

Sunbeam Community & Developmental Services	
Manual: Administration Manual	Number: AD-ge-110
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Policy Name: Accessibility Multi Year Accessibility Plan	

MULTI-YEAR ACCESSIBILITY PLAN

SCOPE

The Ontario government passed the Accessibility for Ontarians with Disabilities Act in 2005. It is the goal of the government of Ontario to make Ontario accessible by 2025.

The Regulations associated with the Integrated Accessibility Standards (IASR) under the AODA require that effective January 1, 2014, Sunbeam establish, implement, maintain, and document a Multi-Year Accessibility Plan (MYAP) that outlines its strategy to prevent and remove barriers for persons with disabilities and to comply with its requirements under the IASR.

According to the Government of Ontario, there are five identified barriers to accessibility for persons with disabilities. These barriers are attitudinal, organizational or systemic, architectural or physical, information or communications, and technological.

This MYAP outlines Sunbeam’s strategy, approach, and commitment to prevent and remove barriers for persons with disabilities under the requirements of the AODA, and to fulfill its adherence to Sunbeam’s accessibility policies. Under the AODA, private-sector organizations with twenty to forty-nine (20-49) workers, or fifty (50) or more workers, must complete accessibility compliance reports every three (3) years.

POLICY

Sunbeam Community & Developmental Services (Sunbeam) is committed to complying with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), and its associated standards to meet the accessibility needs of persons with disabilities.

Sunbeam is committed to making accessibility throughout the organization a reality. We seek input from clients, staff, volunteers, families and others seeking services to ensure these goals are met. The MYAP is a framework to establish Sunbeam’s action-oriented commitment to accessibility and is reviewed annually.

Sunbeam fosters inclusive communities where people of all abilities are valued. By preventing and removing barriers to accessibility, Sunbeam’s commitment to meeting the accessibility needs of persons with disabilities includes:

- serving all people - its persons served (clients), employees, volunteers, and members of the general public - including people living with disabilities, in a way that enables inclusion and allows them to maintain their dignity and independence,
- meeting the individualized needs of persons living with disabilities, and

- complying with the requirements of the AODA, its IASRs, and Sunbeam's accessibility policies.

PROCEDURE NOTES

Sunbeam will make every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity by:

- ensuring that all clients receive the same value and quality,
- allowing clients with disabilities to do things in their own way, at their own pace when accessing goods and services while ensuring no safety risk is presented,
- adapting methods and approaches to ensure that clients with disabilities have access to the services in a manner that meets their needs,
- considering individuals' needs when providing goods and services; and
- communicating in a manner that considers the client's disability.

This MYAP outlines the steps being taken to meet and sustain this commitment and to improve opportunities for people with disabilities. It shows how Sunbeam will play its role in making Ontario an accessible province for all Ontarians.

In accordance with the requirements set out in the IASR, Sunbeam will:

- post its MYAP on its website (www.sunbeamcommunity.ca/accessibility),
- provide its MYAP in an accessible format, upon request, and
- review and update its MYAP at least once every five years.

Customer Services Accessibility Standard

Sunbeam is committed to treating all people in a way that allows them to maintain their dignity and independence, whether employees, prospective employees, volunteers, the general public, or individuals accessing our programs and services. Sunbeam is committed to providing individuals with disabilities the same opportunity to access and benefit from its programs and services.

Accessible Emergency Information

Sunbeam is committed to providing its clients with accessible emergency information relevant to our service locations. We will also provide employees with disabilities (who have disclosed this) individualized emergency response information accommodated to their needs, proactively and whenever necessary.

Training

Sunbeam trains its staff, volunteers, and other representatives who are in contact with clients or the general public, and those who write and enforce accessibility policies, on accessibility laws, the Ontario Human Rights Code (related to disabilities) and organizational policies and procedures in relation to Customer Service and Integrated Accessibility Standards. Employees and volunteers receive training on the AODA, its IASRs, and Sunbeam's accessibility policies as soon as feasible after being hired by / engaged with Sunbeam and training is provided with respect to any changes to policies in a

timely manner. Records are maintained of the training provided including the training topics, training dates, and names of trainees.

Feedback

Seeking feedback from clients and the general public and having a process to respond to concerns/complaints supports continuous quality improvement in service delivery. It assists in developing optimal supports for clients and improves administrative practices, including customer service. Sunbeam is committed to ensuring that the modes and methods that are available to provide feedback and concerns/complaints are available in accessible formats.

Websites

Sunbeam uses its websites to provide information to our clients and the general public and is committed to ensuring that such information is provided in an accessible manner.

