



Integrated Accessibility Standards Regulation (IASR) Multi-Year Accessibility Plan

The following information supports the 2016-2021 accessibility plan which outlines the policies and actions that LIV Communities will/or has put in place to improve opportunities for people with disabilities.

Statement of Commitment

LIV Communities supports the inclusion of persons with disabilities to participate fully in all of its business operations. In accordance with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) and the Ontario *Human Rights Code*, LIV Communities strives to conduct its business in a way that is accessible, inclusive, and responsive to the needs of persons with disabilities.

LIV Communities is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity.

LIV Communities will strive to ensure that its policies, practices, and procedures are consistent with the following core principles as outlined in the AODA.

Dignity – goods and services are provided in a manner that is respectful to persons with a disability and does not diminish the person’s importance.

Independence – Accommodating a person’s disability means respecting their right to do for themselves and to choose the way they wish to receive goods and services.

Integration – Wherever possible, services will be provided in a manner that enables people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as our other customers. It means inclusiveness and full participation.

Equal Opportunity – Service is provided to persons with disabilities in a way that their opportunity to access goods and services is equal to that given to others.

LIV Communities is committed to developing accessibility policies and a multi-year accessibility plan to outline what we will do to remove and prevent accessibility barriers in our organization.

Under the AODA, the following accessibility standards set certain requirements that are applicable to LIV Communities:

- Customer Service;
- Information and Communications;
- Employment; and
- Design of public space

Accessibility policies and multi-year plan:

LIV Communities is committed to developing accessibility policies and this multi-year accessibility plan that outlines what we will do to remove and prevent accessibility barriers in our organization.

An accessibility policy is an organizational rule or principle created with the purpose of improving accessibility for customers and employees. This policy will help people with disabilities understand what the organization is doing to provide more accessible service and what can be expected from us in terms of accessibility. The policy will include a statement of commitment that demonstrates that the organization will provide an appropriate level of accessibility in a timely manner.

A multi-year plan is a road map that will illustrate how LIV Communities plans to meet all requirements under the IASR and remove and prevent any additional barriers to accessibility in the organization. The plan considers the following:

- how people access our organization and how our services are provided;
- how we present information about the services we provide;
- how we hire, retain, advance, and redeploy employees.

In accordance with the requirements set out in the IASR, LIV Communities will:

- develop, implement, and maintain a policy and accessibility plan which outlines how LIV Communities intends to comply with the accessibility requirements of the regulation that will be documented in writing and made publicly available via LIV Communities' website,
- report as required on its website on the progress of the implementation of this plan,
- review and update the plan as needed and once every five years.

Accessible Customer Service: Providing accessible customer service to people with disabilities.

LIV Communities is committed to excellence in serving all customers, including people with disabilities, and will carry out its functions and responsibilities in an appropriate manner to accommodate such individuals.

LIV Communities is dedicated to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers. LIV Communities will strive to ensure that its policies, practices, and procedures are consistent with the core principles of dignity, independence, integration, and equal opportunity as outlined in the AODA.

LIV Communities' commitment to meet the AODA Customer Service Standards requirements includes creating and putting in place measures that:

- considers a person's disability when communicating with them,
- allows assistive devices in our workplace, like wheelchairs and walkers,
- allows service animals,
- welcomes support persons,
- will let customers know when accessible services are not available,

- invites customers to provide feedback on the way LIV Communities provides good and services to people with disabilities.

LIV Communities will provide our policy and training to every person who deals with customers, members of the public or other third parties on behalf of LIV Communities, including every person who participates in developing LIV Communities' policies, practices and procedures governing the provision of goods and services to its customers, members of the public or other third parties.

LIV Communities' AODA customer service commitment includes:

- providing all current staff, in all positions, training and our policy,
- providing new hires the customer service standard training handout and policy at the time of orientation as part of the enrollment package,
- tracking and recording the completion of accessibility training and require employees to sign off.
- posting this policy on our website.

Workplace Emergency Response Information (Helping employees with disabilities stay safe)

LIV Communities is committed to providing its employees with emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

When LIV Communities is aware that an employee has a disability and that there is a need for accommodation, an individualized workplace emergency response plan will be provided to the employee as soon as practicable. Plans will vary based on the nature of the employee's disability and their requirements.

To meet this commitment LIV Communities will:

- develop procedures for developing individualized workplace emergency response plans,
- prepare individualized emergency plans for employees with a disability as required,
- prepare plans and provide assistance to employees who have shared information about their disability and requirements in case of an emergency evacuation or disaster in the workplace,
- communicate individualized emergency plans to the fire warden personnel and, when applicable, to the employees' respective manager,
- inform all new and current employees that it is their responsibility to share any requirements for an individualized emergency response plan,
- maintain a record of employees who require an individualized emergency response plan,
- review and assess general workplace emergency response procedures and individualized emergency plans to ensure accessibility issues are addressed on an ongoing basis.

AODA – Integrated Accessibility Standards Regulations (IASR) Training

LIV Communities is committed to providing training to employees on Ontario's IASR accessibility laws and on the Ontario Human Rights Code as it relates to employees with disabilities and their respective positions in the organization. Training will be provided as soon as practicable and in a way that best suits the duties of employees and other staff members.

