



Multi-Year Accessibility Plan (Accessibility for Ontarians with Disabilities Act, 2005)

Overview

Knollcrest Lodge (the “Organization”) is committed to providing excellent services and support to all persons, including those with disabilities. Our goal is to focus on identifying, removing, and preventing barriers for persons with disabilities. This multi-year accessibility plan complies with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) (the “Act”).

This multi-year accessibility plan outlines the policies and actions the Organization will implement and take to remove barriers and improve opportunities for persons with disabilities in accordance with the requirements included in the Integrated Accessibility Standards Regulations (IASR).

PART I – GENERAL

AODA Regulation				Knollcrest Lodge Action Plan	
Section	Initiative	Description	Compliance Date	Action	Status
3	Establishment of Accessibility Policies	3. (1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	January 1, 2014	<ul style="list-style-type: none"> • Draft, approve, and finalize the policy • Make all employees aware of where the policy is located 	
4	Accessibility Plans	4. (1) Large organizations shall, a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under this Regulation; b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and	January 1, 2014	<ul style="list-style-type: none"> • Draft the multi-year accessibility plan • Post the plan to the external website • Update the multi-year accessibility plan bi-annually and re-post to the external website as necessary 	 Ongoing

		c) review and update the accessibility plan at least once every five years.			
7	Training	7. (1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to, (a) all employees, and volunteers; (b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization.	January 1, 2015	<ul style="list-style-type: none"> Incorporate and complete training in new hire orientation and as needed thereafter 	✓

PART II – INFORMATION AND COMMUNICATION STANDARDS

AODA Regulation				Knollcrest Lodge Action Plan	
Section	Initiative	Description	Compliance Date	Action	Status
11	Feedback	11. (1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	January 1, 2015	<ul style="list-style-type: none"> Review internal and external feedback processes Ensure that all employees are aware of the need to provide accessible formats/communication supports upon request 	✓ ✓
12	Accessible Formats and Communication Supports	12. (1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,	January 1, 2016	<ul style="list-style-type: none"> Develop a process to ensure accessible formats/communication supports can be provided in a timely manner Ensure that all employees are aware that accessible formats/communication supports are provided at no additional cost 	✓ ✓

		<p>a) in a timely manner that takes into account the person’s accessibility needs due to disability; and</p> <p>b) at a cost that is no more than the regular cost charged to other persons.</p>			
12		12. (2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	January 1, 2016	<ul style="list-style-type: none"> • Ensure that all employees are aware of this consultation requirement • Develop a process to be used if a suitable agreement cannot be made 	<p>✓</p> <p>✓</p>
12		12. (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	January 1, 2016	<ul style="list-style-type: none"> • Identify and implement the appropriate notification methods 	<p>✓</p>
13	Emergency Procedures, Plans or Public Safety Information	13. (1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans, or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	January 1, 2012	<ul style="list-style-type: none"> • Ensure that all employees are aware of the need to provide accessible formats/communication supports as it relates to publicly available emergency procedures, plans, or public safety information upon request 	<p>✓</p>
14	Accessible Websites and Web Content (PART ONE)	14. (2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	January 1, 2014: new internet websites and web content on those sites must conform with WCAG 2.0 Level A.	<ul style="list-style-type: none"> • Assess the existing website for accessibility • Update the existing website to meet WCAG Level A requirements • Monitor for ongoing changes and updates to the WCAG guidelines and update accordingly as necessary 	Ongoing

14	Accessible Websites and Web Content (PART TWO)		January 1, 2021: All internet websites and web content must conform with WCAG 2.0 Level AA, other than, ☐ success criteria 1.2.4 Captions (Live) ☐ success criteria 1.2.5 Audio Descriptions (Prerecorded).	<ul style="list-style-type: none"> • Update the existing website to meet the WCAG AA requirements • Monitor for ongoing changes and updates to the WCAG guidelines and update accordingly as necessary 	Ongoing
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PART III – EMPLOYMENT STANDARDS

AODA Regulation				Knollcrest Lodge Action Plan	
Section	Initiative	Description	Compliance Date	Action	Status
22	Recruitment – General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	January 1, 2016	<ul style="list-style-type: none"> • Determine the most effective ways to communicate the availability of accommodation(s) during the recruitment process • Ensure that all employees are aware of this requirement and the methods determined above 	<p>✓</p> <p>✓</p>
23	Recruitment, Assessment or Selection Process	23. (1) During a recruitment process, an employer shall notify job applicants, when they are individually 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.	January 1, 2016	<ul style="list-style-type: none"> • Develop a process to notify job applicants when they are individually selected to participate in an assessment selection process that accommodations are available upon request • Ensure that all employees are aware of this consultation requirement 	<p>✓</p> <p>✓</p>

		(2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.			
24	Notice to Successful Applicants	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	January 1, 2016	<ul style="list-style-type: none"> • Future offer letters to reference the related policy and the statement of commitment from that policy 	✓
25	Informing Employees of Supports	25. (1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	January 1, 2016	<ul style="list-style-type: none"> • Future offer letters to reference the related policy and the statement of commitment from that policy 	✓
25		25. (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	January 1, 2016	<ul style="list-style-type: none"> • Incorporate a review of the related policy and statement of commitment from that policy during new hire orientation 	✓
25		25. (3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	January 1, 2016	<ul style="list-style-type: none"> • Develop a process to notify employees of changes to the existing policy • Use a sign-off procedure after notifying employees of changes to the existing policy 	✓ ✓
26	Accessible Formats and Communication Supports for Employees	26. (1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of	January 1, 2016	<ul style="list-style-type: none"> • Consult with the employee to determine what they will require as needed 	Ongoing

		<p>accessible formats and communication supports for,</p> <p>(a) information that is needed in order to perform the employee's job; and</p> <p>(b) information that is generally available to employees in the workplace.</p>			
26		26. (2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	January 1, 2016	<ul style="list-style-type: none"> Consult with the employee to determine what they will require as needed 	Ongoing
27	Workplace Emergency Response Information	27. (1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and the employer is aware of the need for accommodation due to the employee's disability.	January 1, 2012	<ul style="list-style-type: none"> Individualized workplace emergency response information to be provided to employees who have a disability during new hire orientation as needed 	Ongoing
27		27. (2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.	January 1, 2012	<ul style="list-style-type: none"> With the consent of the employee, provide their individualized workplace emergency response information to another employee that will be designated to provide assistance to them as needed 	Ongoing
27		27. (3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.	January 1, 2012	<ul style="list-style-type: none"> Develop a process for the review of individualized workplace emergency response information that includes all required elements as per the IASR 	✓

