



Mosaic Home Care's ACCESSIBILITY PLAN

Mosaic's Accessibility Plan outlines the policies and procedures that are in place to improve opportunities for people with disabilities.

ACCESSIBILITY PLAN

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Location:
Armour Heights

LOCATION	FLOOR	ACCESSIBLE BY WHEELCHAIR
Office	2nd	NO
Resource Centre	Lower Level	YES

How to communicate with us?

By phone, email, Zoom, In Person (*by appointment only*)

Accommodation arrangements at our events:

PHYSICAL		COMMUNICATION	COMMITMENT
In House	Alt Location		
<ul style="list-style-type: none"> ✓ Wheelchair ✓ Elevator 	<ul style="list-style-type: none"> ✓ Wheel-trans ✓ Ramps ✓ Elevators ✓ Bench/Chairs ✓ Bus/Subway Route ✓ Public Washroom 	<ul style="list-style-type: none"> ✓ presenters speak loudly and clearly ✓ small groups 	<ul style="list-style-type: none"> ✓ Will make the necessary arrangements to accommodate all participants

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Statement of Commitment:

Mosaic Home Care Ltd. & Community Resource Centre, (“MOSAIC”) is dedicated to ensuring that all reasonable efforts are made to provides to all people, including individuals with disabilities, in alignment with our vision, mission and values. We are committed to treating people with disabilities using our person centeredness approach that allows them to maintain their dignity and independence; provide services in a manner that is integrated, unless an alternative measure is necessary to enable a person with disabilities to obtain Mosaic’s services and give persons with disabilities an opportunity equal to that given to others to obtain Mosaic Home Care’s services. and integration. Our events are open and welcome to all. We are inclusive of all persons and take special care to support the diverse needs and preferences that make up humanity.

Policy:

Mosaic’s detailed *Accessibility Policy (POL-139)* is available upon request for review.

- the use of guide dogs, service animals and support persons;
- the steps to be taken in connection with a temporary disruption;
- the training policy, including a summary of the contents of the training and details of when the training is to be provided;
- records of the training provided under this policy, including the dates on which the training is provided and the number of individuals to whom it is provided; and
- the feedback process.

Procedure:

Mosaic’s detailed internal *Accessibility Procedure (PRO-179)* is available upon request for review.

Accessible Emergency Information:

Mosaic is committed to providing the customers and members with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Disabilities and Accommodations

Mosaic Home Care welcomes employees with disabilities and confirms that this is a discrimination-free workplace.

If an employee has a disability which may impact their employment with Mosaic Home Care, the Office should be advised. Mosaic Home Care will make every effort to treat this information as confidential and it will be shared only with supervisors and managers, on a need-to-know basis.

If an employee has advised Mosaic Home Care of a disability, then, in accordance with the *Accessibility for Ontarians with Disabilities Act*, their disability, their accessibility needs (if any), and their accommodation plan (if any), will be considered during any performance review and when they are or may be promoted to or moved to a new job.

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Pursuant to the *Accessibility for Ontarians with Disabilities Act* and the *Human Rights Code*, employees can be entitled to be accommodated up to the point of undue hardship. Examples of accommodation can include:

- a change to the format in which training and instruction is provided to accommodate the employee’s disability;
- a personalized workplace emergency response plan to accommodate the employee’s disability;
- a modification of some of the employee’s duties to accommodate the employee’s disability; and
- a change to the employee’s work schedule due to the employee’s family obligations.

If an employee requires accommodation because of a disability or otherwise, their manager must be advised. Mosaic Home Care will then work with the employee to develop an individual accommodation plan. As part of developing the accommodation plan, the employee may be required to have their physician complete a medical questionnaire(s) provided by Mosaic Home Care. In addition, the employee may be required to attend at an independent medical examination(s). Upon receipt of all requested information, Mosaic Home Care will then advise in writing whether accommodation will be provided and, if so, the details of the approved accommodation plan. The accommodation plan will be revisited on a regular basis, in review of the information provided by the employee and/or their physician.

Mosaic Home Care will make every effort to maintain confidentiality in respect of any information provided by the employee and their physician in the course of developing an accommodation plan, subject to its needs, obligations, and legal requirements.

Common Barriers:

What are Disability Barriers?

Under the AODA, a barrier is defined as “anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability”. In other words, barriers happen when places and activities that all people should have access to are designed in ways that limit this access. Barriers limit the things people with disabilities can do, the places they can go, or the attitudes of others toward them. For example, heavy doors are barriers for people with limited upper body movement. These types of doors prevent people from entering buildings. Stairs are another type of barrier. Stairs are the only means to access our office.

Recognizing, Removing, and Preventing Barriers

People who own or operate organizations can welcome more visitors or customers when they recognize, remove, and prevent barriers. Identifying a barrier means knowing that a barrier exists. For instance, a building owner recognizes a barrier when they realize that heavy doors and/or stairs limit people’s access to the building.

