

Multi-year Accessibility Plan Linwell Gardens Ltd. 2017

| No. | AODA Standard/ Regulation Section References | Initiative/Action | Description | Completion Status | AODA Compliance |
|-----|---|--|---|--|---|
| 1 | Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 3 | Part I General Statement of Commitment to Accessibility | s.3. Statement of commitment used as stand-alone document for organizations to demonstrate their commitment to accessibility. | Completed. To be posted on Linwell's website. | Updated: November 2017 Posted: December 2017 |
| 2 | Customer Service Standard O. Reg 429/07 Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 3 | Establishment of Policies, Practices and Procedures Establishment of Accessibility Policies | Policies and Practices must be compatible with the following principles: 1. Respect for dignity and independence 2. Integration 3. Equality Develop a policy that complies with the Customer Service Standards: <ul style="list-style-type: none"> • Provision of goods and services to persons with disabilities • The use of assistive devices • The use of guide dogs, service animals and service dogs • The use of support persons • Notice of service disruptions • Customer feedback • Training • Notice of availability and format of documents (if applicable). s. 3 (1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation | Linwell Gardens has adopted the following policies: 0. AODA (1)- General Requirements 1. AODA (2)– Integrated Accessibility Standards Regulation (IASR) Employment Policy 2. AODA (3)– Integrated Accessibility Standards Regulation (IASR) Design of Public Spaces Policy 3. AODA (4)- Integrated Accessibility Standards Regulation (IASR) Customer Service Policy 4. AODA (5) – Integrated Accessibility Standards Regulation (IASR) Information and Communications Policy | Updated: November 2017 |
| 3 | Customer Service Standard O. Reg 429/07 Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 7 | Training | s. 7 (1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to, a) all employees, and volunteers; b) all persons who participate in developing the organization's policies; and c) all other persons who provide | Continuing training with initiatives in place to ensure that that it is always on the front burner. A training program has been identified. Linwell Gardens will training its employees with "HR Downloads' online training". Existing employees will be trained or retrained before the end of 2017. HR will send the training request to every new employee before to start working at Linwell. | Ongoing |
| 4 | Customer Service Standard Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 11 | Part II Information and Communication Standards Feedback | Establish an accessible process for receiving and responding to feedback about the manner in which Linwell Gardens provides goods or services to persons with disabilities. s. 11 (1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request. | Completed The information about the Feedback procedure will be readily available to the public through Linwell Gardens' website. | Posted:December, 2017 |

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| 5 | Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 12 | Accessible formats and Communication Supports | <p>s. 12 (1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,</p> <p>a) in a timely manner that takes into account the person’s accessibility needs due to disability; and</p> <p>b) at a cost that is no more than the regular cost charged to other persons.</p> <p>s. 12 (2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p> <p>s. 12 (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p> | <p>Completed.</p> <p>The public will be notified about the availability of accessible formats and communication supports through Linwell Gardens’ website.</p> | Posted:December, 2017 |
| 6 | Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 13 | Emergency procedure plans, or public safety information | s. 13 (1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request. | When asked, Linwell Gardens will provide publicly available emergency information, like evacuation plans or brochures, in an accessible format. | Ongoing |
| 7 | Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 14 | Accessible websites and web content | s. 14 (2) Designated public sector organizations and large organizations shall make their internet websites and web content accessible. | (applies to new websites and web content on those sites). | |
| 8 | Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 22 | Part III Employment Standards Recruitment, general | s. 22 Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes. | <p>Completed.</p> <p>The public will be notified through Linwell Gardens’ website.</p> | Posted:December, 2017 |
| 9 | Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 23 | Recruitment, assessment or selection process | <p>s. 23 (1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.</p> <p>s. 23 (2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant’s accessibility needs due to disability.</p> | Covered under AODA (2)– Integrated Accessibility Standards Regulation (IASR) Employment Policy | Ongoing |
| 10 | Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 24 | Notice to successful applicants | s. 24 Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities. | Covered under AODA (2)– Integrated Accessibility Standards Regulation (IASR) Employment Policy | Ongoing |