27		<p>27. (4) Every employer shall review the individualized workplace emergency response information,</p> <p>(a) when the employee moves to a different location in the organization;</p> <p>(b) when the employee’s overall accommodations needs or plans are reviewed; and</p> <p>(c) when the employer reviews its general emergency response policies.</p>	January 1, 2012	<ul style="list-style-type: none"> • Develop a process for the review of individualized workplace emergency response information that includes all required elements as per the IASR 	✓
28	Documented Individual Accommodation Plans	<p>28. (1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p>	January 1, 2016	<ul style="list-style-type: none"> • Develop a process for the development of documented individual accommodation plans for employees with disabilities that includes all required elements as per the IASR 	✓
28		<p>28. (2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <p>1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</p> <p>2. The means by which the employee is assessed on an individual basis.</p> <p>3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the</p>	January 1, 2016	<ul style="list-style-type: none"> • Develop a process for the development of documented individual accommodation plans for employees with disabilities that includes all required elements as per the IASR 	✓

		<p>employer's expense, to determine if and how accommodation can be achieved.</p> <p>4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</p> <p>5. The steps taken to protect the privacy of the employee's personal information.</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p>			
28		28 (3) Individual accommodation plans shall,	January 1, 2016	<ul style="list-style-type: none"> Develop a process for the development of documented individual accommodation plans for employees with disabilities that 	✓

		<p>(a) if requested, include any information regarding accessible formats and communication supports provided, as described in section 26;</p> <p>(b) if required, include individualized workplace emergency response information, as described in section 27; and</p> <p>(c) identify any other accommodation that is to be provided.</p>		includes all required elements as per the IASR	
29	Return to Work Process	<p>29. (1) Every employer, other than an employer that is a small organization,</p> <p>(a) shall develop and have in place a return-to-work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and</p> <p>(b) shall document the process.</p>	January 1, 2016	<ul style="list-style-type: none"> Develop a process that includes all required elements as per the IASR 	✓
29		<p>29. (2) The return-to-work process shall,</p> <p>(a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</p> <p>(b) use individual documented accommodation plans, as described in section 28, as part of the process.</p>	January 1, 2016	<ul style="list-style-type: none"> Develop a process that includes all required elements as per the IASR 	✓

29		29. (3) The return-to-work process referenced in this section does not replace or override any other return-to-work process created by or under any other statute.	January 1, 2016	<ul style="list-style-type: none"> • Develop a process that includes all required elements as per the IASR 	✓
30	Performance Management	30. (1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	January 1, 2016	<ul style="list-style-type: none"> • Review the current process and make changes if needed to ensure that: <ul style="list-style-type: none"> ○ Employees' accessibility needs can be met ○ Individual accommodation plans are considered 	✓
31	Career Development and Advancement	31. (1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	January 1, 2016	<ul style="list-style-type: none"> • Review the current process and make changes if needed to ensure that: <ul style="list-style-type: none"> ○ Employees' accessibility needs can be met ○ Individual accommodation plans are considered 	✓
32	Redeployment	32. (1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	January 1, 2016	<ul style="list-style-type: none"> • Review the current process and make changes if needed to ensure that: <ul style="list-style-type: none"> ○ Employees' accessibility needs can be met ○ Individual accommodation plans are considered 	✓

PART IV – TRANSPORTATION STANDARDS

AODA Regulation				Knollcrest Lodge Action Plan	
Section	Initiative	Description	Compliance Date	Action	Status

34	Availability of Information on Accessibility Equipment, etc.	34. (1) All conventional transportation service providers and specialized transportation service providers shall make available to the public current information on accessibility equipment and features of their vehicles, routes, and services.	January 1, 2012	<ul style="list-style-type: none"> • Post relevant information to the external website 	Ongoing
34	Availability of Information on Accessibility Equipment, etc.	34. (2) Conventional transportation service providers and specialized transportation service providers shall, upon request, provide the information described in subsection (1) in an accessible format.	January 1, 2012	<ul style="list-style-type: none"> • Develop a process to ensure accessible formats/communication supports can be provided in a timely manner • Ensure that all employees are aware of the need to provide accessible formats/communication supports upon request 	 
35	Non-functioning Accessibility Equipment	35. (1) If the accessibility equipment on the vehicle is not functioning and equivalent service cannot be provided, conventional transportation service providers and specialized transportation service providers shall take reasonable steps to accommodate persons with disabilities who would otherwise use the equipment and the transportation service provider shall repair the equipment as soon as is practicable.	July 1, 2011	<ul style="list-style-type: none"> • Develop a process to ensure persons with disabilities can be accommodated in the event of non-functional accessibility equipment • Develop a process to ensure the non-functional accessibility equipment is repaired as soon as is practicable 	
36	Accessibility Training	36. (1) In addition to the training requirements set out in section 7, conventional transportation service providers and specialized transportation service providers shall conduct employee and volunteer accessibility training.	January 1, 2014	<ul style="list-style-type: none"> • Incorporate and complete training in new hire orientation and as needed thereafter 	
36	Accessibility Training	36. (2) The accessibility training shall include training on,	January 1, 2014	<ul style="list-style-type: none"> • Incorporate and complete training in new hire orientation (where applicable) and as needed thereafter 	

