

SPRINT Senior Care Multi-Year Accessibility Plan

In fulfilling our mission, SPRINT Senior Care, strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services, and allowing them to benefit from the same services in the same place and in a similar way as other clients and prospective clients.

Providing goods and service to people with disabilities: SPRINT Senior Care is committed to excellence in serving all customers*. To that end, we have created these policies, practices and procedures to ensure that we carry out our functions and responsibilities in key service areas.

*When SPRINT Senior Care refers to customers in its Accessibility policies it includes clients, staff, volunteers, visitors and any other member of the public.



Customer Service: Where We Are

Our Commitment and Principles:

SPRINT Senior Care is committed to ensuring all our services are provided in a manner that respects the dignity and independence of persons with disabilities.

We are also committed to giving people with disabilities the same opportunity to access our goods and services, and allowing them to benefit from the same services in the same place and in a similar way as other clients and prospective clients. SPRINT Senior Care supplies services regardless of ability, race, religion, ethnic origin, citizenship, marital status, sexual orientation, or gender identity, and are committed to LGBT (Lesbian, Gay, Bisexual, and Transgender) inclusiveness.

Where we are:

SPRINT Senior Care has taken the following steps towards ensuring equal opportunity to access and use our services for persons with disabilities:

- Procedure and Practice manuals have been updated to provide staff with tools to address possible barriers to people with disabilities.
- Service Animals and support persons may accompany clients, volunteers and residents who require their assistance.
- Fees are not charged for support persons attendance at SPRINT Senior Care programs
- Customers are encouraged to provide feedback regarding SPRINT Senior Care's accessibility policies and procedures.
- All SPRINT Senior Care staff and volunteers who provide service and staff and volunteers who are involved in policy, practice and procedures development are trained upon hire and as changes occur to SPRINT Senior Care policies, procedures and practices. The training includes:





- SPRINT Senior Care’s policies and procedures relating to Accessibility Standards for Customer Service
- Interacting and communicating with person with various disabilities
- Procedures to follow when a person with a particular disability is having difficulty accessing service.
- How to interact with persons who require an assistive device, service animal or support person.
- How to use or obtain the necessary training on equipment or assistive devices that are available to help provide service or support to a person with a disability.

Customer Service: What is next?

Assistive Devices and Communication:

- Further training will be provided to support staff to better know how to access and use communication/assistive devices

Our Commitment:

SPRINT Senior Care is committed to providing communication that is accessible for persons with disabilities. All SPRINT Senior Care staff will strive to communicate with persons with disabilities in a manner that best meets their needs.





Information and Communication

Where we are:

SPRINT Senior Care has taken the following steps towards creating a more accessible Communications:

- New staff and volunteers are trained on communicating with persons with disabilities
- All formats of printed materials are available in large print format when requested.
- Notices regarding service disruptions are posted at all locations and
- Printed material follows the recommended accessible font size, type, layout and contrast.
- Use of TTY and translation services as needed
- Our content editors and website administrators are trained on the 'WCAG 2.0, Level A' requirements
- Our website provides a methods for feedback on our accessibility procedures and policies.
- Feedback can be submitted using an online 'Contact Us' form, which is available at: <http://www.sprintseniorcare.org/webform/contact-us>. Feedback may also be made in writing, by telephone, fax, or email. The Director, Quality or a delegate will review the feedback, investigate the situation, try to resolve it and provide a response within 2 business days of receiving the information.
- SPRINT Senior Care staff communicate in a manner that takes into account a person's disability and will make reasonable efforts to ensure both the content and the intent of communications are understood.





Information and Communication: What is next?

Publicly available information is made accessible upon request by January 1, 2016:

- SPRINT Senior Care will post on our website that we can provide all publically available information in an accessible format upon request.

Websites and content conform with WCAG 2.0 Level AA by January 1, 2021:

- Work with our web development group as well as utilizing online accessibility validator tools to identify and address any accessibility problems.
- Continue to review website accessibility with external organizations to maintain the required levels of accessibility for users with disabilities.





Employment: Where We Are

Our Commitment:

SPRINT Senior Care is committed to providing fair and accessible employment practices. We practice inclusive and accessible employment standards to attract and retain employees.

