

ACCESSIBILITY POLICY

Intent

Stewart Homes is committed to ensuring equal access and participation for people with disabilities. Stewart Homes is committed to providing our services in a way that respects the dignity and independence of all persons with disabilities, whether living, working or visiting our homes and workplaces. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by identifying, removing and preventing barriers to accessibility and by meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

This document is publicly available and can be made available in alternate formats upon request.

Practice

Communication:

Stewart Homes' employees will communicate to persons with disabilities in ways that take into account their disability.

Training:

Stewart Homes will ensure that all employees and students receive training in accessible customer service, other Ontario accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities. This includes training of all persons who participate in developing Stewart Homes policies and procedures. Staff will also receive training as it relates to their specific job duties.

This training will be provided to employees as part of orientation training for new employees, as soon as practicable after their hire, and on a continuing basis as required, such as when changes are made to this Policy, when employees are promoted or redeployed to positions with new duties.

Training for all staff will include:

- A review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005, and the requirements of the Accessibility Standards for Customer Service;
- Information about Stewart Homes' policies, procedures and guidelines pertaining to the provision of services to clients and visitors with disabilities;
- How to interact and communicate with persons with various types of disabilities;

- What to do if a person with a disability is having difficulty in accessing services or resources;
- How to interact with persons with disabilities who use assistive devices or require the assistance of a service animal or a support person;
- How to use the equipment or devices available on Stewart Homes' premises that assist with the provision services to persons with disabilities;
- Training that is relevant to the specific job duties of the employee.

Assistive Devices:

Stewart Homes is committed to welcome persons with disabilities who use assistive devices to access our residences and services.

Stewart Homes will inform the individuals in our care and their guardians of the assistive devices that are available on the Company's premises.

While Stewart Homes and its employees are committed to familiarizing themselves with the various assistive devices that may be used by clients and visitors, where an employee is not immediately able to provide this service via the assistive device he/she uses, that employee will immediately refer the matter to their **Supervisor** or the **Program Manager**, who will be vested with the responsibility to achieve the necessary service to that client or visitor via that assistive device as quickly as reasonably possible.

Use of Service Animals and Support Persons:

Persons with disabilities may bring their service animal on the parts of our premises that are open to visitors, and where the animal is not otherwise excluded by law. Stewart Homes will ensure that all employees and students dealing with visitors, are trained in how to interact with persons with disabilities who are accompanied by a service animal. It is the responsibility of the person with a service animal to control the animal at all times. In the event an employee or resident is severely allergic to animals, or if the service animal could be at risk of harm while visiting the home, (e.g. due to the challenging behaviour of a resident who is present at the home), alternative arrangements will be made to accommodate the individual requiring the service animal. This might include providing an alternate location within or nearby the home, or providing an alternate time for the visit.

Any person with a disability who is accompanied by a support person will be allowed to enter Stewart Homes premises open to visitors or other third parties with their support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while at Stewart Homes.

Consent from the person with a disability is required when communicating private issues related to the person with a disability, in the presence of a support person.

Notice of Temporary Disruptions:

Stewart Homes will make a reasonable effort to provide clients and visitors with notice in the event of a planned or unexpected disruption in the facilities or services normally used by persons with disabilities. This notice will include information about the reason for the disruption, how long the disruption is expected to last, and a description of any alternative facilities or services, if available.

This notice will be provided in accessible formats and will be displayed prominently at the location of the disruption and if appropriate, on the website.

Feedback Process:

Stewart Homes welcomes feedback, including feedback in the delivery of services to visitors and clients with disabilities. All Stewart Homes' stakeholders can submit feedback to Stewart Homes Director at the Peterborough Office, either through the "What do you think?" section of our website or by emailing or calling Kim directly at kerskine@stewart-homes.com. Please refer to this policy in your message and be sure to provide contact information. A reply can be expected within 10 business days. Complaints will be addressed according to the Stewart Homes' regular complaint management procedures.

Individuals with disabilities may request accommodation in the Feedback process. Accessible formats and communication supports will be made available as promptly as possible to allow individuals with disabilities provide feedback and receive responses in a timely manner.

When asked, we will provide information about our organization and its services, including public safety information, if any, in accessible formats or with communication supports.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If Stewart Homes determines that information or communications are unconvertible, the organization shall provide the requestor with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

Employment

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- a) when the employee moves to a different location in the organization;
- b) when the employee's overall accommodations needs or plans are reviewed; and
- c) when the employer reviews its general emergency response policies.

We have a written process to develop individual accommodation plans for employees. We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. Our performance management, and redeployment processes take into account the accessibility needs of all employees.

Information and Communications

Stewart Homes has a process for receiving and responding to feedback and this process is accessible to persons with disabilities upon request.

Stewart Homes communicates with people with disabilities in ways that take into account their disability. Stewart Homes will provide information about our services in accessible formats or with communication supports upon request in a timely manner, taking into account the requestor's accessibility needs due to disability.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If we determine that information or communications are unconvertible, Stewart Homes will provide the requestor with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

We notify the public about the availability of accessible formats and communication supports by posting these publicly and by discussing these at resident Plan of Care or Individual Support Plan meetings as appropriate.

Stewart Homes is committed to meeting internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Modifications to this or Other Policies:

Stewart Homes is committed to developing policies that respect and promote the dignity and independence of all persons with disabilities, including staff, our residents and their visitors. Therefore, no change will be made to this policy before considering the impact on persons with disabilities. Any Company policy that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

Questions about this Policy:

This policy exists to achieve service excellence to our residents, visitors, staff and other stakeholders with disabilities. If anyone has a question about this policy please contact:

Kim Erskine – Executive Director

kerskine@stewart-homes.com

Peterborough Office:
705 743 8043