



L E A M I N G T O N

Mennonite Home

Multi-Year Accessibility Plan

In compliance with the *Accessibility for Ontarians with Disabilities Act, 2005* the Leamington Mennonite Home maintains a multi-year accessibility plan, to be reviewed and updated every five years by the Human Resources Manager and Administrator. This plan is available on our website and will be made available by digital file or paper copy to any individual who requests it. This plan outlines the steps LMH takes and will continue to take to prevent and remove barriers to accessibility.

Introduction

The Leamington Mennonite Home is committed to excellence in serving all customers including people with disabilities in accordance with the implementation of the *Ontarians with Disabilities Act, 2005* and *Ontario Regulation 429/07 – Accessibility Standards for Customer Service* which address the following:

- The provision of goods and services to persons with disabilities
- The use of assistive devices by persons with disabilities
- The use of service animals by persons with disabilities
- Notice of temporary disruptions in services and facilities
- Training
- Customer feedback regarding the provision of goods and services to persons with disabilities
- Notice of availability and format of documents

Our Home strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibilities. We are committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Our Home has completed the following accessibility initiatives:

- **Customer Service** – Our staff receive training in Accessible Customer Service upon hiring as well as on a monthly and annual basis.
- **Information and Communications** – All staff, residents, visitors, etc. are provided with information and communicated with at their personal level of communication.
- **Employment** – Staff are hired without prejudice based on disability.

- **Training** – The amount and format of training given to our staff is tailored to suit each person’s interactions with the public and their involvement in the development of policies, procedures, and practices pertaining to the provision of goods and services.
- **Design of Public Spaces** – Public spaces have been tailored to accommodate physical ability for all.

Our Home is committed to providing accessible customer services to people with disabilities.

This means that we will provide goods, services, and facilities to people with disabilities with the same high quality and timeliness as others. All staff will continue to receive training in areas of accessibility as we move forward, including more effective ways to provide accessible customer service to our residents, their families, and other visitors.

Our Home is committed to making our information and communications accessible to people with disabilities. We will continue to look for more effective ways to provide information to individuals with disabilities and strive for effective communication.

Our Home is committed to fair and accessible employment practices.

Our Home is committed to providing training in the requirements of Ontario’s accessibility laws and the *Ontario Human Rights Code* as it applies to people with disabilities.

Our Home will meet accessibility laws when building or making major changes to public spaces. New spaces will be designed with accessibility for all in mind. Our Home will continue to have procedures in place to prevent service disruptions to the accessible parts of our public spaces.

For more information on this accessibility plan, please contact our Front Office at 519-326-6109 ext.225 or submit an inquiry at www.mennonitehome.ca/accessibility.

Standard and accessible formats of this document are free on request from our Front Office.