Where We Are:

SPRINT Senior Care has taken the following steps towards creating a more accessible workplace:

- Individualized plans are available for employees with disabilities to ensure their safety in the event of an emergency.
- Policies have been put in place to ensure that staff members that require assistive devices, support persons and/or service animals are fully able to have access to these supports in the workplace.
- The following statement is included in job postings and communicated to candidates who are invited to participate in the selection process.
 - “SPRINT Senior Care is committed to inclusive and accessible employment practices. If you require an accommodation to fully participate in the hiring process, please notify us.”
- All SPRINT Senior Care staff and volunteers who provide service, and staff and volunteers who are involved in policy, practice and procedures development, are trained upon hire and as changes occur to SPRINT Senior Care policies, procedures and practices. The training includes:
 - SPRINT Senior Care’s policy and procedures relating to Accessibility Standards for Customer Service.
 - Interacting and communicating with person with various disabilities.



- Procedures to follow when a person with a particular disability is having difficulty accessing service.
- How to interact with persons who require an assistive device, service animal or support person.
- How to use or obtain the necessary training on equipment or assistive devices that are available to help provide service or support to a person with a disability.

Employment: What is next?

SPRINT Senior Care will take the steps required to create processes that ensure that the public and our employees are aware that, when requested, we will accommodate people with disabilities during the recruitment process and when people are hired.

- Formalizing and training supervisors in the process guidelines that reflect how the recruitment process responds to the needs of individuals requiring accommodations.
- Implementing an online applications process through our website.

SPRINT Senior Care will incorporate a process for individual accommodation plans and return to work policies for employees that have been absent due to disability.

We will take the following steps to develop processes that ensure that the accessibility needs of employees with disabilities are taken into account when using Performance management, career development and redeployment processes.

- Developing a succession planning framework that takes into account the accessibility needs of staff with disabilities and ensuring they have opportunities for career development.
- Reviewing the current performance appraisal system to ensure it supports persons with disabilities to support their full participation in the process.



We will take the following steps to ensure staff are provided with training on Ontario's Accessibility law as it relates to the Ontario Human Rights Code by January 1, 2015.

- Develop a training session for all staff members and implement the training session.
- Audit reports will be completed on a regular basis to ensure all staff are trained.
- Incorporate the training session in our new hire orientation process.



General Deliverables	Proposed Implementation Date	Actual Completion Date	Legislated Date Not for Profit (January)	Status
Policies & Procedures			2014	
Create Policies with Statement of			2011	complete
Approval and Sign off			2011	complete
Make available to the			2011	complete
Available in Alternative			2011	complete
Accessibility Plan - Multi Year			2014	complete
Develop Accessibility Plan			2014	complete
Accessibility Plans - Post to			2014	complete
Continue to work on Accessibility Plan, review progress and update. Update regularly and every five years.			2014-2018	ongoing
Provide in alternative			2014	complete
Training - All employees &				Complete
Decide on training delivery			2011	complete
Create training schedule			2011	Complete
Ensure sign in sheets for			2011	complete
Training completed			2011	complete
Continue to train new staff			2011-	ongoing

Information & Communications	Proposed Implementation Date	Actual Date of Completion	Legislated Date (January)	
Emergency Procedure Plans or Public Safety			2012	complete
Feedback - is feedback system accessible upon request			2011	complete
Accessible formats and communication supports upon request (timely manner, no			2011	ongoing
If creating a new Website WCAG 2.0 Level AA (other than closed caption Live pre-recorded audio)			2014	n/a
All internet websites and web content WCAG			2021	
Review all content on website back to 2012 to			2021	ongoing

Employment	Proposed Implementation Date	Actual Date of	Legislated Date (January)	
HR Staff to develop deliverables and processes for below				
Workplace Emergency Response for staff			2012	complete
Recruitment - notify employees and public regarding availability of			2016	complete
Notify applicant - availability of accommodation upon request for assessments or selection process			2016	complete
Inform employees of policies regarding job accommodations			2016	ongoing
Providing accessible formats and communication supports available to perform job			2016	ongoing
Have a Documented Individual			2016	ongoing
Have a Return to Work Process			2016	complete
Performance Management takes into account accessibility needs			2016	complete
Career Development and Advancement			2016	complete
Redeployment process takes into account accessibility needs			2016	complete
Continue to proactively remove barriers across employment life cycle allowing employees to reach their full potential			2016-2018	ongoing