Employment

Sunbeam is committed to fair and equitable employment practices. Accommodation will be available for people with disabilities during all recruitment, assessment and hiring processes as well as during their course of employment. Sunbeam will document processes for requesting individualized accommodation, document any such individual accommodations and keep any such documentation private. We will implement return-to-work processes to accommodate individuals who have been absent due to a disability, and document individual accommodation arrangements. We will consider the accessibility needs of individuals when conducting performance management, career development, and redeployment processes.

Exclusions to IASRs

For purposes of AODA, Sunbeam is identified as an agency in the non-profit sector, health care and social assistance subsector. Sunbeam is categorized a “large” agency in this context as a result of employing over 400 staff. As such, and due to the nature of our business, there are several IASRs that Sunbeam is not required to comply with or plan for. These include:

- Design or use of self-service kiosks,
- Provision of public safety information,
- Provision of materials as used in educational or training institutions, including school boards; or production of such education or training materials; or conversion of materials as found in a public library,
- Transportation standards and
- Design of Public Spaces standards

Section 1. Past Achievements to Remove and Prevent Barriers

Sunbeam has implemented specific projects and programs to improve accessibility for people with disabilities and to meet the requirements of the Accessibility for Ontarians with Disabilities Act, and to remain in compliance with same. Highlights of Sunbeam’s past accessibility achievements include but are not limited to the following*.

Goal(s)	• Establish policies, practices and procedures on providing goods or services to
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people with disabilities.

- Set a policy on allowing people to use their own personal assistive devices to access goods and use services and about any other measures the organization offers (assistive devices, services, or methods) to enable them to access goods and use services.
- Use reasonable efforts to ensure that policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity.
- Communicate with a person with a disability in a manner that considers their disability.
- Train staff, volunteers, contractors and any other people who interact with the public or other third parties on behalf of Sunbeam as outlined in the customer service standard.
- Train staff, volunteers, contractors and any other people who are involved in developing your policies, practices and procedures on the provision of goods or services as outlined in the customer service standard.
- Allow people with disabilities to be accompanied by their guide dog or service animal in those areas of the premises you own or operate that are open to the public unless the animal is excluded by another law. If a service animal is excluded by law, use other measures to provide services to the person with a disability.
- Permit people with disabilities who use a support person to bring that person with them while accessing goods or services in premises open to the public or third parties.
- Where admission fees are charged, provide notice ahead of time on what admission, if any, would be charged for a support person of a person with a disability.
- Provide notice when facilities or services that people with disabilities rely on to access or use your goods or services are temporarily disrupted.

1. Actions & Timelines

Our commitment to:

- Ensuring all persons who, on behalf of Sunbeam, deal with the public or other third parties, and all those who are involved in the development and approvals of customer service policies, practices and procedures, as well as all others providing services to our clients, are trained to communicate and provide the best possible customer service to all customers, including persons with disabilities;
- Ensuring staff are trained and familiar with various assistive devices that may be used by clients with disabilities who are accessing the Sunbeam's programs and services;
- Ensuring completion of accessibility training is tracked and recorded;
- Ensuring clients accompanied by a guide dog or other service animal are accommodated;
- Ensuring that if a person with a disability is accompanied by a support person, the support person is accommodated;
- Issuing a public notice in a timely manner in the event of a planned or

unexpected disruption of service or inaccessibility of facilities used by persons with disabilities. The notice will include the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if any, that may be available;

- Continuing to welcome and appreciate feedback from persons with disabilities through multiple feedback and communication methods.

This has been enabled by creating and maintaining relevant policies, guidelines and procedures; ensure training on same for staff, volunteers, contractors, etc.

- Policy: AD-ge-111 Accessibility Standards - Customer Service Standards
- Policy: Accessibility Legislation & Standards
- Policy: Applicant Rights
- Policy: Inclusive Language
- Policy: Pets and Services Animals
- Policy: Provision of Information
- Policy: Complex Care
- Policy: Host Family Home Program
- Policy: Feedback on Customer Service
- Policy: Feedback & Complaints Regarding Services & Supports
- Policy: Feedback, Complaints and Review Process
- Policy: Multi-Year Accessibility Plan
- Annual Rate Notification Process
- Organizational Mission, Vision and Values ensure commitment to inclusion, recognition in the community, valuing people of all abilities, etc.
- Online accessibility concerns: www.sunbeamcommunity.ca/accessibility-concerns
- General feedback / concerns: www.sunbeamcommunity.ca/feedback

Timeline: Prior to the year 2020

Current Status: Maintain, sustain, train, educate, improve.