		<p>(a) the safe use of accessibility equipment and features;</p> <p>(b) acceptable modifications to procedures in situations where temporary barriers exist or accessibility equipment on a vehicle fails; and</p> <p>(c) emergency preparedness and response procedures that provide for the safety of persons with disabilities.</p>			
37	Emergency Preparedness and Response Policies	<p>37. (1) In addition to any obligations that a conventional transportation service provider or a specialized transportation service provider has under section 13, conventional transportation service providers and specialized transportation service providers,</p> <p>(a) shall establish, implement, maintain, and document emergency preparedness and response policies that provide for the safety of persons with disabilities; and</p> <p>(b) shall make those policies available to the public</p>	January 1, 2012	<ul style="list-style-type: none"> • Draft, approve, and finalize the policy/procedures • Post relevant information to the external website 	Ongoing
37	Emergency Preparedness and Response Policies	<p>37. (2) Conventional transportation service providers and specialized transportation service providers shall, upon request, provide the policies described in subsection (1) in an accessible format.</p>	January 1, 2012	<ul style="list-style-type: none"> • Develop a process to ensure accessible formats/communication supports can be provided in a timely manner • Ensure that all employees are aware of the need to provide accessible formats/communication supports upon request 	✓
38	Fares, Support Persons	<p>38. (1) No conventional transportation service provider and no specialized</p>	-	<ul style="list-style-type: none"> • Fares are not charged to a support person who is accompanying a person 	✓

		transportation provider shall charge a fare to a support person who is accompanying a person with a disability where the person with a disability has a need for a support person.		with a disability where the person with a disability has a need for a support person	
38	Fares, Support Persons	38. (2) It is the responsibility of a person with a disability to demonstrate to a transportation service provider described in subsection (1) their need for a support person to accompany them on the conventional or specialized transportation service and to ensure that the appropriate designation for a support person is in place.	-	N/A	✓
42	Accessibility Plans, Specialized Transportation Services	42. (1) Specialized transportation service providers shall, in their accessibility plans, (a) identify the process for estimating the demand for specialized transportation services; and (b) develop steps to reduce wait times for specialized transportation services	January 1, 2013	a) To estimate the demand for specialized transportation services, we analyze historical ridership data (to identify peak periods, seasonal fluctuations, and long-term trends in service use) and demographic changes (including data on the aging population in the community and individuals with disabilities). This informs decisions re: staffing and resources. b) We monitor fleet capacity and invest in vehicle acquisition and timely maintenance to prevent service interruptions. Additionally, we assess and prioritize trips based on urgency and essential service access, such as medical appointments. Where demand supports it, we would extend service hours to provide greater flexibility and coverage. Through EasyRide Collaborative, partner agencies strive	✓

				to meet all trip demands based on available capacity and resources. Should the wait time exceed the visitor's expectations, scheduling coordinators will actively attempt to locate an alternative EasyRide agency that may be able to provide the trip on the local agency's behalf.	
43	Accessibility Plans, Conventional and Specialized Transportation Services	43. (1) Conventional transportation service providers and specialized transportation service providers shall, in their accessibility plans, describe their procedures for dealing with accessibility equipment failures on their respective types of vehicles.	January 1, 2013	<ul style="list-style-type: none"> • In the event of an emergency involving lift failure, drivers are trained in manual procedures for operating accessibility equipment. The manual hand pump will be used to raise the lift, and the hydraulic release system will be used to safely lower the lift in the event of a mechanical malfunction. • In the event of a vehicle breakdown, emergency services will be contacted, if required, and a tow truck will be dispatched to address the mechanical issue. If possible, a replacement vehicle will be dispatched. 	✓
63	Categories of Eligibility	63. (1) Every specialized transportation service provider shall have three categories of eligibility to qualify for specialized transportation services, <ul style="list-style-type: none"> (a) unconditional eligibility (b) temporary eligibility (c) conditional eligibility. 	January 1, 2017	<ul style="list-style-type: none"> • All persons that apply are eligible to receive transportation services • See intake form 	✓
63	Categories of Eligibility	63. (2) For purposes of eligibility for specialized transportation services, specialized transportation service	January 1, 2017	N/A	✓

		<p>providers shall categorize persons with disabilities as follows:</p> <ol style="list-style-type: none"> 1. A person with a disability that prevents them from using conventional transportation services shall be categorized as having unconditional eligibility. 2. A person with a temporary disability that prevents them from using conventional transportation services shall be categorized as having temporary eligibility. 3. A person with a disability where environmental or physical barriers limit their ability to consistently use conventional transportation services shall be categorized as having conditional eligibility. 			
63	Categories of Eligibility	63. (3) A specialized transportation service provider may deny requests for specialized transportation services to persons who are categorized as having temporary eligibility or conditional eligibility if the conventional transportation service is accessible to the person and the person has the ability to use it.	January 1, 2017	<ul style="list-style-type: none"> • All persons that apply are eligible to receive transportation services • See intake form 	✓
64	Eligibility Application Process	64. (1) If a person has completed an application for eligibility for specialized transportation services and the person's eligibility has not been determined within 30 calendar days after the completed	January 1, 2017	<ul style="list-style-type: none"> • All persons that apply are eligible to receive transportation services • See intake form 	✓

		application is received by the specialized transportation service provider, the person shall be considered to have temporary eligibility for specialized transportation services until a decision on his or her eligibility is made.			
64	Eligibility Application Process	64. (2) A specialized transportation service provider shall not charge a fee to persons with disabilities who apply or who are considered eligible for specialized transportation services.	January 1, 2017	<ul style="list-style-type: none"> Application fees not charged/applicable 	✓
64	Eligibility Application Process	64. (3) A specialized transportation service provider may require a reassessment of the eligibility of temporary eligible restraints at reasonable intervals.	January 1, 2017	<ul style="list-style-type: none"> All persons that apply are eligible to receive transportation services 	✓
64	Eligibility Application Process	64. (4) A specialized transportation service provider shall, upon the request of the person requesting specialized transportation services, make available to the requester all of his or her specialized transportation services eligibility application and decision information in accessible formats.	January 1, 2017	<ul style="list-style-type: none"> All persons that apply are eligible to receive transportation services 	✓
64	Eligibility Application Process	64. (5) A specialized transportation service provider shall establish an independent appeal process to review decisions respecting eligibility.	January 1, 2017	<ul style="list-style-type: none"> All persons that apply are eligible to receive transportation services 	✓
64	Eligibility Application Process	64. (6) A specialized transportation service provider shall make the decision on an appeal with respect to eligibility within 30 calendar days after receiving the complete appeal application, but if a final decision is not made within the 30 days, the applicant shall be granted	January 1, 2017	<ul style="list-style-type: none"> All persons that apply are eligible to receive transportation services 	✓

