

Trinity Village

by Lutheran Homes Kitchener - Waterloo

Accessibility for Ontarians with a Disability Act

AODA Manual

January 2025

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SECTION 1

1.1 Message from Chief Executive Officer

“A Caring Community which Values and Fosters the Worth and lifestyle of all.”

Trinity Village strives to meet the needs of its residents, their loved ones, visitors and employees with disabilities and is working hard to remove and prevent barriers to accessibility within our homes. Trinity Village is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

Our organization is committed to making all interactions within Trinity Village of positive in nature while ensuring the organization is fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario’s accessibility laws.

This accessibility program outlines the steps Trinity Village has taken to meet those requirements and to improve all opportunities for people with disabilities. Our program shows our commitment and our plan on how Trinity Village will play its role in making Ontario an accessible province for all Ontarians. To ensure fairness and engagement the program will be reviewed annually by members of both Family and Resident councils.

Respectfully,



Chief Executive Officer

Date: January 2025

1.2 Past Achievements

Some people see disabilities as the barrier. But that's not the case. An effective disability program can identify potential barriers and have solutions in place to eliminate those barriers. Trinity Village has strived to be a leader in the efforts to remove barriers which can hinder normal everyday actions. Below are a list of potential barriers and samples of creative solutions that have been implemented within the organization as a whole. The multi-year plan is reviewed annually by the extended management team.

Attitudinal barriers: The organization strives to ensure all persons are included in programs, accessibility and engagement is at the forefront of program planning. For residents ushers can escort residents to central locations for such things as concerts. Staff is trained in embrace persons with disabilities through training.

Informational and Communication Barriers: The organization ensures that all relevant general information is provided in multiple formats to help with persons struggle to communicate. Information is provided in written form both paper and digital and can be read to residents. Staff with communication struggles are encouraged to provide feedback on the best ways to have communication sent to them.

Technological Barriers: Using technology often times can be a daunting task for all ages, the organization focuses its efforts to ensure all technology is user friendly for various ages and skill levels. For residents the staff are available to help with reducing the barriers that can be created with technology. For new staff these barriers are often addressed through training.

Systemic Barriers: As an unintentional result some policies, practices and procedures may result in people with disabilities being treated differently than others or sometimes excluded altogether. The organization has designate people to act as key gate keepers to help implement accessibility policies and procedures.

Physical and architectural barriers: The organization ensures that review of the physical environment is completed monthly by the JHSC focusing not only on Health and Safety but also issues around accessibility.

SECTION 2

2.1 Definitions

Accessibility	The term accessibility means giving people of all abilities opportunities to participate fully in everyday life. It is used to describe how widely a service, product, device, or environment is available to as many people as possible. Accessibility can be seen as the ability to access and benefit from a system, service, product or environment.
Barrier	Barriers are obstacles that limit access and prevent people with disabilities from fully participating in society. Most barriers are not intentional. Barriers usually arise because the needs of people with disabilities are not considered from the beginning.
Disability	<p>Ontario's accessibility law adopts the definition for disability that is in the Ontario Human Rights Code. It defines disability broadly:</p> <ul style="list-style-type: none"> a) "any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device, b) a condition of mental impairment or a developmental disability, c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language, d) a mental disorder, or e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997."
Accessible formats	This may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities
Mobility aid	means a device used to facilitate the transport, in a seated posture, of a person with a disability
Mobility assistive device	means a cane, walker or similar aid

2.2 Training

Trinity Village as an organization takes employee engagement such as training seriously. All new employees are put through a vigorous training program before they have their first shift. The training covers off both general topics such as Code of Conduct and more discipline specific such as Resident Transfers. As part of the organizations commitment to AODA and persons with disabilities we ensure that all staff and volunteers are fully trained in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

Trinity Village uses Surge Online Training to provide its training to staff and volunteers, below is a list of the modules provided to staff as part of the AODA training.

