



# Nightingale

NURSING REGISTRY LTD

“Our CarIng You’ll Remember”

t: 705-652-6118

f: 705-652-5002

# MULTI-YEAR ACCESSIBILITY ACTION PLAN

2016 - 2021

Nightingale Nursing Registry LTD

In accordance with the Accessibility for Ontarians with Disabilities Act and the Integrated  
Accessibility Standards Regulation.



*Serving Peterborough, Durham  
and Northumberland Counties*

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# Nightingale Nursing Registry LTD

## Our Mission

Nightingale is a team of...

- C** Caring
- A** Adaptable
- R** Reliable
- E** Educated

...professionals helping clients stay independently at home with dignity.

## Our Vision

Growing to serve more clients with the highest quality of client care, and valuing our care team every day. "Our Caring You'll Remember".

## Our Values

Nightingale values and provides high quality care, which embodies safety, skills development, mutual communication, innovation, integrity and accountability. These core values support our belief in the patient's right to quality, confidential and participative health care.

## Safety

We strive for zero accident tolerance.

## Skills Development

We encourage each person to function at the highest level of ability and we support and encourage training and lifelong learning.

## Communication

We strive to keep our stakeholders informed of our attempts to achieve excellence and listen to feedback in our continuum of quality improvement.

## Creativity

We pursue continuous quality improvement in health care, which leads to the best use of available resources.

## Accountability

We expect each person to be responsible for their actions and use of resources, and decisions and their effect on others.

## Customer Service Standard

Under the AODA law, the Customer Service Standard was the first standard to be implemented. Nightingale understands and complies with the standard which ensures that persons with disabilities have access to goods and services provided by the companies.

Customer Service Standard	DATE DUE	IN PROGRESS	ONGOING	COMPLETE
Develop, implement, and maintain policies	July 1 2016			X

Customer Service Standard	DATE DUE	IN PROGRESS	ONGOING	COMPLETE
Prepare documents describing the policies	July 1 2016			X
Provide a copy of the documents on request	July 1 2016			X
Notify that documents are available on request	July 1 2016			X
<b>Use of Service Animals and Support Persons</b>				
Person with a disability allowed to be accompanied by a service animal	January 1 2012			X
Provide other means to benefit if service animal is excluded	January 1 2012			X
Both a person with a disability and their support person allowed to enter together and remain together	January 1 2012			X
Person with a disability required to be accompanied by a support person only for a legitimate health and safety-related reason, and only after consultation	July 1, 2016			X
<b>Notice of Temporary Disruptions</b>				
Provide notice of temporary disruption to services	January 1 2012			X
Prepare a document	January 1 2012			X
Provide a copy of the document on request	January 1 2012			X
Notify that the document is available on request	January 1 2012			X
<b>Training for Staff, etc.</b>				
Provide training to all staff	July 1 2016			X
Keep records of the training provided	July 1 2016			X
Prepare a document on the training policy	July 1 2016			X
Provide a copy of the document on request	July 1 2016			X
Notify that the document is available on request	July 1 2016			X
<b>Feedback Process</b>				
Establish a feedback process	January 1 2012			X
Prepare a document describing the feedback process	January 1 2012			X
Provide a copy of the document on request	January 1 2012			X

Customer Service Standard	DATE DUE	IN PROGRESS	ONGOING	COMPLETE
Notify that the document is available on request	January 1 2012			X
Format of Documents	January 1 2012			X
Provide documents or information in an accessible format or with communication support	January 1 2012			X

*1. This standard applies to the Government of Ontario, the Legislative Assembly, a designated public sector organization, a large organization, and a small organization to which the standards in the Integrated Accessibility Standards Regulation apply.*

## Accessibility for Ontarians Act – General Requirements

The Accessibility for Ontarians Act has defined standards in key areas such as;

- General Provisions Customer Service
- Information and Communications
- Employment
- Transportation
- Built Environment

To help Ontario reach the goal of becoming fully accessible by the year 2025.