		temporary eligibility until a final decision is made.			
64	Eligibility Application Process	64. (8) A specialized transportation service provider shall have policies respecting the collection, use and disclosure of personal information collected for purposes of determining eligibility under this section.	January 1, 2017	<ul style="list-style-type: none"> • Captured within the intake form 	✓
64	Eligibility Application Process	64. (9) In this section, “personal information” means personal information within the meaning of the <i>Freedom of Information and Protection of Privacy Act</i> .	January 1, 2017	N/A	✓
65	Emergency or Compassionate Grounds	65. (1) Specialized transportation service providers shall develop procedures respecting the provision of temporary specialized transportation services earlier than in the 14 calendar days referred to in subsection 64 (1), (a) where the services are required because of an emergency or on compassionate grounds; and (b) where there are no other accessible transportation services to meet the person’s needs.	January 1, 2017	<ul style="list-style-type: none"> • All persons that apply are eligible to receive transportation services 	✓
65	Emergency or Compassionate Grounds	65. (2) A person shall apply for services described in subsection (1) in the manner determined by the specialized transportation service provider.	January 1, 2017	<ul style="list-style-type: none"> • All persons that apply are eligible to receive transportation services 	✓
66	Fare Parity	66. (1) Where conventional transportation services and specialized transportation services are provided by	January 1, 2017	<ul style="list-style-type: none"> • Conventional transportation services are not offered in the area 	✓

		separate transportation service providers in the same jurisdiction, the specialized transportation service provider shall not charge more than the highest fare charged for conventional transportation services in the same jurisdiction.			
67	Visitors	67. (1) Every specialized transportation service provider shall, (a) make specialized transportation services available to visitors; and (b) consider as eligible i. visitors who provide confirmation that they are eligible for specialized transportation services in the jurisdiction in which they reside, or ii. visitors who meet the specialized transportation services eligibility requirements of the specialized transportation service provider.	January 1, 2013	<ul style="list-style-type: none"> • All persons that apply are eligible to receive transportation services • Visitors are considered to be any person who accesses the services of Community Outreach and who lives in the Township of Perth East; no other conditions apply 	✓
67	Visitors	67. (2) Every specialized transportation service provider shall develop criteria to determine who falls into the category of visitor for the purposes of this section.	January 1, 2013	<ul style="list-style-type: none"> • All persons that apply are eligible to receive transportation services 	✓
67	Visitors	67. (4) A specialized transportation service provider shall have policies respecting the collection, use and disclosure of personal information collected for purposes of determining eligibility under this section.	January 1, 2013	<ul style="list-style-type: none"> • Draft, approve, and finalize the policy 	✓
67	Visitors	67. (5) In this section,	January 1, 2013	N/A	✓

		“personal information” means personal information within the meaning of the <i>Freedom of Information and Protection of Privacy Act</i> .			
68	Origin to Destination Services	68. (1) Every specialized transportation service provider shall provide origin to destination services within its service area that takes into account the abilities of its passengers and that accommodates their abilities.	July 1, 2011	<ul style="list-style-type: none"> Draft, approve, and finalize the policy 	✓
68	Origin to Destination Services	Origin to destination services may include services on any accessible conventional transportation services.	July 1, 2011	<ul style="list-style-type: none"> Conventional transportation services are not offered in the area 	✓
68	Origin to Destination Services	For the purposes of this section, origin to destination services refers to the overall package of transportation services that allows a specialized transportation service provider to provide, in a flexible way, transportation services in a manner that best meets the needs of persons with disabilities.	July 1, 2011	N/A	✓
69	Co-ordinated Service	69. (1) Where specialized transportation services are provided in adjacent municipalities within contiguous urban areas, the specialized transportation service providers shall facilitate connections between their respective services.	January 1, 2013	<ul style="list-style-type: none"> Draft, approve, and finalize the policy/procedure 	✓
69	Co-ordinated Service	69. (2) Specialized transportation service providers to which subsection (1) applies shall determine accessible stops and drop off locations in the contiguous urban areas that have specialized transportation services.	January 1, 2013	<ul style="list-style-type: none"> Draft, approve, and finalize the policy/procedure 	✓

71	Booking	<p>71. (1) Every specialized transportation service provider shall, where the specialized transportation services require reservations,</p> <p>(a) provide same day service to the extent that it is available; and</p> <p>(b) where same day service is not available, accept booking requests up to three hours before the published end of the service period on the day before the intended day of travel.</p>	January 1, 2014	<ul style="list-style-type: none"> • Draft, approve, and finalize the policy/procedure 	✓
71	Booking	<p>71. (2) A specialized transportation service provider to whom subsection (1) applies shall provide accessible means to accept reservations.</p>	January 1, 2014	<ul style="list-style-type: none"> • Draft, approve, and finalize the policy/procedure 	✓
72	Trip Restrictions	<p>72. (1) No specialized transportation service provider shall limit the availability of specialized transportation services to persons with disabilities by,</p> <p>(a) restricting the number of trips a person with a disability is able to request; or</p> <p>(b) implementing any policy or operational practice that unreasonably limits the availability of specialized transportation services.</p>	January 1, 2014	<ul style="list-style-type: none"> • Draft, approve, and finalize the policy 	✓
73	Service Delays	<p>73. (1) Every specialized transportation service provider, where the specialized transportation services require reservations, shall provide information on the duration of service delays to affected</p>	January 1, 2013	<ul style="list-style-type: none"> • Draft, approve, and finalize the policy/procedure 	✓

		passengers by a method agreed to by the specialized transportation service provider and passenger.			
73	Service Delays	73. (2) For the purposes of this section, a service delay is a delay of 30 minutes or more after the scheduled pick-up time.	January 1, 2013	N/A	✓
73	Service Delays	73. (3) This section does not apply in respect of delays in service that arise during the trip.	January 1, 2013	N/A	✓
74	Companions with Children	74. (1) Every specialized transportation service provider shall allow companions to travel with persons with disabilities if space is available and will not result in the denial of service to other persons with disabilities.	January 1, 2012	<ul style="list-style-type: none"> Draft, approve, and finalize the policy 	✓
74	Companions with Children	74. (2) Every specialized transportation service provider shall allow dependents to travel with a person with a disability who is the parent or guardian of the dependent if appropriate child restraint securement systems and equipment are, if required, available.	January 1, 2012	<ul style="list-style-type: none"> Draft, approve, and finalize the policy 	✓

PART IV.1 - DESIGN OF PUBLIC SPACES STANDARDS (ACCESSIBILITY STANDARDS FOR THE BUILT ENVIRONMENT)

AODA Regulation				Knollcrest Lodge Action Plan	
Section	Initiative	Description	Compliance Date	Action	Status
80.22	Exterior Paths of Travel – General Obligation	80.22 Obligated organizations, other than small organizations, shall ensure that any exterior paths of travel that they construct or redevelop and intend to maintain meet the requirements set out in this Part.	January 1, 2017		✓