- Accessibility Standard for Customer Service
- The Ontario Human Rights Code and the AODA
- The Ontario Human Rights Code and the AODA: Part 2 The Code
- The Ontario Human Rights Code and the AODA: Part 3 Understanding the Duty to Accommodate
- The Ontario Human Rights Code and the AODA: Part 4 Applying Human Rights Principles
- The Ontario Human Rights Code and the AODA: Part 5 Compliance and Enforcement
- Staff hired are required to have training in the following areas:
 - Assistive devices
 - Physical and cognitive diseases
 - Person-centered care
- Volunteers receive orientation training in the following areas (Refer to Appendix A: Surge Overview Pager for Volunteers & Appendix B: OMA Training Handouts):
 - Assistive devices
 - Physical and cognitive diseases
- Changes are communicated via:
 - Staff and Care Partner memos
 - Resident and family councils

2.3 Communication

See the employee accessibility policy (Appendix G) regarding communication. Tools are also available in the following formats:

- In-person verbal or written
- Translator
- Speaker systems
- Website question button
- Text resizing
- Elevator car operation panel: Two-way video calls, Closed caption text, Voice annunciator, & Braille plates coming in 2025

We will work with the person with the disability to determine which line of communication works best for them.

2.4 Service Animals

Service animals are always welcome wherever their handler goes with the exception of where food is processed, produced and prepared. Service animal certification may be requested to keep on file with the pet visiting form. Refer to Appendix C: Trinity Village Visiting Pet Policy and Appendix D: Visiting Pet Authorization Form.

2.5 Support Persons

Customer/residents/clients receive a support person within their monthly rent. If further support outside the facility is needed or if there are persons coming to visit, the rate of pay is that of a PSW.

SECTION 3

3.1 Policies

Please refer to Appendices E-I for the policies.

SECTION 4

4.1 Multi-Year Accessibility Plan

The accessibility multi-year accessibility plan was created to ensure that we are meeting any new legislative requirements with regards to the AODA. This plan also provides us with an opportunity to evaluate the environment, policies and best practices we have already in place.

Trinity Village is committed to evaluating our organization from an AODA perspective on a yearly basis, findings or revisions will then be added to the plan for all to view. The plan will be accessible to all parties both internally through our manuals along with externally on our current website. Refer to Appendix J: Multi-Year Accessibility Plan.

Revision Control

Issue Date	Revision	Effective
June 1, 2021	initial draft and implementation	June 1, 2021
Jan, 2022	Annual Review	Jan, 2022
Nov 14, 2023	Reformatting, table of contents inserted & applicable policies and reports inserted.	Nov 14, 2023
Feb 14, 2024	Updated header on front page.	Feb 14, 2024
Sept 17 2024	Updated plan to reference the inclusion of two more accessible parking spots.	Sep 17 2024
Jan 6, 2025	Annual Review, COO to CEO title change update, & Volunteer Coordinator information updated on pg. 11.	Jan 6, 2025

Appendix A: Surge Learning Overview for Volunteers



Welcome to Trinity Village! We use an electronic learning management system called Surge. This is to ensure that we remain in compliance with MOHLTC. Volunteers must complete modules assigned to them. Uncompleted orientation modules will result in a delay in starting volunteer position.

Number of Courses: 18 Time: 3 hours 24 min.

Mandatory Modules:

- Dementia Care/Responsive Behaviour (1)
- Fire Safety (1)
- H & S – Occupational Health and Safety Awareness WHMIS(1)
- Hand Hygiene (3)
- IPAC (4)
- Infection Prevention and Control (1)
- Infection Prevention Control 2016 (1)
- Long Term Care Homes Act 2007 (2)
- Resident Care – Abuse Prevention (1)
- Resident Care - Falls Prevention (2)
- Resident Care – Restraints & PASDs (1)

Should you require assistance logging in, please contact: Maggie Clemens, Volunteer Coordinator – E: volunteer@trinityvillage.com or P: 519-893-6320 ext 310

You will see all the modules that are due for orientation under My Courses. Once completed email **Maggie Clemens**.

Appendix B: OMA Training Handouts

Trinity Village

Opening Minds through Art {OMA}

A Scripps Intergenerational Art Program
For People with Dementia

Volunteer Training Handouts



Website: www.ScrippsOMA.org
www.facebook.com/openingmindsthroughart

Instagram: OMA miamioh

Twitter: ScrippsOMA

Program Facilitators:

Kathy Bender, Recreationist

Email: kbender@trinityvillage.com Phone: 519-893-6320 ext. 289

Andrea Morneau, Recreationist

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OMA Volunteer Training

Table of Contents

1. Self-check List
2. The OMA Process and Artist Feedback
3. OMA Volunteer Expectation (Day of Program)
4. Art Talk
5. Guidelines for Assisting Participants
6. Positive Approach
7. OMA Observation Guidelines
8. Volunteer Coaching Scenario
9. Are you without a partner today?
10. Write a Letter to Artist and Artist's Family
11. "Be a Listener not a Judge"
12. Challenges
13. Taboo Topics
14. Art of Table Waiting

1.