General Requirements	DATE DUE	IN PROGRESS	ONGOING	COMPLETE
Establishment of Accessibility Policies <sup>1</sup>	January 1 2014			X
Initial Accessibility Plans <sup>2</sup>	January 1 2014 <b>REVIEW</b> January 1 2019			X
Updated Accessibility Plans	January 1 2019			X
Procuring or Acquiring Goods, Services or Facilities				X
Self-Serve Kiosks (Designing, Procuring or Acquiring) <sup>3</sup>	NA			X
Training <sup>4</sup>	January 1 2015		X	

*1. Must be reviewed and updated regularly to reflect the current practices of the organization.*

*2. Must be reviewed and updated every five (5) years.*

*3. Requirements are different for designated public sector organizations and private and non-for-profit organizations.*

*4. Training must be provided on the requirements of the standards and on the Human Rights Code as it pertains to persons with disabilities to all employees (and volunteers), all persons who participate in the development of policies, and all other persons who provide goods, services or facilities on behalf of the organization.*

## Information and Communications Standard

Information and Communications Standard	DATE DUE	IN PROGRESS	ONGOING	COMPLETE
Feedback Process	January 1 2015			X
Accessible Formats and Communication Supports	January 1 2016			X
Emergency Procedures, Plans or Public Safety Information <sup>1</sup>	January 1 2012		X	
Educational Libraries - Print-based resources	NA			
Educational Libraries – Multi-Media/Digital Resources	NA			
Accessible Websites and Web Content <sup>2</sup>	January 1 2021	X		
Producers of Educational or Training Material – Supplementary Print Materials	NA			
All Websites and Web Content	January 1 2021	X		
Educational and Training Resources or Materials	January 1 2013		X	

1. Applicable to organizations that prepare emergency procedures, plans or public safety information and make the information available to the public.

2. Applies to new websites and web content on those sites.

3. Where accessible materials exist

## Integrated Accessibility Standards Regulation (IASR)

The IASR applies to the areas of Information & Communications, Employment and Transportation. To ensure compliance with the legislation, it is required that organizations implement accessibility policies and strategies. The IASR requires;

- Government of Ontario
- Legislative Assembly
- Every designated public sector organization
- Every other person or organization that provides goods, services or facilities to the public or other third parties on Ontario with at least one employee
- All employers with fifty (50) or more employees

Any employer with fifty (50) or more employees is required to develop a multi-year accessibility plan and post it on their website.

Employment Standard	DATE DUE	IN PROGRESS	ONGOING	COMPLETE
Recruitment – General <sup>2</sup>	January 1 2016			X
Recruitment, Assessment or Selection	January 1 2016			X
Notice to Successful Applicants	January 1 2016			X
Informing Employees of Supports	January 1 2016			X
Accessible Formats and Communication Supports for Employees	January 1 2016			X
Workplace Emergency Response Information	January 1 2012			X
Documented Individual Accommodation Plans <sup>3</sup>	January 1 2016			X
Return to Work Process <sup>4</sup>	January 1 2017			X
Performance Management				X
Career Development and Advancement				X

1. Only applies in respect to employees (not volunteers or other non-paid individuals). Application of the standard to unpaid staff and volunteers is good business practice.

2. Notification to employees and the public of the availability of accommodation in recruitment.

3. Must be reviewed and updated so that they reflect current requirements.

4. Small private and not-for-profit organizations still have obligations to accommodate employees up to the point of undue hardship under the Ontario Human Rights Code

## Built Environment Standard

The final standard of the Accessibility for Ontarians with Disabilities Act is the built environment. Nightingale understand and ensures all spaces open to the public and third parties are accessible and adaptable for independence and participation to persons with disabilities.

Design of Public Spaces Standard <sup>1</sup>	DATE DUE	IN PROGRESS	ONGOING	COMPLETE
Make Parking Accessible – Off-Street Parking	January 1 2017			X
Recreational Trails and Beach Access Routes Accessible	NA			
Outdoor Public Use Earing Areas Accessible	NA			
Outdoor Play Spaces Accessible	NA			
Make Service Counters, Queuing Guides and Waiting Areas Accessible	January 1 2018			X
Exterior Paths of Travel	NA			

Maintain the Accessible Parts of your Public Spaces	January 1 2017		X	
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*1. This standard applies to public spaces that are newly constructed or redeveloped on and after the timelines outlined above. Unplanned changes to existing public spaces to meet the standard are not required (includes emergency repairs or forced changes that were not anticipated or planned for in advance).*