

## LIFETIMES LIVING

## MULTI-YEAR ACCESSIBILITY PLAN 2022 - 2027

Item No.	Requirement of Accessibility Standards	Compliance Deadline	Status
<b>General</b>			
1	<b>Establishment of Accessibility Policies</b> Establish policies and procedures on providing goods and services to persons with disabilities according to principles set out in regulation. Upon request, provide the document in an assessable format.	January 1, 2012	Completed and updated Dec 22, 2022
2	<b>Service Animals and Support Persons</b> Establish policies and procedures around a person with disability being accompanied by a service animal or support person.	January 1, 2012	Completed and updated Dec 22, 2022
3	<b>Notice of Temporary Disruptions</b> Provide public notice of disruption in facilities or services by posting on premises which includes anticipated duration and description of alternatives if available.	January 1, 2012	Completed and updated Dec 22, 2022
4	<b>Training</b> Provide all associates, contract associates and volunteers with the training needed to meet AODA Customer Service Standards including the specific topics set out in the regulation. Ensure training is provided on an ongoing basis to reflect any changes to policies and/or procedures. Keep records of training provided, including dates and number trained.	January 1, 2012	Completed and ongoing
5	<b>Feedback Process</b> Establish a written process for receiving and responding to feedback; make information about process publicly available.	January 1, 2012	Completed and updated Dec 22, 2022
6	<b>Reporting</b> File the compliance report for the Accessibility Standards for Customer Service.	January 1, 2012	Completed last August 25, 2021

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Item No.	Requirement of Accessibility Standards	Compliance Deadline	Status
<b>General</b>			
<b>7</b>	<b>Establishment of Accessibility Policies</b> Develop a Statement of Commitment and accessibility policies and make the documents publicly available and in an accessible format.	January 1, 2012	Completed and updated December 22, 2022
<b>8</b>	<b>Accessibility Plans</b> Establish, implement, maintain and document a multi-year accessibility plan. Post the plan on the website and provide it in an accessible format. Review and update the plan at least once in five years.	January 1, 2012	Posted and updated January 1, 2017, and December 22, 2022
<b>9</b>	<b>Reporting</b> File and certify an Accessibility report every three years. Make the report available to the public and upon request, in an accessible format.	December 31, 2014,	Recent submission August 25, 2021
<b>10</b>	<b>Training</b> Provide all associates, contract associates and volunteers with the training needed to meet AODA Integrated Accessibility Standards and the Human Rights Code as it relates to persons with disabilities.  Ensure that any party who works on behalf of Lifetimes Living to develop policies is trained on Ontario's accessibility laws and Human Rights Code as it relates to disabilities.  Ensure that other persons who provide goods, services or facilities on behalf of Lifetimes Living have been provided with training on the requirements of accessibility standards.	January 1, 2015	Completed and ongoing

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Item No.	Requirement of Accessibility Standards	Compliance Deadline	Status
<b>Information &amp; Communication Standards</b>			
<b>11</b>	<p><b>Feedback</b> Ensure that feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications support, upon request.</p> <p>Notify the public about the availability of accessible formats and communications support.</p>	January 1, 2015	Completed and updated December 22, 2022
<b>12</b>	<p><b>Accessible Formats and Communication Reports</b> Upon request, provide accessible formats and communication support for persons with disabilities</p> <ul style="list-style-type: none"> <li>• In a timely manner that takes into account the person's accessibility needs due to disability.</li> <li>• At a cost that is no more than the regular cost charged to the other persons.</li> <li>• Consult with person making the request in determining the suitability of an accessible format or communication report.</li> <li>• Notify the public about the availability of accessible formats and communication reports.</li> </ul>	January 1, 2016	Completed and ongoing, updated December 22, 2022
<b>13</b>	<p><b>Emergency Procedures, Plans or Public Safety Information</b> If Lifetimes Living prepares emergency procedures, plans or public safety information and makes the information available to the public, Lifetimes Living shall provide the information in an accessible format or with appropriate communication support, as soon as practicable, upon request.</p>	January 1, 2012	Completed and ongoing
<b>14</b>	<p><b>Accessible websites and web content</b> Ensure internet and intranet websites and web content conform to WCAG 2.0 guidelines (Web Content Accessibility Guidelines) to level A</p>	January 1, 2012	Completed and updated December 22, 2022
<b>Employment Standards (applies to associates but not volunteers)</b>			
<b>15</b>	<p><b>General Recruitment</b> Notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.</p>	January 1, 2016	Completed and ongoing
<b>16</b>	<p><b>Recruitment, Assessment or Selection Process</b> Notify our employees and the public about the availability of accommodation for applicants with disabilities in our recruitment process.</p>	January 1, 2016	Completed and ongoing