Self-check List: A good OMA volunteer is:

- Able to Listen
- Comfortable with silence
- Able to put the elders' needs first
- Flexible
- Positive
- Non-judgmental
- Patient
- Realistic in their expectations
- Respectful
- Responsible
- Sociable, friendly
- Willing and able to make weekly time commitment

2.

The OMA Process

1. The “Huddle”
2. Picking-up partners
3. Social Time:
“Mood before” question,
Name tags, aprons
4. Opening song, clap
5. Inspiration
6. Distribution of supplies
7. Art-making
8. Signing work and giving title
9. Sharing work and taking pride
10. Artist Feedback:
“Mood after” and interview
questions
11. Closing song, clap
12. Taking partners back



Artist Feedback

ARTIST’S FEEDBACK:

- At arrival: Ask the MOOD BEFORE question
- At end: Use it as an interviewing tool

LAST TWO QUESTIONS:

- Use your own opinion, regardless of the artist’s

feedback.

- Write verbatim quotes from your partner.

3.

OMA Volunteer Expectation (Day of Program)

- Arrive 10 min. before start for “Huddle” (instructions of art activity)
 - Sign in
 - Put on name tags
 - Participate in “Huddle”
- Get resident from house, bring to Gathering Place (GP)
 - Greet your resident
 - Sign out resident artist on whiteboard
- Arrive at GP - pick same spot every week
 - Sit on Artist’s dominate side - refer to their profile
- Follow instruction from OMA Leaders
 - Only start when instructed to
 - Promote conversation while waiting (refer to resident profile)
 - Complete 1st question on OMA artist feedback laminated sheet (blue)
- Instructor will prompt everyone to sing as a group
- Have artist write their name, or assist them in writing their name on the back of their art work
- Encourage resident independence as much as possible. Your assistance might be required at times.
- Always stay seated – raise your hand and facilitators will come to you
- Stay focused and engaged with your Artist
 - Remember to use art talk to encourage your artist
- Refer to inspiration piece and follow the steps laid out
- Fill out blue feedback sheet after Artist is finished their piece
- Sing closing song once prompted by facilitator
- Thank your Artist, shake hands
 - “Invite” your Artist to go around the room and take a look at other art work.
 - Introduce your Artist to other artists and volunteers
- Bring your Artist back to their house
 - Sign them back in on whiteboard
- Say goodbye, shake hands, tell them you will be back next week
- Return to GP for debriefing with facilitators

4.

Art Talk

*What are some tips for looking at art with someone with dementia at the end of the session?
Practice doing "art talk" that would be appropriate for people living with dementia.*

Some art vocabulary and simple definitions/synonyms that might be helpful:

Color: Give examples, red, blue, yellow and point at the color you are talking about.

Contrast: Difference between light and dark

Texture: How something feels, rough, smooth, sharp, soft

Lines: Thick/thin, straight, broken, wavy, etc.

Shapes: Square, rectangle, circle, triangle

Symmetrical: The two halves are the same/similar or mirror image of each other

Asymmetrical: The two halves are not the same/similar.

Composition: How things are arranged on the page

The strongest part of the painting (if a particular segment stands out): Identify an area that you personally like best in the finished piece and explain to the artist your reasons in clear and simple terms.

Practicing art talk

Work in pairs and take turns to role-play art talk. Switch artwork with a different pair before you switch roles. You just placed a mat around a finished piece of art by someone with dementia and here is what *s/he* says. How will you respond?

[Pointing at his own work that he did not remember creating]: "Who did that? It looks like someone in kindergarten did it! It's a mess!!"

What would you say?

Debriefing art talk

Artists reporting back:

Which strategies used by your partner were helpful in increasing your appreciation for the artwork you just created?

5.