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Five Types of Barriers

Five of the most common kinds of barriers are:

Physical or Architectural Barriers

Architectural or structural barriers may result from design elements of a building such as stairs, doorways, the width of hallways and room layout. These barriers may also occur through every day practices, such as when we store boxes or other objects in hallways, obstructing accessible pathways.

Examples of architectural or physical barriers include:

- Sidewalks and doorways that are too narrow for a wheelchair, scooter or walker.
- Desks that are too high for a person who is using a wheelchair or other mobility device.
- Poor lighting that makes it difficult to see for a person with low vision or a person who lip-reads.
- Doorknobs that are difficult to grasp for a person with arthritis.

Informational or Communicational Barriers

Information or communication barriers occur when sensory disabilities, such as hearing, seeing or learning disabilities, have not been considered.

Examples of information or communications barriers include:

- Not facing the person when speaking.
- Seating arrangements make it difficult for people who have hearing loss to fully participate in meetings.
- Print that is too small or in a font that is difficult to read.
- Videos that are not captioned and don't have transcriptions.

Technological Barriers

Technological barriers occur when a device or technological platform is not accessible to its intended audience and cannot be used with an assistive device. Technology can enhance the user experience, but it can also create unintentional barriers for some users. Technological barriers are often related to information and communications barriers. Common tools like computers, telephones and other aids can all present barriers if they are not set up or designed with accessibility in mind.

Examples of technological barriers include:

- Emails or other electronic documents are not accessible to people who use screen readers.
- Accepting only online job applications.
- Requiring students to use a website that does not meet accessibility standards.

Organizational (or Systemic) Barriers

Organizational or systemic barriers are policies, procedures or practices that unfairly discriminate and can prevent individuals from participating fully in a situation. These barriers are often put in place unintentionally.

Examples of organizational or systemic barriers include:

- People with disabilities are excluded from events or included as an after thought when planning events.
- Hiring policies do not encourage applications from people with disabilities.

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Attitudinal Barriers

Attitudinal barriers are behaviours, perceptions and assumptions that discriminate against persons with disabilities. These barriers often emerge from a lack of understanding, which can lead people to ignore, to judge, or have misconceptions about a person with a disability.

Examples of attitudinal barriers include:

- Thinking that people with intellectual disabilities are not able to make decisions.
- If someone with a speech impairment cannot understand you.
- Believing a person who has a mental health disability or someone who uses a wheelchair would not be a good employee.
- Making a person feel as though you are doing them a “special favour” by providing their accommodations.

Training:

Mosaic employees are required to complete, confirm understanding and follow the policies, practices and procedures outlined in the Accessibility for Ontarians with Disabilities Act (AODA).

We train every person as soon as practicable after being hired and maintain records of the date the training was completed.

Information and Communications:

Mosaic is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Disabled Individual’s Emergency Response Plan:

Emergency Response Plan – Employee with Disability (EMP-144)

The three (3) section form is to be completed by both the employee and the manager to help identify any barriers that could arise in an emergency situation and provide suggestions on how to overcome them. The information collected is confidential and will only be shared with the employee’s consent.

Emergency Operation Coordinator (EOC)

The following person(s) are the primary and secondary Emergency Operation Coordinators (EOC) that would assist any disabled or physically challenged individuals that may be in the Mosaic offices during an emergency situation or evacuation.

Primary Contact

Name: Nathalie Anderson
 Phone: 905-597-7000 x 222 / 416-707-4784
 Email: nathalie@mosaichomecare.com

Secondary Contact

Name: Jane Teasdale
 Phone: 905-597-7000 x 223 / 416-801-8193
 Email: jane@mosaichomecare.com

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Potential Emergencies

The following potential emergencies have been identified in this emergency response plan.

1. Earthquake
2. Fire
3. Blackout
4. Hurricanes, High Winds & Tornadoes
5. Floods

Earthquake

- Emergency operations coordinator (EOC) will seek a safe location for themselves and the disabled individual.
- If possible, will take cover under a table or desk and remain there until the tremors and shaking stops.
- Or will take cover under a doorway as they are one of the strongest foundations of a building.
- Individuals will stay out of the elevators and stairways.
- Individuals will avoid areas of potential flying glass and debris. Stay away from all windows.
- If disabled individual is not able to transfer out of wheelchair/stretchers then that individual should remain in their mechanical apparatuses.
- For individuals in walkers/scooters assist them in walking to the safe area if possible. Leave mechanical apparatuses in an area where no individuals will injure themselves.
- Individuals will remain in safe area until further instructions or it is safe to return to work area.

