

# **SPRINT Senior Care**

## **Multi-Year Accessibility Plan**

**Updated May 2019**

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 committed to giving people with disabilities the same opportunity to access our goods and services, and benefit from the same services, in the same place, and in the same or similar ways, as other clients and prospective clients, unless a different way is necessary to enable access to goods, services or facilities.

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:**

#### **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.



SPRINT Senior Care will ensure that its policies, practices and procedures for the provision of its services are consistent with the principles outlined in the Accessibility Standards for Customer Service, Regulation 429/07 of the Accessibility for Ontarians with Disabilities Act, 2005, specifically:

- The services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of services to persons with disabilities and others will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use, or benefit from the services.
- Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the services which comply with the Accessibility for Ontarians with Disabilities Act, 2005 and Regulation 429/07, "Accessibility Standards for Customer Service."

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

- 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 persons 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.
- Supplementary training and education sessions are held periodically for staff to improve their knowledge and practice in supporting people with disabilities.

## Information and Communication

SPRINT Senior Care has taken the following steps towards creating 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 applicable locations.





- Printed material follows the recommended accessible font size, type, layout and contrast.
- TTY and translation services are available as needed.
- Our content editors and website administrators are trained on the 'WCAG 2.0, Level A' requirements.
- Our website provides 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 two (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.
- Publicly available information is made accessible upon request:
  - SPRINT Senior Care has posted on our website that we can provide all publicly available information in an accessible format upon request.
  - SPRINT Senior Care has posted in writing at our head office that:
    - we will: provide a copy of our accessibility standards policies or any other of our public documents in an alternate format
    - feedback or an accessibility-related complaint can be made by contacting the SPRINT Senior Care Receptionist or by phone: 416-481-6411 or by email at [info@sprintseniorcare.org](mailto:info@sprintseniorcare.org).



## What is Next?

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

- We will work with our web development group and utilize online accessibility validator tools to identify and address any accessibility problems.
- We will continue to review website accessibility with external organizations to maintain the required levels of accessibility for users with disabilities.

## Employment

### 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.

### Our progress

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 are 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.





- 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 persons 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.
  
- SPRINT Senior Care has taken 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. We have:
  - Formalized and trained supervisors on how the recruitment process responds to the needs of individuals requiring accommodations.
  - Implemented an online applications process through our website.
  - The following statement is communicated to candidates viewing and applying to job postings at SPRINT Senior Care:
 

“SPRINT Senior Care is committed to inclusive and accessible recruitment practices in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disability Act (AODA). Reasonable accommodations are available on request for candidates with disabilities taking part in all aspects of the selection process.”





- Job offers state that “SPRINT Senior Care is committed to providing reasonable accommodations to employees with disabilities and has accommodation policies. If you require any such accommodations, please discuss same with your manager or the human resources department.”
- SPRINT Senior Care has incorporated a process for individual accommodation plans and return to work policies for employees that have been absent due to disability.
- We have taken 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.
  - Individual accommodation plans and accessibility needs are considered when planning for, offering and providing career development and advancement opportunities to employees.
  - Individual accommodation plans and accessibility needs are considered when implementing performance management.
- We have taken the following steps to ensure staff are provided with training on Ontario’s Accessibility law as it relates to the Ontario Human Rights Code.
- Implemented training information on Integrated Accessibility Standards Regulation (IASR), Accessibility for Ontarians with Disabilities Act (AODA), AODA Customer Service Standard, Information and Communications Standard, Feedback, Websites, and Employment Standard. In addition, we have incorporated Accessible Customer Service training into our onboarding process for all new staff hires. Training on serving people with disabilities is also included in our program procedure manuals, and an annual training review is held with





program staff. Onboarding of all new volunteers also includes AODA training.

- Audits are completed on a regular basis to ensure all staff are trained.

## Design of Public Spaces

SPRINT Senior Care ensured that the construction of an accessible ramp (that is used for one of our agency programs), was constructed to AODA standards.

## Updated Workplan

General Deliverables	Dates for Completion	Status
<b>Policies &amp; Procedures</b>		
Create Policies with Statement of Organizational Commitment in written form.	2011	Complete
Approval and Sign off	2011	Complete
Make available to the Public	2011	Complete
Available in Alternative Formats - upon request	2011	Complete
Accessibility Plan - Multi Year	2014	Complete
Develop Accessibility Plan	2014	Complete
Accessibility Plans - Post to web	2014	Complete



Continue to work on Accessibility Plan, review progress and update. Update regularly, and conduct thorough review every five years.	2014-2019	Complete
Continue to work on Accessibility Plan, review progress and update. Update regularly, and conduct thorough review every five years.	2019-2024	
Provide in alternative format	2014	Complete

<b>Training</b>	<b>Dates for Completion</b>	<b>Status</b>
Train all employees & volunteers, policy developers, those providing goods or services on behalf of organization regarding IASR and Human Rights Code	2011	Ongoing
Decide on training delivery	2011	Complete
Create training schedule for current staff and new staff	2011	Complete
Ensure sign in sheets for record keeping	2011	Complete
Training completed	2011	Ongoing
Continue to train new staff as part of Orientation	2011- 2019	Ongoing
Provide AODA refresher training to staff whose training is 5 or more years old.	2019-2020	

<b>Information &amp; Communications</b>	<b>Dates for Completion</b>	<b>Status</b>
Emergency Procedure Plans or Public Safety Information: inventory and make accessible	2012	Complete
Feedback: Feedback system accessible upon request	2011	Complete

Accessible formats and communication supports upon request (timely manner, no cost charged to other persons)	2011	Ongoing
All websites and web content WCAG 2.0 Level AA	2021	
Review all content on website back to 2012 to ensure everything is accessible	2021	Ongoing

<b>Employment</b>	<b>Dates for Completion</b>	<b>Status</b>
HR Staff to develop deliverables and processes for below	2012-2016	Complete
Workplace Emergency Response for staff	2012	Complete
Recruitment: Notify employees and public regarding availability of accommodation	2016	Complete
Notify applicants: 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 Accommodation Plan (IAP)	2016	Ongoing
Have a Return to Work process	2016	Ongoing
Performance management takes into account accessibility needs	2016	Ongoing
Career development and advancement process takes into account accessibility needs	2016	Ongoing

Redeployment process takes into account accessibility needs	2016	Ongoing
Continue to proactively remove barriers across employment life cycle, allowing employees to reach their full potential	2016-2019	Ongoing