



Multi-Year Accessibility Plan

This 2024-2028 accessibility plan outlines the policies and actions that **Radiant Care** has and will put in place to improve opportunities for people with disabilities.

Multi-Year Accessibility Plan Requirement

Regulation 191/11: Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act, 2005 requires organizations to create multi-year accessibility plans, update them at least once every five years and post them on their websites if they have one. An accessibility plan outlines what steps an organization will take to prevent and remove barriers to accessibility and when it will do so.

Statement of Commitment

Radiant Care is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act (AODA), 2005*.

Accessible Emergency Information

Radiant Care is committed to providing residents, tenants, staff, family members, volunteers, visitors, and the general public with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

Radiant Care will provide training to employees, volunteers, anyone involved in developing our organization's policies (including managers, senior leaders, directors, and board members), and anyone who provides goods, services, or facilities to customers on our organization's behalf. Training consists of accessible customer service, work-related accessibility training, the *Ontario Human Rights Code*, as it relates to people with disabilities, and any changes to our accessibility policies. Training will be provided in a way that best suits the duties of those being trained. Radiant Care will provide applicable training opportunities through various methods including but not limited to online modules, in-services and circulation of publications which highlight key principles.

Radiant Care has taken and will continue to take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws:

- All new hires receive training on the Customer Service Standard and all employees of the home were trained beginning in 2012 on the Customer Service Standard.
- In 2014 we built on our training by offering additional resources and training on the Employment Standard as well as the Information and Communication Standard
- Through training evaluations and records Radiant Care can identify those staff who did not complete training so that individual training packages can be prepared for those staff members.

Information and Communications

Radiant Care is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs. Should an employee with a disability require a customized emergency response plan then this too will be developed and devised on a case-by-case basis to ensure that the employee's disability is considered.

Radiant Care will take the following steps to make all new websites and content on those sites conform to WCAG 2.0, Level A:

- Significant refreshes of the existing corporate website and website content developed after January 1, 2012, must conform to WCAG 2.0, Level A.
- In addition, we will ensure that the guidelines set out within the WCAG are considered and implemented should the corporate website be revamped.

Radiant Care will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request:

- The Organization is open to receiving feedback and welcomes recommendations. If requested we will provide accessible formats and communication provisions to support an individual in providing feedback.
- Furthermore, if such a request is made we will ensure that the individual is made aware of the available formats.
- We have comment/feedback forms available at front desks at:
 - Radiant Care Pleasant Manor – 15 Elden St. and 1743 Four Mile Creek Rd.
 - Radiant Care Tabor Manor - 1 Tabor Dr. and 7 Tabor Dr.
 - And through a link on the website to email feedback to HR at accessibility@radiantcare.net

Radiant Care will take the following steps to make sure all publicly available information is made accessible upon request:

- Any individual who requests specially formatted information will be provided with such in a timely manner and at no cost
- The individual's specific needs shall be considered in order to customize each individual request

Radiant Care has and will continue take the following steps to make all websites and content conform with WCAG 2.0, Level AA by **January 1, 2021**:

- We will ensure that the corporate website and content meets the required guidelines and conform to WCAG 2.0, Level AA by 2021 by consulting with applicable legislation.
- This will be achieved through consultation with Website Designers/providers who develop website within the parameters outlined within the legislation.
- Radiant Care established a new corporate website in 2018 that meets the requirements set out in the Web Content Accessibility Guidelines (WCAG) 2.0.

Employment

Radiant Care is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, Radiant Care will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- All AODA policies are available in electronic format through Systems 24-7 and if requested Radiant Care will prepare these policies in a format that meets the needs of any individual.
- Prospective employees will be informed of accommodations (located at the bottom of all job postings) and individual requests for interview procedures as well as other selection procedures will be provided in a format that considers the individual's disabilities.

Radiant Care will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees who have been absent due to a disability:

- a. Explain how the employee can participate in the development of the plan
- b. The means by which the employee is assessed on an individual basis
- c. The method in which the employer can request an evaluation by an outside medical or other expert to assist the employer in determining accommodation needs and how such needs can be realized (this evaluation would be at the employer's expense)
- d. The manner in which the employee can obtain representation from the applicable Union
- e. The steps taken to ensure the protection of the employees personal information and privacy
- f. The manner in which the accommodation plan will be updated as well as the frequency of such updates

We will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account when considering performance management, career development, advancement, and redeployment processes:

- Should the Organization utilize a web-based performance management system, respect will be provided for the accessibility needs of employees with disabilities.
- Should an employee require specific tailored assistance to complete their performance reviews, then such will be provided on a case-by-case basis.

Radiant Care will take the following steps to prevent and remove other accessibility barriers identified:

- Review all policies on an annual basis to identify any gaps or where changes are required.
- The organization is committed to developing policies that respect and promote the dignity and independence of individuals with disabilities. We will endeavor to do our very best to ensure that all applicable AODA policies meet the required regulations.

Design of Public Spaces

Radiant Care will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds in provincial parks and local communities
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off-street parking
- Service-related elements like service counters, fixed queuing lines, and waiting areas.

Radiant Care Tabor Manor installed 6 new picnic tables in 2023 and 2 are wheelchair accessible.

Radiant Care will put the following procedures in place to prevent service disruptions to accessible parts of its public spaces.

- In the event of a service disruption, we will notify the public of the service disruption and alternatives available. Whenever a planned disruption is planned, a written notice is delivered to those affected and posted to the public, 24 hours in advance. If there is an unplanned disruption, a notice is posted as soon as possible. The notice will contact the following:
 - The reason for the disruption
 - Its anticipated duration
 - A description of available alternative facilities or services (if any)

Future Initiatives

- With the new Long-Term Care Home being constructed at Radiant Care Pleasant Manor, with anticipated completion in 2025, we will ensure that we comply with the Customer Service Standard, Information and Communications, fair and accessible employment practices, procurement, training, and design of public spaces. Ensuring that we have taken every step to prevent and remove barriers to accessibility.

For More Information or Feedback

We are pleased to offer the following methods of resolving your concerns or discussing avenues to assist in providing feedback. Please make your submission to the attention of Human Resources.

	Radiant Care Pleasant Manor	Radiant Care Tabor Manor
Email	accessibility@radiantcare.net	accessibility@radiantcare.net
Telephone	905-468-1111	905-934-2548
Address	15 Elden Street, P.O. Box 500 Virgil, ON L0S 1T0	1 Tabor Drive St. Catharines, ON L2N 1V9
Website	www.radiantcare.net	www.radiantcare.net

Accessible formats of this document are available free upon request