Fire

- Stop work and leave the building IMMEDIATELY when the fire alarm sounds or when you are instructed to do so.
- If disabled individual can walk with assistance, then emergency operations coordinator will assist them to leave the building safely by proceeding to the designated area or nearest exit. Using the stairs only.
- If disabled individual is not able to walk with assistance and must remain in their mechanical apparatuses, then the emergency operations coordinator will call mall security to come to assist with carrying the individual to safety. Emergency operations coordinator will remain with the disabled individual until they have reached a safe area.
- Do not delay your exit from the building by looking for belongings.
- When leaving the building, go to a clear area well away from the building. Do not obstruct fire hydrants or the responding fire/rescue workers and their equipment
- Do not re-enter the building until instructed to do so by the fire/rescue worker

Blackout

- Emergency operations coordinator (EOC) will seek a safe location for themselves and the disabled individual.
- Emergency operations coordinator will help disabled individual collect their personal belongings and assist them outside the building.
- If disabled individual can walk with assistance, then emergency operations coordinator will assist them to leave the building safely by proceeding to the designated area or nearest exit. Using the stairs only.

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- If disabled individual is not able to walk with assistance and must remain in their mechanical apparatuses, then the emergency operations coordinator will remain with the disabled individual until they have reached a safe area.
- If it is safe to remain in the building, emergency operations coordinator and disabled individual can remain in the building in a safe area until further notice.
- Individuals will remain in safe area until further instructions or it is safe to return to work area.

Hurricanes, High Winds, and Tornadoes

- Emergency operations coordinator will move disabled individual to a designated safe area of the building.
- Stay away from any windows, as glass may shatter from flying debris.
- Stay inside.
- Do not evacuate a building unless obvious structural damage is visible.
- If individuals have been instructed to leave the building, then the emergency operations coordinator will assist the disabled individual to a safe area outside of the building.
- If disabled individual can walk with assistance, then emergency operations coordinator will assist them to leave the building safely by proceeding to the designated area or nearest exit.
- If disabled individual is not able to walk with assistance and must remain in their mechanical apparatuses, then the emergency operations coordinator will remain with the disabled individual until they have reached a safe area.

Floods

Heavy Rain/Floods

- Emergency operations coordinator will move disabled individual to a designated safe area of the building.
- If individuals have been instructed to leave the building, then the emergency operations coordinator will assist the disabled individual to a safe area outside of the building.
- If disabled individual can walk with assistance, then emergency operations coordinator will assist them to leave the building safely by proceeding to the designated area or nearest exit.
- If disabled individual is not able to walk with assistance and must remain in their mechanical apparatuses, then the emergency operations coordinator will remain with the disabled individual until they have reached a safe area.

Gas Leak/Noxious Odours

- Stop work and leave the building IMMEDIATELY when the fire alarm sounds or when you are instructed to do so.
- If disabled individual can walk with assistance, then emergency operations coordinator will assist them to leave the building safely by proceeding to the designated area or nearest exit. Using the stairs only.
 - If disabled individual is not able to walk with assistance and must remain in their mechanical apparatuses, then the emergency operations coordinator will remain with the disabled individual until they have reached a safe area.
- Do not delay your exit from the building by looking for belongings.
- When leaving the building, go to a clear area well away from the building. Do not obstruct fire hydrants or the responding fire/rescue workers and their equipment

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- Do not re-enter the building until instructed to do so by the fire/rescue worker

Non-Explosive Hazards

- Emergency operations coordinator will ensure that disabled individual does not become adversely affected by the odour.
- Pay particular attention to those individuals with allergies and/or asthma.
- Ensure that you and the disabled individual are in a well vented area of the office while waiting for further instructions.

Helpful Hints for Assisting a Disabled Individual in an Emergency:

Mobility Disability

When possible, without endangering yourself or the individual you are assisting try to ensure that their mechanical apparatus is transported with them.

Non-Visible Disabilities

Other forms of communication may be necessary such as writing down what is happening, and the evacuation plan you will follow. Using landmarks rather than turn left or turn right.

Hearing Impairments

Ensure that you make eye contact when speaking with an individual that has a hearing impairment, they may be relying on reading your lips.

Writing down what you would like to communicate can also be helpful, permitting there is time.

Vision Impairments

When guiding a visually impaired individual ensure that you remain half a step ahead of them, walk at their pace and offer them your arm for guidance.

In cases where the visually impaired individual has a service animal ask them where you should walk to guide them so as not to disrupt or disturb the service animal's duties.

Announce as you go any stairs, obstacles or direction changes that may occur.

Deaf/Blind

To communicate with an individual that is deaf/blind you can trace letters on the palm of their hand with your finger.

Sources:

- www.getprepared.ca
- www.ontario.ca/page/accessible-workplaces
- [www.DisabilityBarriers\(aoda.ca\)](http://www.DisabilityBarriers(aoda.ca))