To meet this commitment LIV Communities will:

- provide training regarding the AODA - IASR requirements and on the Ontario Human Rights Code,
- ensure all new and current employees and other staff that provide goods or services on behalf of LIV Communities read, understood, and signed off on the training for tracking purposes,
- provide AODA – IASR training to all new hires as part of the orientation practices,
- keep and maintain a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided,
- ensure that training is provided on any changes to the prescribed policies on an ongoing basis.

Information and Communication: Making information accessible for people with disabilities

LIV Communities is committed to making information and communications accessible to persons with disabilities. LIV Communities will ensure that its information and communications systems and platforms are accessible and meet the needs of persons with disabilities. We will consult with people with disabilities to determine their information and communications needs when applicable.

a. Accessible website and web content

LIV Communities will take the following steps to make any new websites and content on those sites conform with Web Content Accessibility Guidelines (WCAG) 2.0, Level A and will conform with WCAG 2.0 Level AA by January 1, 2021. This is in accordance with the schedule set out in the AODA Integrated Accessibility Standards Regulation.

b. Feedback process

LIV Communities will ensure its existing feedback processes are accessible to people with disabilities upon request. Information on how to provide feedback will be included in the AODA policy and employee training materials. LIV Communities will ensure staff are aware of the need to accommodate upon request through training.

As per the AODA policy, feedback regarding the way LIV Communities provides goods and services to persons with disabilities can be made in person, by email, letter or telephone. All feedback will be directed to: Patricia Silva, Office Manager/Executive Assistant.

Accessible Formats & Communication Supports

LIV Communities has taken the following steps to make all publicly available information accessible as requested.

- provide requested information and communication supports in an accessible format,
- determine the suitability of the accessible format or communication support through consultation with the person making the request,
- provide information in a timely manner that takes into account the person’s accessibility needs, and at a cost no more than the regular cost charged to other persons,
- post a sign at our reception area notifying the public about the availability of accessible formats and communication supports.

LIV Communities is committed to fair and accessible employment practices. We will take the necessary steps to prevent and remove accessibility barriers identified around employment practices, including recruitment, assessment and hiring.

Recruitment, assessment and hiring processes

We will take the following steps to notify the public and staff that, when requested, LIV Communities will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

LIV Communities will:

- provide training to hiring managers on AODA employment regulations to ensure they are practicing fair and accessible employment practices,
- work with vendors to ensure external Web pages are compliant with the Information and Communication Standards under the IASR's requirements (e.g. Job ad postings on external vendor websites),
- notify job applicants, when they are selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used in the assessment/selection process,
- include notice of accommodation in the scheduling interview and/or assessment script,
- consult and arrange suitable accommodations for a selected applicant requesting an accommodation due to disability.
- notify a successful applicant, when making offers of employment, of LIV Communities' policies for accommodating employees with disabilities.

Developing individual accommodation plans & return-to-work policies

LIV Communities will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

LIV Communities will develop and have in place a return-to-work policy and process for our employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

LIV Communities will ensure that the process for the development of documented individual accommodation plans includes the following elements, in accordance with the provisions of the IASR:

- the employee, requesting accommodation, will participate in the development of the plan,
- the employee is assessed on an individual basis,
- LIV Communities may request an evaluation by a physician, at LIV Communities' expense, to assist in determining if and how to achieve accommodation,
- the employee's personal information will be kept private and confidential,
- the accommodation plan format will take into account the employee's accessibility needs.

Performance management, career development and redeployment

LIV Communities will take into account the needs of employees with disabilities and individual accommodation plans when implementing and using performance management, career development and redeployment processes.

Planned Action:

With respect to performance management, career development and redeployment, LIV Communities will review, assess, and modify existing related policies, procedures, and practices to ensure compliance with the IASR, and will:

- review and assess employees' accommodation plan prior to performance reviews and career development discussions and make adjustments to our practices as required,
- make necessary accommodations, where required, to support employees' performance and productivity in their current and any future roles,
- take into consideration the accessibility needs of employees with disabilities, including notification of the ability to provide accommodations on internal job postings, review the orientation checklist to ensure the accessibility needs of an employee with disabilities are considered when an employee moves internally to a new role.

Design of Public Spaces Standard

LIV Communities will comply with the design for public spaces standards for all newly constructed or redeveloped public spaces commencing on or after January 1, 2017. This will include exterior sidewalks and walkways, entrances to our buildings, accessible parking, and service counters.

When building or redeveloping exterior travel paths, LIV Communities will comply with the requirements including meeting minimum width and height requirements and the slopes of sidewalks. Walkways and ramps will not exceed the defined ratios and surfaces of ramps and stairs will be firm, stable and slip resistant.

When building or redeveloping off-street parking, LIV Communities will meet the minimum number of wider spaces required for people who use mobility aids, such as wheelchairs and the minimum number of accessible standard-width spaces for people who use mobility assistive devices, such as canes, crutches, and walkers.

When adding or modifying facilities LIV Communities will ensure at least one service counter meets the defined accessibility standard.