CSAS Section Requirement and Implementation Date	Action Required	Implementation Status
Accessibility for Ontarians with Disabilities Act (AODA), 2005 Customer Service Accessibility Standards (CSAS), Ontario Regulation 429/07		
Development and implementation of customer service accessibility standards O. Reg. 429/07, s. 3. (1), (2). January 1, 2012 standards	▪ Develop polices to meet needs of persons with disabilities including: Provision of goods and services, Personal assistive devices, Guide dogs/ service animals, Support persons, Training and Feedback	▪ Policy and procedure completed ▪ Policy posted on new website for each home September 2013.

Training for staff O. Reg. 429/07, s. 6. (1), (2) January 1, 2012	▪ Design and provide education to all staff, volunteers, and contractor and any other people on the following:
	  ▪ Purpose of AODA
	  ▪ Policy and Procedures on AODA
		▪ Review education materials on Surge Learning
		▪ Developed and added policy K-20 to orientation of all new hires, students, volunteers, contractors
		▪ Request 3rd party providers to sign off that they are AODA compliant and provide a copy if their AODA training materials. Maintain a copy of this information in the Home's Contract Binder (discussion to take place at October JAM meeting Re: Contracts to include AODA compliance)

Feedback process for providers of goods or services O. Reg. 191/11, s. 7 January 1, 2012	▪ Implement a feedback process	▪ Added an accessibilityfeedback option to the Client Service
CSAS Section Requirement and Implementation Date	Action Required	Implementation Status
Accessibility for Ontarians with Disabilities Act (AODA)Integrated Accessibility Standards (IAS), Ontario Regulation 191/11		
GENERAL		
Accessibility ReportAODA,2005, c. 11, s.14 (1), (2), (3), (4) By December 31 commencing 2012 Amendment to Act O. Reg. 413/12. S. 7. As of December 31, 2014	▪ Complete and submit an Accessibility Report to the Ministry of Economic Development, Trade and Employment annually by Dec. 31 or as required ▪ File the accessibility report required under subsection 14 (1) of the Act with a director according to the schedule	▪ Homes advised/reminded at Joint Administrators meeting September, 2013 of expectation to submit report by end of December each year. A copy to be forwarded to the Executive Assistant ▪ Will file the required report to the director as of December 31, 2014 and every three years thereafter

Establishment of Accessibility Policies O. Reg. 191/11, s. 3.(1). January 1, 2014	▪ Develop, implementand maintain policies governing how the organization achieves or will achieve accessibility
	▪ Include a statement of organizationalcommitment to meet the accessibility needs of persons with disabilities in a timely manner
		▪ Development of working group between RHM/RMI on the development of the following:
		  ▪ Commitment
		  ▪ Statement
		  ▪ Accessibility Policies
		▪ Draft of above prepared for review at Joint Administrator's meeting on October 31, 2013

Accessibility Plans O. Reg. 191/11, s. 4. (1)January 1, 2014	- Establish, implement and maintain a multi-year accessibility plan - Post multi-year plan on website - Review and update plan every 5 years - Post annual status report of progress - Documents to be available in an accessible format upon request	- CM and JS met onSeptember 24, 2013 October 15, 2013 to develop a draft multi-year accessibility plan - Draft of multi-year plan will be presented to the RHM/RMI Executive Group at the October 16th,2013 meeting - Will post multi-year plan on website once approved - Will update multi-yearplan as required
Procuring or Acquiring goods, services or facilitiesO. Reg. 191/11, s. (5) & (6) Section 5 – January 1, 2013 Section 6 - January 1, 2014	Incorporate accessibilitycriteria and features when acquiring or purchasing goods, services or facilities	Collaborate withvendors to ensure accessibility obligations in procurement
TrainingO. Reg. 191/11, s. 7 (1), (2) & (5). January 1, 2015	- Ensure that trainingis 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 - Training shall be appropriate to the duties of employees, volunteers and other persons - A record must be maintained of the training provided, including the training dates and the number of people who participated	- Collaborate with SurgeLearning to incorporate training/education materials that will meet the training requirements of IAS - Quarterly reports to be reviewed to determine that educational requirements have been met under IAS
INFORMATION and COMMUNICATION STANDARDS		
Emergency Procedure, Plans or Public Safety InformationO. Reg. 191/11, s. 13 (1), (2) January 1,2012	Provide information onemergency procedures, plans, and public safety information in an accessible format or with appropriate communication supports, as soon as practicable, upon request	- Education and training is conducted annual on emergency procedures and plans. - Emergency procedures and plans are also posted for public safety. - Upon request managers will provide information on emergency procedures & plans in an alternative format
Workplace Emergency Response Information O. Reg. 191/11, s. 13 (1), (2) January , 2012	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	- Upon request or becomingaware 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. - All managers will be provided education and training to the adherence of O. Reg. 191/11, s. 13 (1), (2)

Accessible Websites and Web Content O. Reg. 191/11, s. 14 January 1, 2014-WCAG 2.0 Level AJanuary 1, 2012-WCAG 2.0 Level AA	■ Make new internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A ■ Make new internetwebsites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, other than criteria noted in the legislation	■ Executive Assistant tocontact web designer for documentation to support their compliance with AODA standards.
Feedback O. Reg. 191/11, s. 14 January 1, 2015	■ Ensure that any processfor receiving and responding to feedback is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports	■ Client Service Responseforms are available and in the public information binder to provide the opportunity for feedback
Accessible Formats and Communication SupportsO. Reg. 191/11, s. 12January 1, 2016	■ Provision ofaccessible formats and communication supports for persons with disabilities must be provided or arranged upon request	■ Alternate formats andcommunication supports are available upon request whenever possible
Employment Standards		

| Employment Standards relating to Recruitment, Informing Employees, Accessible Formats, Individual Accommodation Plans, Return to Work Process, PerformanceManagement, Career Development/ Advancementand Redeployment O. Reg. 191/11, s. (22), (23), (24), (25), (26), (27), (28), (29),(30), (31), (32) January 2016 | As per Act and Regulation

Recruitment

- 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

Informing Employees

- Inform new and existing employees of theirpolicies for supportingemployees with disabilities, including employment-related accommodation for disabilities

Accessible Formats

- Consult with employees with disabilities in order to provide them with the accessible formats and communications supports they require to do their jobs effectively and to be informed of information that is generally available to all employees in the workplace

Individual Accommodation Plans

- Develop written individual accommodation plans for employees with disabilities

Return to Work Process

- Have in place a documented process for supporting employees who return to work after being away for reasons related to their disability

Performance Management

- Use performance management processes that take into account the accessibility needs of employees with disabilities

Career Development

- Take into account the accessibility needs of employees who have disabilities
- Provide employees with disabilities with theopportunities to advance within the organization

Redeployment

- 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 | Working group met andagreed that existing policies and procedures would be reviewed and revised as necessary or new policies and procedures developed if necessary in collaboration with a HR Specialist in 2015 |