80.23	Exteriors Paths of Travel – Technical Requirements	<p>80.23 When constructing new or redeveloping existing exterior paths of travel that they intend to maintain, obligated organizations, other than small organizations, shall ensure that new and redeveloped exterior paths of travel meet the following requirements:</p> <ol style="list-style-type: none"> 1. The exterior path must have a minimum clear width of 1,500 mm, but this clear width can be reduced to 1,200 mm to serve as a turning space where the exterior path connects with a curb ramp. 2. Where the head room clearance is less than 2,100 mm over a portion of the exterior path, a rail or other barrier with a leading edge that is cane detectable must be provided around the object that is obstructing the head room clearance. 3. The surface must be firm and stable. 4. The surface must be slip resistant. 5. Where an exterior path has openings in its surface, <ol style="list-style-type: none"> i. the openings must not allow passage of an object that has a diameter of more than 20 mm, and ii. any elongated openings must be oriented approximately perpendicular to the direction of travel. 	January 1, 2017		✓
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		<p>6. The maximum running slope of the exterior path must be no more than 1:20, but where the exterior path is a sidewalk, it can have a slope of greater than 1:20, but it cannot be steeper than the slope of the adjacent roadway.</p> <p>7. The maximum cross slope of the exterior path must be no more than 1:20, where the surface is asphalt, concrete or some other hard surface, or no more than 1:10 in all other cases.</p> <p>8. The exterior path must meet the following requirements:</p> <ul style="list-style-type: none"> i. It must have a 1:2 bevel at changes in level between 6 mm and 13 mm. ii. It must have a maximum running slope of 1:8 or a curb ramp that meets the requirement of section 80.26 at changes in level of greater than 13 mm and less than 75 mm. iii. It must have a maximum running slope of 1:10 or a curb ramp that meets the requirement of section 80.26 at changes in level of 75 mm or greater and 200 mm or less. iv. It must have a ramp that meets the requirements of section 80.24 at changes in level of greater than 200 mm. <p>9. The entrance to the exterior path of travel must provide a minimum clear</p>			
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		opening of 850 mm, whether the entrance includes a gate, bollard or other entrance design.			
80.24	Exterior Paths of Travel – Ramps	<p>80.24 (1) Where an exterior path of travel is equipped with a ramp, the ramp must meet the following requirements:</p> <ol style="list-style-type: none"> 1. The ramp must have a minimum clear width of 900 mm. 2. The surface of the ramp must be firm and stable. 3. The surface of the ramp must be slip resistant. 4. The ramp must have a maximum running slope of no more than 1:15. 5. The ramp must be provided with landings that meet the following requirements: <ol style="list-style-type: none"> i. Landings must be provided at the top and bottom of the ramp, where there is an abrupt change in direction of the ramp, and at horizontal intervals not greater than nine metres apart. ii. Landings must be a minimum of 1,670 mm by 1,670 mm at the top and bottom of the ramp and where there is an abrupt change in direction of the ramp. 	January 1, 2017		✓

		<p>iii. Landings must be a minimum of 1,670 mm in length and at least the same width of the ramp for an in-line ramp.</p> <p>iv. Landings must have a cross slope that is not steeper than 1:50.</p> <p>6. Where a ramp has openings in its surface,</p> <p>i. the openings must not allow passage of an object that has a diameter of more than 20 mm, and</p> <p>ii. any elongated openings must be oriented approximately perpendicular to the direction of travel.</p> <p>7. A ramp must be equipped with handrails on both sides of the ramp and the handrails must,</p> <p>i. be continuously graspable along their entire length and have circular cross-section with an outside diameter not less than 30 mm and not more than 40 mm, or any non-circular shape with a graspable portion that has a perimeter not less than 100 mm and not more than 155 mm and whose largest cross-sectional dimension is not more than 57 mm,</p> <p>ii. be not less than 865 mm and not more than 965 mm high, measured vertically from the surface of the ramp, except that</p>			
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		<p>handrails not meeting these requirements are permitted provided they are installed in addition to the required handrail,</p> <ul style="list-style-type: none"> iii. terminate in a manner that will not obstruct pedestrian travel or create a hazard, iv. extend horizontally not less than 300 mm beyond the top and bottom of the ramp, v. be provided with a clearance of not less than 50 mm between the handrail and any wall to which it is attached, and vi. be designed and constructed such that handrails and their supports will withstand the loading values obtained from the non-concurrent application of a concentrated load not less than 0.9 kN applied at any point and in any direction for all handrails and a uniform load not less than 0.7 kN/metre applied in any direction to the handrail. <p>8. Where the ramp is more than 2,200 mm in width,</p> <ul style="list-style-type: none"> i. one or more intermediate handrails which are continuous between landings shall be provided and located so that there is no more than 1,650 mm between handrails, and ii. the handrails must meet the requirements set out in paragraph 7. 			
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		<p>9. The ramp must have a wall or guard on both sides and where a guard is provided, it must,</p> <ul style="list-style-type: none"> i. be not less than 1,070 mm measured vertically to the top of the guard from the ramp surface, and ii. be designed so that no member, attachment or opening located between 140 mm and 900 mm above the ramp surface being protected by the guard will facilitate climbing. <p>10. The ramp must have edge protection that is provided,</p> <ul style="list-style-type: none"> i. with a curb at least 50 mm high on any side of the ramp where no solid enclosure or solid guard is provided, or ii. with railings or other barriers that extend to within 50 mm of the finished ramp surface. 			
80.25	Exterior Paths of Travel – Stairs	<p>80.25 Where stairs connect to exterior paths of travel, the stairs must meet the following requirements:</p> <ul style="list-style-type: none"> 1. The surface of the treads must have a finish that is slip resistant. 2. Stairs must have uniform risers and runs in any one flight. 	January 1, 2017		✓

