

Shepherd Village Inc.	Policy No.: ADM-55
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Subject: Accessibility Plan	Approved By: President & CEO
Supersede date: N/A	Review Date: May 1, 2023

POLICY:

Shepherd Village will have an Accessibility Plan that outlines the strategies and activities to improve our current and potential clients' lives by making our programs, services, and buildings easily accessible to them and addressing the needs of clients.

The Accessibility Plan is developed, reviewed, and updated using data collected from satisfaction survey reports, complaints, audits, inspections, etc.

We will endeavor to address barriers in architecture, environment, attitudes, finances, employment, communication, technology, transportation, community integration, and any other identified barriers to our programs and services.

DEFINITIONS:

Access refers to barriers or the lack thereof for persons in obtaining services. This may apply at the level of the individual persons served (timeliness or other barriers) or the target population for the organization.

Barrier, as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

PROCEDURE:

1. All staff and management are expected to identify any accessibility

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barriers and initiate action to remove those barriers wherever it is feasible.

2. We will offer opportunities to staff, residents, and visitors to express their opinions on accessibility at the Village.
3. The written plan will be reviewed at least annually.
4. We will ensure we meet all legislative requirements, such as the Accessibility for Ontarians with Disabilities Act (AODA).

REFERENCES:

1. Fixing Long-Term Care Act, 2021 and Ontario Regulation 246/22
2. Accessibility for Ontarians with Disabilities Act
3. CARF Canada Standards Manual

ATTACHMENTS:

Accessibility Plan (linked in Surge Policy Pro)