

Royal Terrace

Multi-Year Accessibility Plan

Domain	Action Plan	Outcome
Establish Accessibility Policies	<ul style="list-style-type: none"> Develop, implement and maintain policies stating how Royal Terrace achieves or plans to achieve accessibility through the requirements set out in the AODA. 	<ul style="list-style-type: none"> Royal Terrace Accessibility Policy & Procedure developed January 2014 and will be reviewed and updated annually Accessibility Training Manual
Accessibility Plan	<ul style="list-style-type: none"> Establish, implement and maintain a multi-year accessibility plan Review & update plan annually or as needed Post publicly on Royal Terrace website Documents available in an accessible format upon request 	<ul style="list-style-type: none"> Post on Website March 2014 Reviewed January 2019 Reviewed January 2024 Review annually thereafter
Procuring or Acquiring goods, services or facilities	<ul style="list-style-type: none"> Incorporate accessibility criteria and features when acquiring or purchasing goods, services or facilities Ensure that training is provided on the requirements of the accessibility standards in regards to the AODA and the Human Rights Code as it pertains to people with disabilities 	<ul style="list-style-type: none"> Communicate with vendors to ensure accessibility obligations in procurement
Training	<ul style="list-style-type: none"> All members of Royal Terrace shall be trained on accessible customer service and how to interact with people with different disabilities A record must be maintained of the training provided, including the training dates and the number of people who participated 	<ul style="list-style-type: none"> Staff completed Annually on ORCA online New staff to complete at general orientation
Feedback	<ul style="list-style-type: none"> Ensure that any process for receiving and responding to feedback is accessible to persons with disabilities by providing and/or arranging for the provision of accessible formats and communication supports 	<ul style="list-style-type: none"> Service response forms are made available for in-person feedback in the accessibility information binder. Feedback also available on the Royal Terrace website in multiple formats including feedback form, email, telephone and by mail.
Accessible Formats & Communication Supports	<ul style="list-style-type: none"> Provision of accessible formats and communication supports for persons with disabilities must be provided or arranged upon request 	<ul style="list-style-type: none"> Alternate formats and communication supports are available upon request whenever available (Braille, large print, audio formats, translation apps etc.)
Emergency Procedure, Plans or Public Safety	<ul style="list-style-type: none"> Royal Terrace will provide information on emergency procedures, plans and public safety in an accessible format or with appropriate communication supports, as soon as practicable, upon request 	<ul style="list-style-type: none"> Education and training is conducted upon hire and annually on emergency procedures and plans Emergency procedures and plans are posted throughout the facility for public safety as well as on the Royal Terrace Website Emergency preparedness manual is available upon request and in an alternate format if required

Workplace Emergency Response Information	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Upon request or becoming aware for the need for accommodation by an employee who has a disability that we develop an accommodation plan that outlines what is required or needed, who is going to do it, and who will report that it is being done
Accessible Websites and Web Content	<ul style="list-style-type: none"> • Make internet websites conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, other than criteria noted in the legislation 	<ul style="list-style-type: none"> • Website in compliance with AODA standards
Employment Standards relating to Recruitment, Informing Employees, Accessible Formats, Individual Accommodation Plans, Return to Work Process, Performance Management, Career Development, Advancement and Redeployment	<ul style="list-style-type: none"> • Comply with Employment Standards as per Act & Regulation <p>Recruitment</p> <ul style="list-style-type: none"> • Notify internal and external job applicants that accommodation for disabilities will be provided to support their participation in the recruitment process • Notify selected applicants that accommodations are available on request • Advise successful applicants of the organizations' policies for accommodating employees with disabilities <p>Informing Employees</p> <ul style="list-style-type: none"> • Inform new and existing employees of the policies supporting employees with disabilities, including employment related accommodation for disabilities <p>Accessible Formats</p> <ul style="list-style-type: none"> • Consult with employees with disabilities in order to provide them with the accessible formats and communication supports they require to do their jobs effectively and to be informed of information that is generally available to all employees in the workplace <p>Individual Accommodation Plans</p> <ul style="list-style-type: none"> • Develop written individual accommodation plans for employees with disabilities <p>Return to Work Process</p> <ul style="list-style-type: none"> • Have in place a documented process for supporting employees who return to work after being away for reasons related to their disability <p>Performance Management</p>	<ul style="list-style-type: none"> • Management met and agreed that existing policies and procedures would be reviewed and revised as necessary

	<ul style="list-style-type: none">• Use performance management processes that take into account the accessibility needs of employees with disabilities <p>Career Development</p> <ul style="list-style-type: none">• Take into account the accessibility needs of employees who have disabilities• Provide employees with disabilities with the opportunities to advance within the organization <p>Redeployment</p> <ul style="list-style-type: none">• Consider the accessibility needs of employees with disabilities before moving them to other positions, so that employees can continue to have their accommodation needs met	
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