		<p>3. The rise between successive treads must be between 125 mm and 180 mm.</p> <p>4. The run between successive steps must be between 280 mm and 355 mm.</p> <p>5. Stairs must have closed risers.</p> <p>6. The maximum nosing projection on a tread must be no more than 38 mm, with no abrupt undersides.</p> <p>7. Stairs must have high tonal contrast markings that extend the full tread width of the leading edge of each step.</p> <p>8. Stairs must be equipped with tactile walking surface indicators that are built in or applied to the walking surface, and the tactile walking surface indicators must,</p> <ul style="list-style-type: none"> i. have raised tactile profiles, ii. have a high tonal contrast with the adjacent surface, iii. be located at the top of all flights of stairs, and iv. extend the full tread width to a minimum depth of 610 mm commencing one tread depth from the edge of the stair. <p>9. Handrails must be included on both sides of stairs and must satisfy the requirements set out in paragraph 7 of subsection 80.24 (1).</p>			
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		<p>10. A guard must be provided that is not less than 920 mm, measured vertically to the top of the guard from a line drawn through the outside edges of the stair nosings and 1,070 mm around the landings and is required on each side of a stairway where the difference in elevation between ground level and the top of the stair is more than 600 mm but, where there is a wall, a guard is not required on that side.</p> <p>11. Where stairs are more than 2,200 mm in width,</p> <p>i. one or more intermediate handrails that are continuous between landings must be provided and located so there is no more than 1,650 mm between handrails, and</p> <p>ii. the handrails must satisfy the requirements set out in paragraph 7 of subsection 80.24.</p>			
80.26	Exterior Paths of Travel – Curb Ramps	<p>80.26 (1) Where a curb ramp is provided on an exterior path of travel, the curb ramp must align with the direction of travel and meet the following requirements:</p> <p>1. The curb ramp must have a minimum clear width of 1,200 mm, exclusive of any flared sides.</p>	January 1, 2017		✓

		<p>2. The running slope of the curb ramp must,</p> <ul style="list-style-type: none"> i. be a maximum of 1:8, where elevation is less than 75 mm, and ii. be a maximum of 1:10, where elevation is 75 mm or greater and 200 mm or less. <p>3. The maximum cross slope of the curb ramp must be no more than 1:50.</p> <p>4. The maximum slope on the flared side of the curb ramp must be no more than 1:10.</p> <p>5. Where the curb ramp is provided at a pedestrian crossing, it must have tactile walking surface indicators that,</p> <ul style="list-style-type: none"> i. have raised tactile profiles, ii. have a high tonal contrast with the adjacent surface, iii. are located at the bottom of the curb ramp, iv. are set back between 150 mm and 200 mm from the curb edge, v. extend the full width of the curb ramp, and vi. are a minimum of 610 mm in depth. 			
80.27	Exterior Paths of Travel – Depressed Curbs	80.27 (1) Where a depressed curb is provided on an exterior path of travel, the depressed curb must meet the following requirements:	January 1, 2017		✓

		<p>1. The depressed curb must have a maximum running slope of 1:20.</p> <p>2. The depressed curb must be aligned with the direction of travel.</p> <p>3. Where the depressed curb is provided at a pedestrian crossing, it must have tactile walking surface indicators that,</p> <p>i. have raised tactile profiles, ii. have high tonal contrast with the adjacent surface, iii. are located at the bottom portion of the depressed curb that is flush with the roadway, iv. are set back between 150 mm and 200 mm from the curb edge, and v. are a minimum of 610 mm in depth.</p>			
80.29	Exterior Paths of Travel, Rest Areas	<p>80.29 When constructing new or redeveloping exterior paths of travel that they intend to maintain, obligated organizations, other than small organizations, shall consult on the design and placement of rest areas along the exterior path of travel and shall do so in the following manner:</p> <p>Large organizations must consult with the public and persons with disabilities</p>	January 1, 2017	<ul style="list-style-type: none"> In the event that we construct new or redevelop existing exterior paths of travel, Knollcrest Lodge will ensure compliance with AODA requirements, including the consultation on design and placement. Training on the DOPS will also be provided to appropriate employees, volunteers, policy makers and third parties, etc. when required. 	✓
80.34	Types of Accessible Parking Spaces	<p>80.34 Off-street parking facilities must provide the following two types of parking spaces for the use of persons with disabilities:</p>	January 1, 2017	<ul style="list-style-type: none"> In the event that we build new parking spaces and plan to maintain them or redevelop existing parking spaces and plan to maintain them, Knollcrest 	 ✓ ✓

		<p>1. Type A, a wider parking space which has a minimum width of 3,400 mm and signage that identifies the space as “van accessible.”</p> <p>2. Type B, a standard parking space which has a minimum width of 2,400 mm.</p>		Lodge will ensure compliance with AODA requirements	
80.35	Access Aisles	80.35 (1) Access aisles, that is the space between parking spaces that allows persons with disabilities to get in and out of their vehicles, must be provided for all parking spaces for the use of persons with disabilities in off-street parking facilities.	January 1, 2017	<ul style="list-style-type: none"> In the event that we build new parking spaces and plan to maintain them or redevelop existing parking spaces and plan to maintain them, Knollcrest Lodge will ensure compliance with AODA requirements 	✓
80.35		<p>80.35 (2) Access aisles may be shared by two parking spaces for the use of persons with disabilities in an off-street parking facility and must meet the following requirements:</p> <p>1. They must have a minimum width of 1,500 mm.</p> <p>2. They must extend the full length of the parking space.</p> <p>3. They must be marked with high tonal contrast diagonal lines, which discourages parking in them, where the surface is asphalt, concrete or some other hard surface.</p>	January 1, 2017	<ul style="list-style-type: none"> In the event that we build new parking spaces and plan to maintain them or redevelop existing parking spaces and plan to maintain them, Knollcrest Lodge will ensure compliance with AODA requirements 	<p>✓</p> <p>✓</p>
80.36	Minimum Number and Type of Accessible Parking Spaces	80.36 (1) Off-street parking facilities must have a minimum number of parking spaces for the use of persons with	January 1, 2017	<ul style="list-style-type: none"> In the event that we build new parking spaces and plan to maintain them or redevelop existing parking spaces and plan to maintain them, Knollcrest 	<p>✓</p> <p>✓</p>