Guidelines for Assisting Participants

Communicating with participants:

1. Approach the participant from the front and introduce yourself.
2. Position yourself so that you are eye-to-eye with the participant.
3. Use short and clear sentences, but not as though you are talking to a young child. Always show respect. Don't argue/correct. It is fine to state your opinions.
4. Give multiple cues: say it, show it, touch it and use as many senses as you can.
5. Redirect inquiries for which you have no answers (e.g. If someone asks for his deceased mother, ask him to tell stories about his mother. There is no need to tell him that his mother has long ago passed away.) Then find out what it is that he wants/needs from his mother and try to address that need. In other words, respond to the "intent" of the communication, not necessarily the words. Investigate the intent or unmet needs that underlie their statements/questions. And address the intent/needs.
6. Wait beyond your comfort zone for the participant's response.

Assisting participants:

1. Assist only with tasks that are **physically impossible** for him/her to do (e.g. cutting, gluing, and manipulating small objects).
2. Encourage the participant to do the activity and **make his/her own aesthetic decisions** (e.g. colors, design, and composition).
3. Feel free to **adjust the activity** to meet your partner's need. You do not have to do all of the steps in the activity. And if your partner is taking the activity in a different direction than originally planned, go with his/her flow. The activity handout is meant as a guideline too.
4. **Wait** beyond your comfort zone for the participant to make his/her own aesthetic decisions.
5. The most important outcome of the program is engagement and enjoyment in the **process** of making art, not the finished artwork
6. Prepare a **sticky note** with your partner's name, title of the piece and

date. Attach this to the back of the finished piece. Encourage your artist to print or write his/her name on the back of project paper in pencil only

6.



Positive Physical Approach™ Cheat Sheet

1. Get into **visual** range
2. Knock – announce self
3. **Pause** at edge of personal space (6 feet)
4. Greet and **smile**
5. Move **slowly** – hand offered in **handshake** position
6. Move from the front to the **side** – supportive stance
7. Greet with a handshake and your **name**
8. Slide into **Hand-under-Hand™** hold
9. Get **at or below** the person's eye level
10. Be friendly – make a **nice** comment or smile
11. Give your message... **simple, short, friendly**



7.

OMA Observation Guidelines

Here are some tips to make the most out of your observation.

All OMA participants have been diagnosed with some form of dementia. This does not mean that they are not approachable, but the guidelines to keep in mind are:

1. People with dementia can easily be distracted by extraneous talk and comings and goings in the room. We try to avoid these in order to tap their strengths and minimize disorientation.
2. Keep conversations simple, low-keyed and inviting, without making any complex cognitive demands (like questions or discussions that would tax memory).
3. If you walk around please stay on the periphery of the action and do not engage in any extended side conversations with us, the volunteers.
4. If you have questions, please hold them for us until the session is over.

8.

Volunteer Coaching Scenarios

Situation 1:

An OMA artist is unsure of her ability. She repeatedly asks you questions such as, "What do you think? What color should I use? Where should I paint? You responds with her opinion by answering the questions directly, i.e. "I think you should use blue" and "Put some more color here" while pointing.

Coaching Response: What would you do? What would you say?

Situation 2:

An OMA artist appears unsure of how to proceed. She says to you "I don't know what to do". You respond "You can do whatever you want." The artist doesn't respond.

Coaching Response: What would you do? What would you say?

Situation 3:

You as a volunteer speaks rapidly, provides directions quickly, attempts to direct your partner to move quickly from one step to the next step of the project, and then you pull out your cell phone from your pocket and looks at the time.

Coaching Response: What should you do? What should you say?

Situation 4:

You have coached an OMA volunteer to provide cues by modeling each step of the project for his artist partner, using a half sheet of watercolor paper. You observe that the volunteer is creating a personal art piece and has disengaged from any interaction with his partner.

Coaching Response: What would you do? What would you say?

Situation 5:

Your volunteer shows very little facial expression and has difficulty speaking distinctly and clearly to you. Your partner often is heard saying, "I can't hear you" or "What did you say?"

Coaching Response: What would you do? What would you say?

Situation 6:

Your artist says to you, "I don't want to do this art." You respond, "I'm going to look bad if you don't do it. Come on- it'll be great!"

Coaching Response: What would you do? What would you say?

Situation 7:

Your artist has finished working and you start to ask your artist to complete the OMA session evaluation form. You saying to your artist, "You're very happy now, right?" and "I know you were able to do whatever you wanted".

Coaching Response: What would you do? What would you say?

Situation 8:

Your artist begins breathing heavily and complaining of pain. Your partner appears in distressed, but you continue to try to convince him to move on to the next step of the art project.
Coaching Response: What would you do? What would you say?

© Opening Minds through Art (OMA)

9.

Are you without a partner today?

