



A Non-Profit Charitable hub of services including:

Long-Term Care
Seniors Independent Living
Community Outreach
& Training Programs

"Together, we are devoted to making a difference."

AODA Multi-Year Accessibility Plan



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Introduction

West Huron Care Centre/Blue Water Rest Home is committed to compliance with current standards of the Accessibility Standards for Customer Service made under the Accessibility for Ontarians with Disability Act, 2005 (AODA). In doing so, we acknowledge our commitment to providing quality services in a manner that exemplifies respect, dignity, and independence of persons with disabilities.

Our AODA Multi-Year Accessibility Plan outlines the policies and actions that West Huron Care Centre/Blue Water Rest Home has taken, in addition to the improvements we continue to improve to make for people with disabilities.

Statement of Commitment

West Huron Care Centre/Blue Water Rest Home (WHCC/BWRH) is committed to maintaining an accessible environment and home for persons with disabilities in the delivery of goods and services. We believe in inclusion and equal opportunity; therefore, aim to meet the needs of people with disabilities by removing barriers to accessibility and meeting requirements under AODA.

WHCC/BWRH is committed to developing and maintaining policies and practices that support us in achieving accessibility under the Regulation. We have developed a multi-year plan that is reviewed and updated in accordance to our policy, to identify and address barriers. This plan will be posted on our website. The foundation of our customer service is based on our organizational values:

Excellence – to strive for the highest quality every day.

Innovation – to make positive change and be responsive to community needs, utilizing new technologies where appropriate and available.

Teamwork – to communicate openly and enthusiastically and to work respectfully and cooperatively with our internal and external partners.

Integrity – to be accountable, trustworthy, committed, and fair, abiding daily by our established ethics and values.

Sustainability – to ensure that all we do adds both service and economic value, both to the organization and to the community, for the benefit of all.

Stewardship – to be mindful in every action we take to protect both the wellbeing of the natural environment and the longevity of assets entrusted in our care.

General Requirements

West Huron Care Centre/Blue Water Rest Home's Accessibility Policies and Plans have been developed, implemented, and maintained outlining actions and procedures to identify, prevent and remove barriers for people with disabilities. These policies are reviewed by employees upon hire.

Accessible Emergency Information

West Huron Care Centre/Blue Water Rest Home is committed to providing emergency information to all we service upon request. This information is also available through any member of the Leadership Team, Community Outreach, Seniors Independent Living (back of each apartment door and complex

bulletin board), in addition to Harvest and Sunset stations. Emergency information is presented in an accessible format, considering persons with disabilities.

WHCC/BWRH provides all employees with Emergency training at orientation, in addition to monthly fire drills. If an employee who receives individualized emergency response plans requires assistance, information will be provided to a designated employee. The Firm has created and documented a process for providing accommodation for individualized emergency response plans and will continue to review as necessary.

Training

West Huron Care Centre/Blue Water Rest Home provides mandatory annual training for all staff and volunteers, as well as training for all new hires. Through Surge Learning, employees and volunteers complete the required AODA training.

WHCC/BWRH adheres to the following, to ensure employees and volunteers meet current training standards:

- provide training in an accessible format that considers the accessibility needs of a person with a disability
- ensure new employees and volunteers complete training within 30 days
- keep records of training participant names and dates of training completion Customer Service Standard

Customer Service Standards

West Huron Care Centre/Blue Water Rest Home uses reasonable effort to ensure our policies, practices and procedures governing the provisions of our services to persons with disabilities are consistent with the following principles:

- goods and services are provided in a way that respects the dignity and independence of persons with disabilities
- persons with disabilities can benefit from the same services, in the same place and in a similar way as other clients
- persons with disabilities have opportunities equal to others to obtain, use, and benefit from our goods and services

The Accessible Customer Service Policy for West Huron Care Centre/Blue Water Rest Home is available on our website and Policies drive. WHCC/BWRH will notify all clients in the event of a planned or unexpected disruption in our facilities and/or services usually used by persons with disabilities. The notice will include the reason for disruption, anticipated duration and alternative facilities or services, if available.

Through AODA training, employees and volunteers are trained on how to better interact with and/or accommodate persons with disabilities. AODA training is tracked and recorded and feedback relating to our customer service policies and procedures are welcome by completing our WHCC/BWRH Feedback form. A process has been established to receive and respond to feedback. Feedback can be provided verbally, by email or in writing.

A person with disabilities may enter WHCC/BWRH with a support person or service animal and have access to the support person while on premises. At no time will a person with a disability who is accompanied by a support person or service animal be prevented from having access to their support person or service animal while on premises.

West Huron Care Centre/Blue Water Rest Home reports on Accessibility Compliance annual through The Ministry of Seniors and Accessibility.

Information and Communication Standards

West Huron Care Centre/Blue Water Rest Home is committed to meeting the communication needs of persons with disabilities.

WHCC/BWRH has implemented a Feedback process to ensure compliance, which accessible with alternative formats including telephone, mail, and in-person. This process is communicated to stakeholders during orientation and/or admission and is available at the Admin Office.

Our website and content conform to the World Wide Web Consortium Web Content Accessibility Guidelines. Upon request the Firm will create, provide, and receive information and communication in methods that are accessible to persons with disabilities.

Employment Standard

At West Huron Care Centre/Blue Water Rest Home, we are committed to ensuring that employment and volunteer opportunities are fully accessible to candidates with disabilities.

Recruitment

We will ensure that accommodations for persons with disabilities are available in the recruitment process. The following has been implemented to ensure compliance with the standard:

- notify the public through careers/volunteer section of our website and social media (Facebook) page
- postings indicates that those accommodations are available upon request during all steps of the recruitment process
- when making offers of employment, notify successful applicants of policies for accommodating employees with disabilities
- inform employees of policies for supporting employees with disabilities and provide information as soon as reasonably possible after hiring
- provide updated information on accommodation policies to employees as they occur
- consult with employee to determine suitability of format or support

Individual Accommodation Plans

West Huron Care Centre/Blue Water Rest Home provides accommodations for persons with disabilities that includes the following:

- participation of the employee requiring the individual accommodation plan
- ability to gather relevant medical information to assess needs
- high level of confidentiality throughout the process

- plan is provided in a format that considers the accessibility needs of the employee

Return to Work

WHCC/BWRH maintains a documented return to work process for its employees who have been absent from work due to a disability and who require accommodation to return to work. The return-to-work process outlines the steps we will take to facilitate a return to work and will include documented individual accommodation plans.

Performance Management, Career Development, Advancement and Redeployment

Accessibility needs of employees with disabilities is taken into consideration, as well as individualized accommodation plans when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

Design of Public Spaces

West Huron Care Centre/Blue Water Rest Home meets the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

Contact Details

For more information on this accessibility plan, please contact:

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