		<p>disabilities, in accordance with the following requirements:</p> <ol style="list-style-type: none"> 1. One parking space for the use of persons with disabilities, which meets the requirements of a Type A parking space, where there are 12 parking spaces or fewer. 2. Four per cent of the total number of parking spaces for the use of persons with disabilities, where there are between 13 and 100 parking spaces in accordance with the following ratio, rounding up to the nearest whole number: <ol style="list-style-type: none"> i. Where an even number of parking spaces for the use of persons with disabilities are provided in accordance with the requirements of this paragraph, an equal number of parking spaces that meet the requirements of a Type A parking space and a Type B parking space must be provided. ii. Where an odd number of parking spaces for the use of persons with disabilities are provided in accordance with the requirements of this paragraph, the number of parking spaces must be divided equally between parking spaces that meet the requirements of a Type A parking space and a Type B parking space, but the additional parking space, the odd- 		<p>Lodge will ensure compliance with AODA requirements</p>	
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		numbered space, may be a Type B parking space.			
80.37	Signage	80.37 Obligated organizations shall ensure that parking spaces for the use of persons with disabilities as required under section 80.36 are distinctly indicated by erecting an accessible permit parking sign in accordance with section 11 of Regulation 581 of the Revised Regulations of Ontario, 1990 (Accessible Parking for Persons with Disabilities) made under the Highway Traffic Act.	January 1, 2017	<ul style="list-style-type: none"> In the event that we build new parking spaces and plan to maintain them or redevelop existing parking spaces and plan to maintain them, Knollcrest Lodge will ensure compliance with AODA requirements 	 
80.44	Maintenance of Accessible Elements	<p>80.44 In addition to the accessibility plan requirements set out in section 4, obligated organizations, other than small organizations, shall ensure that their multi-year accessibility plans include the following:</p> <ol style="list-style-type: none"> Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order. 	January 1, 2017		

PART IV.2 - CUSTOMER SERVICE STANDARDS

AODA Regulation				Knollcrest Lodge Action Plan	
Section	Initiative	Description	Compliance Date	Action	Status

80.46	Establishment of Policies	80.46 (1) In addition to the requirements in section 3, every provider shall develop, implement and maintain policies governing its provision of goods, services or facilities, as the case may be, to persons with disabilities.	January 1, 2012	<ul style="list-style-type: none"> • Draft, approve, and finalize the policy • Make all employees aware of where the policy is located 	
80.46		<p>80.46 (2) The provider shall use reasonable efforts to ensure that the policies are consistent with the following principles:</p> <ol style="list-style-type: none"> 1. The goods, services or facilities must be provided in a manner that respects the dignity and independence of persons with disabilities. 2. The provision of goods, services or facilities to persons with disabilities must be integrated with the provision of goods, services or facilities to others, unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods, services or facilities. 3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services or facilities. 4. When communicating with a person with a disability, the provider shall do so in a manner that takes into account the person's disability. 	January 1, 2012	<ul style="list-style-type: none"> • Draft, approve, and finalize the policy 	

80.46		80.46 (3) Without limiting subsections (1) and (2), the policies must deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the goods, services or facilities or with the availability of other measures, if any, which enable them to do so.	January 1, 2012	<ul style="list-style-type: none"> • Draft, approve, and finalize the policy 	✓
80.46		80.46 (4) Every provider, other than a small organization, shall prepare one or more documents describing the policies established under this section and, on request, shall give a copy of any such document to any person.	January 1, 2012	<ul style="list-style-type: none"> • Draft, approve, and finalize the policy • Make all employees aware of where the policy is located • Ensure that all employees are aware that they are required to provide a copy of the policy to any person that requests it 	✓ ✓ ✓
80.46		80.46 (5) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the documents required by subsection (4) are available on request.	January 1, 2012	<ul style="list-style-type: none"> • Post the policy to the external website 	✓
80.46		80.46 (6) The notice required by subsection (5) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.	January 1, 2012	<ul style="list-style-type: none"> • Post the policy to the external website 	✓
80.47	Use of Service Animals and Support Persons	80.47 (2) If a person with a disability is accompanied by a guide dog or other service animal, the provider shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises.	January 1, 2012	<ul style="list-style-type: none"> • Ensure that all employees are aware of this requirement 	✓

80.47		80.47 (3) If a service animal is excluded by law from the premises, the provider shall ensure that other measures are available to enable a person with a disability to obtain, use or benefit from the provider's goods, services or facilities.	January 1, 2012	<ul style="list-style-type: none"> • Ensure that all employees are aware of this requirement • Ensure that all employees are aware of alternatives that can be offered to enable a person with a disability to obtain services and/or goods 	 
80.47		80.47 (4) If a person with a disability is accompanied by a support person, the provider shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.	January 1, 2012	<ul style="list-style-type: none"> • Ensure that all employees are aware of this requirement 	
80.47		<p>80.47 (5) The provider may require a person with a disability to be accompanied by a support person when on the premises, but only if, after consulting with the person with a disability and considering the available evidence, the provider determines that,</p> <p>(a) a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises; and</p> <p>(b) there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises.</p>	January 1, 2012	<ul style="list-style-type: none"> • Ensure that all employees are aware of this requirement • Consult with the person to determine if a support person is required as needed 	 Ongoing
80.47		80.47 (6) If an amount is payable for a person's admission to the premises or in connection with a person's presence on the premises, the provider shall ensure	January 1, 2012	<ul style="list-style-type: none"> • Determine the best way to give notice 	

		that notice is given in advance about the amount, if any, payable in respect of the support person.			
80.47		80.47 (7) If, under subsection (5), the provider requires a person with a disability to be accompanied by a support person when on the premises, the provider shall waive payment of the amount, if any, payable in respect of the support person's admission to the premises or in connection with the support person's presence on the premises.	January 1, 2012	<ul style="list-style-type: none"> • Ensure that all employees are aware of this requirement 	✓
80.47		80.47 (8) Every provider, other than a small organization, shall prepare one or more documents describing its policies with respect to the matters governed by this section and, on request, shall give a copy of any such document to any person.	January 1, 2012	<ul style="list-style-type: none"> • Draft, approve, and finalize the policy • Make all employees aware of where the policy is located • Ensure that all employees are aware that they are required to provide a copy of the policy to any person that requests it 	✓ ✓ ✓
80.47		80.47 (9) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the documents required by subsection (8) are available on request.	January 1, 2012	<ul style="list-style-type: none"> • Post the policy to the external website 	✓
80.47		80.47 (10) The notice required by subsection (9) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.	January 1, 2012	<ul style="list-style-type: none"> • Post the policy to the external website 	✓
80.48	Notice of Temporary Disruptions	80.48 (1) If, in order to obtain, use or benefit from a provider's goods, services or facilities, persons with disabilities	January 1, 2012	<ul style="list-style-type: none"> • Develop a process that ensures that notice of the disruption is given to the 	✓

