

## **MULTI-YEAR ACCESSIBILITY PLAN – INTEGRATED ACCESSIBILITY STANDARDS**

### **Introduction**

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act (“AODA”). Sunrise has taken and will continue to take the necessary steps to comply with the AODA requirements, including:

1. Sunrise has developed and implemented a policy governing its provision of goods, services and facilities to persons with disabilities, in accordance with the Customer Service Standards.
2. Sunrise has incorporated its policies with respect to service animals and support persons into its policy referenced in paragraph 1 above.
3. Sunrise has incorporated its procedures for providing notices of temporary disruptions into the policy referenced in paragraph 1 above.
4. Sunrise has provided the required training to its employees, volunteers, individuals who participate in the development of its policies, and all persons who provide goods, services and/or facilities on the Company’s behalf, and will continue to provide such training in accordance with the Customer Service Standard followed by a quiz.
5. Sunrise has developed a feedback process and has incorporated its practices in respect of its feedback process into the policy referenced in paragraph 1 above. The process includes publishing contact information for so that feedback can be easily directed to the appropriate individuals.
6. All copies of Sunrise’s documentation required by the Customer Service Standards will be provided in an accessible format or with communication support, upon request.

The chart below sets out the additional standards that the Sunrise has met and will continue to maintain, as well as the Company's strategies for meeting the requirements of the Integrated Accessibility Standards on an ongoing basis.

Activity	Responsible Department	Action Plan
<b>Policies &amp; Procedures</b>		
Create Policies with Statement of Organizational Commitment in written form.	Regional Director of Operations and Human Resources	Completed
Make available to the Public.	Regional Director of Operations and Human Resources	Completed
<b>Accessibility Plan – Multi-Year</b>		
Develop Accessibility Plan.	Regional Director of Operations and Human Resources	Completed
Post to website.	Marketing	Completed
Review every 5 years.	Regional Director of Operations and Human Resources	Completed
Provide in alternative format upon request.	Regional Director of Operations	Completed
<b>Training</b>		
All employees & volunteers, policy developers, those providing goods or services on behalf of the organization will be trained regarding the Integrated Accessibility Standards Regulation and <i>Human Rights Code</i> .	Regional Director of Operations and Human Resources	Ongoing

Activity	Responsible Department	Action Plan
Develop training content.	Regional Director of Operations and Human Resources	Completed
Create training schedule.	Regional Director of Operations and Human Resources	Completed
Retain record of attendance at training on each date.	Regional Director of Operations and Human Resources	Ongoing
<b>Information &amp; Communications</b>		
If the Company prepares emergency procedures, plans or public safety information and makes the information available to the public, the Company will provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	Regional Director of Operations and Human Resources	Ongoing
<p>The Company will ensure that its processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and with communication supports upon request. A review of feedback processes and accessibility will be completed.</p> <p>The Company will notify the public about the availability of accessible formats and communication supports.</p>		Ongoing

Activity	Responsible Department	Action Plan
The Company will provide accessible formats and communication supports upon request in respect of information that is publicly available, in a timely manner at a cost that is no more than the regular cost charged to other persons.		Ongoing
New websites and content will comply with WCAG 2.0 Level A.		Pending
All internet websites and web content will comply with WCAG 2.0 Level AA by 2021		Completed
<b>Employment</b>		
Workplace Emergency Response information for staff who need it.	Human Resources	Ongoing
Recruitment - notify employees and public regarding availability of accommodation.	Executive Directors, Human Resources	Ongoing
Notify selected applicants of availability of accommodations upon request for assessments or selection processes.	Executive Directors, Human Resources	Ongoing
Notify successful applicants of policies for accommodating employees with disabilities.	Executive Directors, Human Resources	Ongoing
Inform employees of policies regarding job accommodations.	Human Resources	Ongoing

<b>Activity</b>	<b>Responsible Department</b>	<b>Action Plan</b>
Providing accessible formats and communication supports to employees for information needed to perform their job or that is generally available at work	Executive Directors, Human Resources	Ongoing
Have documented Individual Accommodation Plan process in place.	Human Resources	Ongoing
Create a return to work process containing all elements required by the Regulation.	Human Resources	Ongoing
Performance management will into account an employee's accessibility needs.	Human Resources	Ongoing
Career development and advancement process will take into account accessibility needs.	Executive Directors, Human Resources	Ongoing
Redeployment processes, if any, will take into account accessibility needs.	Executive Directors, Human Resources	Ongoing
<b>Design of public spaces</b>		
Meet the standards for the design of public spaces when building or redeveloping public spaces	Construction, Development	Ongoing
Procedures for preventative and emergency maintenance of accessible elements and procedures for dealing with temporary disruptions of accessible elements	Facilities	Ongoing
<b>Accessibility Reports</b>		

<b>Activity</b>	<b>Responsible Department</b>	<b>Action Plan</b>
File Accessibility Compliance Reports every three years	Corporate Representative	Ongoing