a safe environment for individuals with disabilities. By focusing on the five key initiatives Niagara Ina Grafton Gage Village will ensure that the organization is in compliance with the legislation.

2.0 INITIATIVES

The multi-year initiative set out in this plan is to continue the foundational work of previous plans and incorporate new ideas to address persistent barriers to accessibility.

The initiatives fall under five (5) key areas stemming from legislative obligations:

- 1) inclusive employment;
- 2) equitable customer service;
- 3) digitally-inclusive communications;
- 4) barrier-free government facilities; and
- 5) accessible procurement and transfer payments.

3.0 INCLUSIVE EMPLOYMENT

Key Outcome: Candidates and NIGGV employees with disabilities have the support to join, work effectively, experience career growth, and have opportunities for learning, development, and progression.

Initiatives:

- .1 Streamline and integrate employment accommodation in NIGGV.
- .2 Expand mental health resources and services, including for NIGGV employees with disabilities.
- .3 Proactively identify and address systematic employment barriers with a focus on recruitment, promotion, and career development, including for NIGGV employees with disabilities.

REVIEWED: *[Signature]* Dec 15/23  
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- .4 Consider and account for accessibility requirements during the recruitment process and when making an offer to a successful candidate

#### **4.0 EQUITABLE CUSTOMER SERVICE**

Key Outcome: Clients and residents of all abilities receive seamless, dignified, and equitable access to barrier-free services from Niagara Ina Grafton Gage Village employees.

Initiatives:

- .1 Develop and implement strategies to support NIGGV employees and/or volunteers who communicate with or have interactions with the public in providing accessible client and customer service.
- .2 Update and enhance annual mandatory NIGGV training for staff and volunteers on AODA accessibility standards, and on how to interact and communicate with people with various types of disabilities
- .3 Review and update the NIGGV Accessibility Customer Service Policy to be more inclusive and promote the delivery of accessible customer service.

#### **5.0 DIGITALLY-INCLUSIVE COMMUNICATION**

Key Outcome: Members of the public and Niagara Ina Grafton Gage Village employees and volunteers of all abilities are provided with equitable access to NIGGV digital information, products, and services that meet accessibility requirements.

Initiatives:

- .1 Develop an NIGGV Digital Accessibility Standard to provide clear corporate guidance on digital accessibility requirements.
- .2 Implement the NIGGV Web Accessibility to meet accessibility requirements.
- .3 Create and implement a welcoming environment for people with disabilities who are accompanied by a service animal.
- .4 Organize and manage activities and events for all clients/residents to include participation from people with disabilities.

#### **6.0 BARRIER-FREE FACILITIES**

Key Outcome: Clients, residents and NIGGV employees/volunteers of all abilities feel welcome in our facilities that incorporate inclusive design practices and technologies.

Initiatives:

- .1 Ensure NIGGV workspace standards includes accessibility and meets legislative requirements to all new and current office infrastructure.
- .2 Review and recommend updates of best accessibility practices by following AODA, 2005 Ontario

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Regulation 191/11: Part IV.1 “Design of Public Spaces Standards”.

- .3 Develop partnerships with the community to build expertise around inclusive design when needed.

**7.0 ACCESSIBLE PROCUREMENT AND TRASFER PAYMENTS**

Key Outcome: Accessibility is effectively integrated on NIGGV procurement and transfer payment process to ensure clients and residents financial transactions free of barriers for persons with disabilities.

Initiatives:

- .1 Access NIGGV transfer payment rules and embed accessibility requirements.
- .2 Ensure contracts and agreements between NIGGV and other parties are clearly identified to meet the needs of individuals with disabilities.

**8.0 ACHIEVEMENTS**

.1 Structural

Niagara Ina Grafton Gage Village has accessible building entrances that are available and clearly marked. Entrances to the community buildings can be accessed independently and provide direct access to the ground floor, lobby or elevator by either using a ramp or stairs.

Routes of travel are wide enough to accommodate mobility devices (ambulances) and lift equipped vehicles.

Each location has a curb cut at drives and paring/drop-off locations, with adequate number of accessible parking spaces clearly marked with the international Symbol of Accessibility.

.2 Environmental

Niagara Ina Grafton Gage Village has 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.

Many of our outdoors are operational with a push of a bottom 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 open public spaces are flexible in design to allow for wheelchair access.

.3 Employment/Volunteering

Niagara Ina Grafton Gage Village is committed to ensuring that people with disabilities have the same opportunity of access to employment and volunteering opportunities and related services.

Employment policies and practices are established, implemented and reviewed regularly to ensure individuals are treated on the basis of merit without discrimination.

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Practices for recruiting and hiring have been updated and implemented to ensure the organization is meeting the needs of and job/volunteer applicants with disabilities. Disability accommodations are offered during the recruiting, interviewing and hiring process.

.4 Organizational Culture

Niagara Ina Grafton Gage Village’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 annually ensure that our staff receive the required and necessary training as well as provide access to resources to enforce our best practices to foster and culture of diversity and inclusion.

.5 Information and Communication

Niagara Ina Grafton Gage Village incorporates various communication tools in our daily practice of care to our residents and clients. This includes:

- a) Developed and written handbooks and brochures for our residents and clients along with screen projection throughout the common areas of the main building.
- b) Planned and provided regular appropriate and tailored activities and events to promote the physical, intellectual, emotional, social and spiritual needs of each resident by taking under consideration all our residents and clients with cognitive and physical ability. Created a team of recreation therapists who offers a solid knowledge and expertise to develop calendar activities to meet such needs.
- c) Implemented and accepted various channels of feedback including group meetings, one-on-one meetings, written feedback and comment cards.
- d) Developed a new website that meets all accessibility requirements of the legislation and provides a resident’s portal.

**9.0 ACCOUNTABILITY AND REPORTING**

Leadership team is accountable for the desired outcome of improved accessibility which will promote a stronger sense of belonging, dignity, self-worth, and independence for persons with disabilities.

The success of the Multi Year Accessibility Plan will be monitored through regular performance reviews and regular reporting to Chief Executive Officer and Board of Directors.

**10.0 CONCLUSION**

Niagara Ina Grafton Gage Village (NIGGV) is committed to promoting a safe environment for individuals with disabilities. The multi-year accessibility plan ensures transparency in NIGGV’s policies and procedures.