Goal(s)	Improve physical environment accessibility at all locations as needed.
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| 2. Actions & Timelines | <p>Installed ramps and/or elevators at locations where needed to properly support persons-served.</p> <p>Address other accessibility needs to promote independence, inclusion, dignity and safety at all group home and respite locations</p> |
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Timeline: Prior to the year 2020

Current Status: Maintain, sustain, train, education, improve.

Goal(s)	Improve recruitment and employment practices to ensure compliance with IASRs under the AODA.
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| 3. Actions & Timelines | <p>Instill fair, equitable and accessible recruitment and employment practices by way of policy, procedure, performance management and communications improvement initiatives.</p> |
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Timeline: Prior to the year 2020

Current Status: Maintain, sustain, train, educate, improve.

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| Goal(s) | <ul style="list-style-type: none">• Provide information in accessible formats, or with communication support, upon request, in a timely manner, at no extra cost, for emergency and public safety information.• Receive and respond to feedback through accessible formats or communication supports |
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| 4. Action
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Timeli
nes | <p>Policies and procedures put into place which ensure compliance with the Information and Communication IASR, namely:</p> <ul style="list-style-type: none">• Provide information in accessible formats, or with communication support: upon request, in a timely manner, at no extra cost, for emergency and public safety information.• Receive and respond to feedback through accessible formats or communication supports.• Ensure that policy, procedure and communications enable this. |
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Timeline: Prior to the year 2020

Current Status: Maintain, sustain, train, educate, improve.

Goal(s)	Workplace Emergency Response Information
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| 5. Action
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nes | <p>The following measures were implemented by Sunbeam:</p> <ul style="list-style-type: none">• Where Sunbeam is aware that an employee has a disability and that there is a need for accommodation, individualized workplace emergency response information will be provided to the employee as soon as practicable if such information is necessary given the nature of the employee's disability. |
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Timeline: Prior to the year 2020

Current Status: Maintain, sustain, train, educate, improve.

Goal(s)	Emergency Procedure, Plans or Public Safety Information - Sunbeam is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of making our company premises safer for persons with disabilities during emergency circumstances.
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| 6. Action
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nes | <p>The following measures were implemented by Sunbeam:</p> <ul style="list-style-type: none">• Emergency procedures, plans and public safety information that are prepared by Sunbeam and made available to the public, will be made available in an accessible format or with appropriate communication supports, as soon as practicable, upon request. |
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Timeline: Prior to the year 2020

Current Status: Maintain, sustain, train, educate, improve.

Goal(s)	In accordance with the IASR, Sunbeam will ensure that its public websites and online content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A (new websites and online content) by January 1, 2014
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7. Actions & Timelines	<p>Sunbeam’s public websites and online content were revised to conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A (new websites and online content) by January 1, 2014.</p> <p style="text-align: right;">Timeline: Prior to the year 2020</p> <p style="text-align: center;">Current Status: Maintain, sustain, train, educate, improve.</p>
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* Note that Sunbeam does not use nor offer self-service kiosks in any of its programs and services, therefore the “Self-service kiosks” requirements of the IASRs under the AODA are not in the scope of Sunbeam’s accessibility preparedness strategies.

Section 2: Strategies and Actions to Remove and Prevent Barriers

Highlights of projects and programs that Sunbeam plans to accomplish to meet the requirements of the Accessibility for Ontarians with Disabilities Act and to remove and prevent barriers to people with disabilities.

Goal(s)	Establish, maintain, and improve policies, practices and procedures for providing goods or services to people with disabilities.
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8. Actions & Timelines	<p>In addition to ongoing review, maintenance and improvements of policies listed in 1. above, the organization developed and implemented a new “Inclusive Language Guide” to accompany the Inclusive Language Policy, to further support the core principles of independence, dignity, integration and equality of opportunity.</p> <p style="text-align: right;">Timeline: Completed in 2023</p> <p style="text-align: center;">Current Status: Maintain, sustain, train, educate, improve.</p>
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Goal(s)	Ensure the organization’s Multi-Year Accessibility Plan (MYAP) is reviewed and updated as required at least every 5 years.
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9. Actions & Timelines	<p>Sunbeam will review (and update/improve as needed) its MYAP annually.</p> <p style="text-align: right;">Timeline: 2023 and annually</p> <p style="text-align: center;">Current Status: Maintain, sustain, train, educate, improve.</p>
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Goal(s)	Improve the physical/environmental accessibility of Sunbeam’s Specialized Dental Clinic, Seating and Mobility Clinic, and Medical Clinic
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10. Actions &	<ul style="list-style-type: none"> Specialized Dental Clinic - relocated and fully renovated in 2021-2022; now situated on ground floor of Kingsway Centre building, spacious exam rooms to
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Timelines accommodate wheelchairs and their turning radius, state-of-the-art equipment, dental exam chairs and ceiling lifts.