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Item No.	Requirement of Accessibility Standards	Compliance Deadline	Status
17	<b>Notice to Successful Applicants</b> When making offers of employment, notify the successful candidates of Lifetime Living's policies of accommodating associates with disabilities.	January 1 , 2016	Completed and ongoing
18	<b>Informing Associates of Support</b> Notify our associates about the policies for accommodating associates with disabilities.	January 1 , 2016	Completed and ongoing
19	<b>Accessible Formats and Communication Support for Associates</b> Where an employee with a disability so requests it, Lifetimes Living shall consult with the associate to provide or arrange for the provision of accessible formats and communication support for, (a) information that is needed in order to perform the associate's job; and (b) information that is generally available to associates in the workplace.  Lifetimes Living shall consult with the associate making the request in determining the suitability of an accessible format or communication support.	January 1 , 2016	Completed and ongoing
20	<b>Workplace Emergency Response Information</b> Provide individualized workplace emergency response information to associates who have identified themselves as having a disability affecting their ability to evacuate independently.  If the associate consents, provide the workplace emergency response to the person designated by Lifetimes Living to provide assistance to the associate.	January 1 , 2012	Completed and ongoing
21	<b>Documented Individual Accommodation Plans and Return to Work Process</b> Implement a process for developing individual accommodation plans and return to work policies for associates that have disabilities.	January 1 , 2016	January 1 , 2016 and ongoing
22	<b>Performance Management</b> Lifetimes Living shall take into account the accessibility needs of associates with disabilities, as well as individual accommodation plans, when using its performance management process in respect of associates with disabilities.	January 1 , 2016	January 1 , 2016 and ongoing
23	<b>Career Development and Advancement</b> Lifetimes Living shall take into account the accessibility needs of its associates with disabilities, as well as any individual accommodation	January 1 , 2016	January 1 , 2016 and ongoing

	plans, when providing career development and advancement to its associates with disabilities.		
24	<b>Redeployment</b> Lifetimes Living shall take into account the accessibility needs of its associates with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	January 1 , 2016	January 1 , 2016 and ongoing

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<b>Item No.</b>	<b>Requirement of Accessibility Standards</b>	<b>Compliance Deadline</b>	<b>Status</b>
<b>Built Environment Standards</b>			
25	<p><b>Design of Public Spaces</b></p> <p>Accessible Off-Street Parking – Lifetimes Living shall ensure that when constructing new or redeveloping off-street parking facilities that it intends to maintain, the applicable off-street parking facilities shall meet the requirements set out in Sections 80.32 through 80.38 of the IASR.</p> <p>Exterior Paths of Travel – When constructing all applicable new or redeveloped paths of travel (e.g., external walkways) that are not regulated by the Ontario Building Code, Lifetimes Living shall ensure that they meet the requirements as set out in Sections 80.1 through 80.5 and 80.23 through 80.31 of the IASR. (Note: Most of the exterior paths of travel (e.g., external walkways) that are constructed by Lifetimes Living are regulated by the Ontario Building Code.)</p> <p>Maintenance – Lifetimes Living will establish procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under the Accessibility Standards for the Built Environment. This will include temporary service disruptions when accessible elements under the IASR are not in working order.</p>	January 1, 2017	Ongoing as applicable, reviewed December 22, 2022