



*Symphony Senior Living*  
*In concert with your life*

## **Introduction Symphony Senior Living: AODA Multi-Year Accessibility Plan**

In accordance with our organizational obligations under the *Accessibility for Ontarians with Disabilities Act (AODA)*, *Integrated Accessibility Standards Regulation (IASR)*, Symphony Senior Living has prepared this multi-year plan which contains the deliverables and activities that will be worked on over the next several years. Symphony Senior Living recognizes that the AODA obligations are far-reaching, with varying levels of responsibility across the organization, which is why we have taken a strategic approach to implementation. At Symphony Senior Living we are committed to making accessibility throughout the organization a reality. Therefore in this multiyear plan various groups have been assigned leadership and responsibility to ensure our goals are met.

The Multi-year plan is a fluid document and framework which provides high level deliverables and activities over the next several years. Various leaders representing Symphony Senior Living will be accountable for the successful creation and implementation of the accessibility initiatives as they relate to the AODA Accessibility Standards, and the AODA Coordinator who is accountable for the development and execution of an accessibility strategy and providing leadership and expertise.

This document is available in alternative format upon request.

Should you require more information on Symphony Senior Living's AODA initiatives, please contact the AODA Coordinator as follows:

AODA Coordinator  
Symphony senior Living  
27 Weaver Cres  
Kanata, Ontario  
K2K 2Z8  
[www.symphonyseniorliving.com](http://www.symphonyseniorliving.com)

<b>Compliance Standard</b>	<b>Deliverable/Action Item</b>	<b>Compliance Deadline</b>	<b>Status</b>
Accessibility Policy	Develop, implement, and maintain policies governing how we will achieve accessibility through meeting the requirements set out in the <i>AODA</i> and its regulations and include a statement of commitment to meeting the accessibility needs of people with disabilities in those policies.	January 1, 2012	Completed
Individualized Workplace Emergency Response Information	Ensure employees with disabilities are provided with individualized workplace emergency response information, to be set out in the organization's individualized emergency response information form.	January 1, 2012	Completed
Emergency Procedure, Plans or Public Safety Information	Emergency procedures, plans, and public safety information prepared by the organization and made available to the public will be made available in an accessible format or with appropriate communication supports, as soon as practicable upon request.	January 1, 2012	Completed
Training – Customer Service	Train employees, students, volunteers, individuals, or organizations that provide facilities, goods, or services on the organization's behalf and any individual who is involved in the preparation of the organization's policies and plans regarding the requirements of the <i>AODA</i> and the Accessibility Standards for Customer Service.	January 1, 2012	Completed
Assistive Devices	Ensure that the organization is able to accommodate the use of an assistive device by a person with a disability on the organization's premises.	January 1, 2012	Completed
Guide Dogs, Other Service Animals & Support Persons	Ensure that guide dogs, other service animals, and support persons are able to enter the organization's premises to accompany a person with a disability.	January 1, 2012	Completed
Notice of Temporary Disruptions in Service	Ensure that notice of temporary disruptions in the services or facilities that people with disabilities use to access the organization's goods or services is posted.	January 1, 2012	Completed
Accessible Feedback Process	Ensure that the organization's feedback process is accessible to people with disabilities by providing for or arranging for the provision of accessible formats and communications supports upon request.	January 1, 2012	Completed
Accessibility Compliance Report	File an Accessibility Compliance Report	January 1, 2012	Completed

<b>Compliance Standard</b>	<b>Deliverable/Action Item</b>	<b>Compliance Deadline</b>	<b>Status</b>
Accessibility Policies	Establish, implement and maintain a multi-year accessibility plan outlining the organization's strategy to prevent and remove barriers to accessibility and to meet the requirements set out in the AODA and its regulations.	January 1, 2014	Completed
Multi-Year Accessibility Plan	Develop, implement, and maintain policies governing how the organization will achieve accessibility through meeting the requirements set out in the AODA and its regulations and include a statement of commitment to meeting the accessibility needs of people with disabilities in those policies.	January 1, 2014	Completed
Self-Service Kiosks	Have regard to accessibility features that could be built into kiosks to best meet the needs of people with disabilities.	January 1, 2014	Completed
Accessible Websites and Web Content	Ensure that the organization's website and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level A.	January 1, 2014	Completed
Feedback	Ensure feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications support upon request. Notify the public about the availability of accessible formats and communications.	January 1, 2015	Completed
Training	Train employees, students, volunteers, individuals, or organizations that provide facilities, goods, or services on the organization's behalf and any individual who is involved in the preparation of the organization's policies and plans regarding the requirements of the AODA and the Integrated Accessibility Standards.	January 1, 2015	Completed
Accessibility Compliance Report	File an Accessibility Compliance Report	December 31, 2014	Completed
Accessible Formats & Communication Supports	Ensure the organization is able to communicate with people with disabilities by providing accessible formats and communication supports where necessary.	January 1, 2016	Completed
Employment – Recruitment, Assessment and Selection	We must notify employees and public about availability of accommodation in recruitment process. Notify job applicants when selected to participate in an assessment or selection process that accommodation is available upon request.	January 1, 2016	Completed

Compliance Standard	Deliverable/Action Item	Compliance Deadline	Status
	<p>If accommodation is requested, consult with applicant on suitable accommodation.</p> <p>Notify successful applicants of accommodation policies when making offer.</p>		
Employment – Informing Employees of Supports	<p>Inform employees of policies to support employees with disabilities, including accommodation policies.</p> <p>Provide updates on changes to policies</p> <p>Where an employee with a disability requests, consult with employee to provide/arrange accessible formats and communication supports for information required in order to perform employee’s job and information that is generally available to employees in the workplace.</p>	January 1, 2016	Completed
Employment – Individual Accommodation Plans	<p>Prepare documented individual accommodation plans for employees with disabilities setting out how the employee will be accommodated. To be set out in the organization’s documented individual accommodation plan form.</p>	January 1, 2016	Completed
Employment – Return to Work Process	<p>Ensure that a return to work process for employees with disabilities is in place. To be set out in the organization’s return to work plan form.</p>	January 1, 2016	Completed
Employment – Performance Management, Career Development and Advancement and Re-Deployment	<p>Ensure that the accessibility needs of employees and IAPs are considered when using performance management, providing career development or advancement opportunities and/or using redeployment.</p>	January 1, 2016	Completed
Built Environment – Accessible Off-Street Parking	<p>When constructing new or redeveloping off-street parking facilities that it intends to maintain, the applicable off-street parking facilities shall meet the requirements set out in sections 80.32 through 80.38 of the IASR.</p>	January 1, 2017	Completed
Built Environment – Exterior Paths of Travel	<p>When constructing all applicable new or redeveloped paths of travel (e.g., external walkways) that are not regulated by the Ontario Building Code, Revera shall ensure that they meet the requirements as set out in Sections 80.1 through 80.5 and 80.23</p>	January 1, 2017	Completed

Compliance Standard	Deliverable/Action Item	Compliance Deadline	Status
	through 80.31 of the IASR.		
Built Environment - Maintenance	Establish procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under the Accessibility Standards for the Built Environment. This will include temporary service disruptions when accessible elements under the IASR are not in working order.	January 1, 2017	Completed
Accessibility Compliance Report	File an Accessibility Compliance Report	December 31, 2017	Completed
Accessible Website and Web Content	Ensure that the organization's website and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA.	January 1, 2021	