- Seating and Mobility Clinic – fully renovated in 2021-2022; situated on ground floor of Kingsway Centre building, more spacious clinic area.
- Medical Clinic – created a new medical clinic in 2022-2023, with state-of-the-art exam table, spacious clinic area, accessible via ramp at front building entrance or via elevator from any entrance of the building.

Timeline: Completed in 2022-2023

Current Status: Maintain, sustain, train, educate, improve.

Goal(s) Accessibility improvements to existing group home sites.

11. Actions & Timelines Additional ceiling lifts, new and replacements, were installed at 9 group home locations in 2021 to improve accessibility and safety of persons served.

Timeline: Completed in 2021

Current Status: Maintain, sustain, train, educate, improve.

Goal(s) Improve condition and safety of accessibility ramp at Sunbeam’s Kingsway Centre Building

12. Actions & Timelines • The concrete ramp at the main entrance to Sunbeam’s Kingsway Centre building was maintained, with a new railing in 2022 at the same time the associated concrete stairs were redone.

Timeline: Completed in 2022

Current Status: Maintain, sustain, train, educate, improve.

Goal(s) In accordance with the IASR, Sunbeam will ensure that its public websites and online content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A/AA (all content) by January 1, 2021

13. Actions & Timelines Sunbeam’s public websites and online content were revised to conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A/AA (all content) by January 1, 2021.

Timeline: Prior to the year 2021

Current Status: Maintain, sustain, train, educate, improve.

Goal(s) Continue organizational commitment to ensuring accessibility of newly developed Sunbeam program locations and newly purchased accessible vans.

14. Actions & Timelines

- Planning, development and design for new program locations, such as those now open (Birchmount, Roseville, Kids Hub) and those in progress (such as Lyndhurst, and one new site still in the planning stage) incorporate accessibility features such as ramps, elevators, wider doorways, ceiling lifts and more to meet the needs of persons supported at these sites.
- Several vans have been purchased and retrofitted to be wheelchair accessible

by Sunbeam since 2021 and accessibility of vehicles will always be of primary consideration in any future organizational vehicle purchases.

Timeline: 2021 and forward

Current Status: Maintain, sustain, train, educate, improve.

Goal(s) Organizational advocacy for accessibility and other rights of persons living with developmental disabilities.

15. Actions & Timelines
- Sunbeam is an Affiliate Member of the KW4 Ontario Health Team and Cambridge North Dumfries Ontario Health Team, representing the developmental services sector, and the accessibility and other rights of persons with developmental disabilities at these local healthcare tables.
 - Ongoing engagement with local hospitals to discuss the accessibility and other rights of persons with developmental/other disabilities when accessing healthcare services.
 - Other engagement with local and provincial networks and collaboratives representing the developmental services sector, and the accessibility and other rights of persons with developmental disabilities at these local tables.

Timeline: 2021 and forward

Current Status: Maintain, sustain, train, educate, improve.

Goal(s) Submit an organizational accessibility compliance report, every three years as required under the AODA.

16. Actions & Timelines
- Sunbeam will submit its AODA accessibility report every three years, as required under the AODA. The report has the authority to bind the corporation.

Timeline: By December 31, 2023 and forward.

Current Status: Maintain, sustain, train, educate, improve.

For More Information

For more information on this accessibility plan, for standard and accessible formats of this document (free upon request), and/or to provide feedback or express a concern or complaint please contact us:

By mail -

Compliance & Quality Assurance Team
Sunbeam Community & Developmental Services
2749 Kingsway Drive
Kitchener, Ontario N2C 1A7

By email -

Email: cqa@sunbeamcommunity.ca

By telephone -

Telephone: (519) 893-6200

Online accessibility concerns may be submitted via our website at:
www.sunbeamcommunity.ca/accessibility-concerns

Other accessibility concerns may be submitted via our website at:
www.sunbeamcommunity.ca/accessibility-concerns

Our accessibility plan is publicly posted on our website at:
www.sunbeamcommunity.ca/accessibility

MCCSS POLICY REQUIREMENT