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| 11 | Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 25 | Informing employees of supports | <p>s. 25 (1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p> <p>s. 25 (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</p> | A handout will be provided to every new employee that covers AODA requirements, inclusive of job accommodations. | Ongoing |
| 12 | Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 25 | Informing employees of supports | s. 25 (3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. | Employees will be informed through postings in the bulletin board and/or payroll slips | Ongoing |
| 13 | Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 26 | Accessible formats and communication supports for employees | <p>s. 26 (1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,</p> <p>a) information that is needed in order to perform the employee's job; and</p> <p>b) information that is generally available to employees in the workplace.</p> <p>s. 26 (2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p> | Where an employee with a disability so requests it, Linwell will consult with the employee to provide or arrange for the provision of accessible formats and communication supports | Ongoing |
| 14 | Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 27 | Workplace emergency response information | <p>s. 27 (1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.</p> <p>s. 27 (2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee</p> <p>s. 27 (3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability</p> <p>s. 27 (4) Every employer shall review the individualized workplace emergency response information,</p> <p>a) when the employee moves to a different location in the organization;</p> <p>b) when the employee's overall accommodations needs or plans are reviewed; and</p> <p>c) when the employer reviews its general emergency response policies</p> | <p>Linwell Gardens has adopted a written process to determine who needs help, and to prepare & provide the emergency response information to the employee.</p> <p>"Linwell Gardens' AODA Tools and Templates"</p> | Ongoing |
| 15 | Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 28 | Documented individual accommodation plans | s. 28 (1) Employers shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities. | <p>Linwell Gardens has adopted a written process for the development of individual accommodation plans.</p> <p>"Linwell Gardens' AODA Tools and Templates"</p> | Ongoing |

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| 16 | Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 29 | Return to work process | s. 29 (1) Every employer, other than an employer that is a small organization, a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and b) shall document the process. | Linwell Gardens has adopted and documented a Return to work process. "Linwell Gardens' AODA Tools and Templates" | Ongoing |
| 17 | Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 29 | Performance Management, Career Development, and Redevelopment | Linwell Gardens Ltd will consider the accessibility needs of employees with disabilities when implementing performance management processes, or when offering career development or advancement opportunities. The accessibility needs of employees with disabilities will be taken into account in the event of redeployment. Individual accommodation plans will be consulted, as required. | Covered under AODA (2)– Integrated Accessibility Standards Regulation (IASR) Employment Policy | Ongoing |
| 18 | Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 80 | Part IV Design of Public Spaces Application, off-street parking | 80.32 Obligated organizations shall ensure that when constructing new or redeveloping off-street parking facilities that they intend to maintain, the off-street parking facilities meet the requirements set out in this Part. O. Reg. 413/12, s. 6. | When Constructing new or redeveloping off-street parking facilities | |
| 19 | Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 80 | Service counters | 80.40 (1) Obligated organizations shall meet the requirements set out in this Part in respect of the following: 1. All newly constructed service counters O. Reg. 413/12, s. 6. | When Constructing new Service counters | |
| 20 | Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 80 | Maintenance of Accessible elements | 80.44 In addition to the accessibility plan requirements set out in section 4, obligated organizations, other than small organizations, shall ensure that their multi-year accessibility plans include the following: 1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part. 2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order. O. Reg. 413/12, s. 6. | Linwell has adopted a maintenance procedure and a schedule for the company's accessible elements. "Maintenance of accessible elements AODA – Procedure" | November, 2017 |
| 21 | Accessibility for Ontarians with Disabilities Act (AODA), 2005 | Compliance Report | All public sector organizations, and businesses and non-profits with 20 or more employees must submit their 2017 accessibility compliance report by December 31, 2017. It includes questions relating to the customer service standards. | By December 2017 | December, 2017 |
| 22 | Accessibility for Ontarians with Disabilities Act (AODA), 2005 | Compliance Report | All public sector organizations, and businesses and non-profits with 20 or more employees must submit their accessibility compliance report by December 31, 2020. It includes questions relating to the customer service standards. | By December 2020 | |
| 23 | Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 14 | Websites | Make all websites and web content accessible by January 1, 2021 | By January 2021 | |
| 24 | Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 4 (1). | Review | s.4.(c) review and update the accessibility plan at least once every five years. | By November 2022 | |
| 25 | Accessibility for Ontarians with Disabilities Act (AODA), 2005 | Compliance Report | All public sector organizations, and businesses and non-profits with 20 or more employees must submit their accessibility compliance report by December 31, 2023. It includes questions relating to the customer service standards. | By December 2023 | |