		usually use other particular facilities or services of the provider and if there is a temporary disruption in those other facilities or services in whole or in part, the provider shall give notice of the disruption to the public.		public that includes all required elements as per the IASR	
80.48		80.48 (2) Notice of the disruption must include the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.	January 1, 2012	<ul style="list-style-type: none"> Develop a process that ensures that notice of the disruption is given to the public that includes all required elements as per the IASR 	✓
80.48		80.48 (3) Every provider, other than a small organization, shall prepare a document setting out the steps that the provider will ensure are taken in connection with a temporary disruption and, on request, shall give a copy of the document to any person.	January 1, 2012	<ul style="list-style-type: none"> Draft, approve, and finalize the policy Make all employees aware of where the policy is located Ensure that all employees are aware that they are required to provide a copy of the policy to any person that requests it 	✓ ✓ ✓
80.48		80.48 (4) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (3) is available on request.	January 1, 2012	<ul style="list-style-type: none"> Post the policy to the external website 	✓
80.48		80.48 (5) The notices required by subsections (2) and (4) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.	January 1, 2012	<ul style="list-style-type: none"> Post the policy to the external website 	✓
80.49	Training for Staff, etc.	80.49 (1) In addition to the requirements in section 7, every provider shall ensure that the following persons receive training about the provision of the	January 1, 2012	<ul style="list-style-type: none"> Incorporate and complete training in new hire orientation and as needed thereafter 	✓

		<p>provider's goods, services or facilities, as the case may be, to persons with disabilities:</p> <ol style="list-style-type: none"> 1. Every person who is an employee or, or a volunteer with, the provider. 2. Every person who participates in developing the provider's policies. 3. Every other person who provides goods, services or facilities on behalf of the provider. 			
80.49		<p>80.49 (2) The training must include a review of the purposes of the Act and the requirements of this Part and instruction about the following matters:</p> <ol style="list-style-type: none"> 1. How to interact and communicate with persons with various types of disability. 2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person. 3. How to use the equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability. 	January 1, 2012	<ul style="list-style-type: none"> • Incorporate and complete training in new hire orientation and as needed thereafter 	✓

		4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services, or facilities.			
80.49		80.49 (3) Every person referred to in subsection (1) shall be trained as soon as practicable.	January 1, 2012	<ul style="list-style-type: none"> Incorporate and complete training in new hire orientation and as needed thereafter 	✓
80.49		80.49 (4) Every provider shall also provide training on an ongoing basis in respect of any changes to the policies described in section 80.46.	January 1, 2012	<ul style="list-style-type: none"> Incorporate and complete training in new hire orientation and as needed thereafter 	✓
80.49		80.49 (5) Every provider, other than a small organization, shall keep records of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.	January 1, 2012	<ul style="list-style-type: none"> Develop a process for record-keeping as it relates to the completion of all related training 	✓
80.49		<p>80.49 (6) Every provider, other than a small organization, shall,</p> <p>(a) prepare a document that describes its training policy, summarizes the content of the training and specifies when the training is to be provided; and</p> <p>(b) on request, give a copy of the document to any person.</p>	January 1, 2012	<ul style="list-style-type: none"> Draft, approve, and finalize the policy Make all employees aware of where the policy is located Ensure that all employees are aware that they are required to provide a copy of the policy to any person that requests it 	✓ ✓ ✓
80.49		80.49 (7) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (6) is available on request.	January 1, 2012	<ul style="list-style-type: none"> Post the policy to the external website 	✓
80.49		80.49 (8) The notice required by subsection (7) may be given by posting the information at a conspicuous place on	January 1, 2012	<ul style="list-style-type: none"> Post the policy to the external website 	✓

		premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.			
80.50	Feedback Process Required	80.50 (1) Every provider shall establish a process for receiving and responding to, (a) feedback about the manner in which it provides goods, services or facilities to persons with disabilities; and (b) feedback about whether the feedback process established for purposes of clause (a) complies with subsection (3).	January 1, 2012	<ul style="list-style-type: none"> • Draft, approve, and finalize the policy • Make all employees aware of where the policy is located • Ensure that all employees are aware that they are required to provide a copy of the policy to any person that requests it 	
80.50		80.50 (2) The feedback process must specify the actions that the provider will take if a complaint is received about the manner in which it provides goods, services or facilities to persons with disabilities.	January 1, 2012	<ul style="list-style-type: none"> • Develop a feedback process that specifies the actions that the provider will take if a complaint is received that includes all required elements as per the IASR 	
80.50		80.50 (3) Every provider shall ensure that the feedback process is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, on request.	January 1, 2012	<ul style="list-style-type: none"> • Ensure that all employees are aware of the need to provide accessible formats/communication supports as it relates to the feedback process upon request 	
80.50		80.50 (4) Every provider shall make information about the feedback process readily available to the public.	January 1, 2012	<ul style="list-style-type: none"> • Post the policy to the external website 	
80.50		80.50 (5) Every provider, other than a small organization, shall prepare a document describing the feedback process and, on request, shall give a copy of the document to any person.	January 1, 2012	<ul style="list-style-type: none"> • Draft, approve, and finalize the policy • Make all employees aware of where the policy is located • Ensure that all employees are aware that they are required to provide a 	

				copy of the policy to any person that requests it	
80.50		80.50 (6) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (5) is available on request.	January 1, 2012	<ul style="list-style-type: none"> Post the policy to the external website 	✓
80.50		80.50 (7) The notice required by subsection (6) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.	January 1, 2012	<ul style="list-style-type: none"> Post the policy to the external website 	✓
80.51	Format of Documents	<p>80.51 (1) If a provider is required by this Part to give a copy of a document to a person with a disability, the provider shall, on request, provide or arrange for the provision of the document, or the information contained in the document, to the person in an accessible format or with communication support,</p> <p>(a) in a timely manner that takes into account the person's accessibility needs due to disability; and</p> <p>(b) at a cost that is no more than the regular cost charged to other persons.</p>	January 1, 2012	<ul style="list-style-type: none"> Develop a process to ensure accessible formats/communication supports can be provided in a timely manner Ensure that all employees are aware that accessible formats/communication supports are provided at no additional cost 	<p>✓</p> <p>✓</p>
80.51		80.51 (2) The provider shall consult with the person making the request in determining the suitability of an accessible format or communication support.	January 1, 2012	<ul style="list-style-type: none"> Ensure that all employees are aware of this consultation requirement Develop a process to be used if a suitable agreement cannot be made 	<p>✓</p> <p>✓</p>