



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



Blue Water Rest Home Inc.

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Introduction

West Huron Care Centre/Blue Water Rest Home is committed to compliant in accordance with the current standards of the Integrated Accessibility Standards Regulation (IASR), through the Accessibility for Ontarians with Disability Act, 2005 (AODA). In doing so, we acknowledge our commitment to providing quality and accessible services in a manner that exemplifies respect, dignity, and independence for 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.

Message from the Chief Executive Officer

West Huron Care Centre/Blue Water Rest Home is committed to providing exceptional and accessible service for its customers, employees, and visitors. Our policy is to function within the guidelines set out in the Accessibility for Ontarians with Disabilities Act (AODA), 2005. Any procedure that requires modified will be done promptly and respectfully, in a way that promotes the principles of dignity, privacy, independence, self-determination, and equal opportunity for people with disabilities. Our commitment is to review this plan at least every 5 years and improve accessibility initiatives as required.

Angie Dunn, CEO

Statement of Commitment

West Huron Care Centre/Blue Water Rest Home (WHCC/BWRH) strives to meet the needs of our employees and customers with disabilities and we are working hard to remove and prevent barriers to accessibility.

WHCC/BWRH is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities. This plan is reviewed and updated at least once every 5 years.

We provide training to every employee and volunteer during onboarding, and thereafter, annually. We maintain records of the training provided, including the dates on which the training was held and the number of people to whom it was provided.

Our plan is posted on our website www.westhuroncarecentre.com.

The foundation of customer service offered at WHCC/BWRH 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 those 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. Our Emergency Plan is posted on our website and is available in an accessible format for persons with disabilities.

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

During WHCC/BWRH Volunteer Orientation, volunteers are instructed to follow the direction of the Charge RN in the case of a fire, or other emergency, they receive access to our Emergency Plan.

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. Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the Integrated Accessibility Standards Regulation (IASR), and AODA & The Human Rights Code provided through Surge Learning for employees and through our Volunteer Orientation power point for volunteers.

We provide training to every employee and volunteer during onboarding. We maintain records of the training provided, including the dates on which the training was held and the number of people to whom it was provided.

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 Accessibility Policy for West Huron Care Centre/Blue Water Rest Home can be found in the Resident and Family Binder on the Resident & Family Communication board, along with our Policy Drive and can be made available upon request. WHCC/BWRH will notify all clients in the event of a planned or unexpected disruption to 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 in how to better interact with and/or accommodate persons with disabilities. Customer Service feedback is welcomed and can be submitted using our WHCC/BWRH Feedback form. Alternatively, feedback can be provided verbally, by phone, in writing, or by email.

A person with disabilities may enter WHCC/BWRH with a support person or service animal and have access to their support person while on the premises.

West Huron Care Centre/Blue Water Rest Home submits their Accessibility Compliance Report annually 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.

Our website and content conform to the World Wide Web Consortium Web Content Accessibility Guidelines. WHCC/BWRH's Facebook page does have accessibility options available for viewers. Upon request at the Admin Office, we 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

Accommodation for people with disabilities is available in the recruitment process. The following has been implemented to ensure compliance with the standard:

- Inform candidates invited to interviews, that the need for accommodations can be supported upon request
- After acceptance of employment, employees are notified through onboarding training the policy for accommodating people with disabilities
- 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 are 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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