There may be days when your regular partner does not attend OMA due to illness or a schedule conflict. Although this can be disappointing, there are several options for alternate activities during this time that will benefit you, elders at your site, and the OMA program.

1.MAKE ART:

You can engage in art-making by completing the OMA art project for the day. This has many potential benefits including:

- o health benefits for you such as relaxation and stress reduction;
- o a greater understanding of the experiences of the artists participating in the OMA program;
- o greater insight into how to best adapt future art projects for your partner; and
- o enhancement of your own creativity. You also will have your own OMA art to share with family and friends!

2.HELP THE LEADERS:

You can assist the OMA leaders with waitressing. This will allow for even less "wait time" for artists and provide you with the opportunity to observe and interact with multiple participating artists. If you choose this option, just remember not to interrupt artists when they are in the "flow" and to hand all supplies to the partner.

3.VISIT WITH A NON-OMA PARTICIPANT:

Although we include as many elders as possible in OMA, there are many elders who do not participate in OMA sessions. They need one-to-one interactions and would benefit immensely from conversation with you during the time you are present in the site. We always bring magazines and books with us to the sites so you can just ask one of the leaders for these or other suggestions for topics of conversation. Most elders are interested in learning about you and enjoy the give

and take of sharing stories together.

10.

Write a Letter to Artist and Artist's Family

Sharing successes and experiences with the artist and artist families is also a part of the OMA program. You are required to write two letters, one to the artist you have been with for the past eight art sessions and one for their family. Thank them for the opportunity to be a part of the OMA program and what you have learned from being with them. Share some memorable moments that you experienced with your artist during the OMA program.

Keep notes throughout the weeks about things you might want to mention in your letter. Write down any quotes or meaningful conversations, how you felt, and what you got out of being a partner with their family member. This will help you when it comes time to put your letters together.

Complete the letter by adding your email and postal code address at the bottom, in case families would like to write to you.

11.

What to do when someone with dementia says something that you are not comfortable with.

“Be a *Listener* NOT a *Judge!*”

Listen to their:

Words

Thoughts

Actions

Needs

Beliefs

Don't' assume or presume!

***Remember those with dementia at times will say things that we have no control over.**

What to say.

“I’m sorry this is happening to you, let me get you some help.”

“It looks like....., Let me get you some help.”

“It seems like....., Let me get you some help.”

***REMEMBER YOU ARE NEVER ALONE.**

**ALWAYS INFORM THE OMA STAFF IMMEDIATELY WHEN YOU ARE NOT COMFORTABLE WITH
A SITUATION!**

Kathryn Bender
OMA Facilitator
Teepa Snow
Certified PAC Consultant

12.

Challenges:

For OMA Volunteers in working with older adults with Dementia

MANY abilities are affected:

- Thoughts
- Words
- Actions
- Feelings

It is **CHANGEABLE** with each:

- Moment to moment
- Morning to night
- Day to day
- Person to person
- Place to place

Examples of Changeable situations:

- Losing important things- looking for their family member, purse....
- Getting lost- wanting to go home...
- Unsafe task performance- getting out of wheelchair, walking without walker...
- Repeated phrases-short term memory loss, hearing loss...
- Refusing-sundowning, illness, just a bad day...
- Mixing up day and night- unable to read time, weather/storm...
- Unable to follow direction/ concentrate ...
- Seeing things that are not there..
- Wandering, following you when you have returned the older adult to their unit...
- Pulling on clothing...
- Being rude, swearing- saying what they see...

***REMEMBER YOU ARE NEVER ALONE. ALWAYS INFORM THE OMA STAFF IMMEDIATELY WHEN YOU ARE NOT COMFORTABLE WITH A SITUATION!**

13.

TABOO TOPICS in Long Term Care

Elderly people will often bring up taboo topics for discussion and most have accepted that they do not have much longer to live. It is therefore not uncommon for volunteers working with older adults to hear a statement such as: "I can't handle this anymore—I just want to die."

How do you respond to such a declaration?

If anyone tells you that they "just don't want to live anymore" or "that they want to die" or anything suggesting they might want their life to be over, then it should always be taken seriously. As an OMA volunteer you are NOT responsible to provide the person with a forum to explore these comments any further. Inform the OMA participant you are working with that you will ask for some extra help.

**HEATHER JACKSON, MSW, RSW
SOCIAL WORKER**

Please inform an OMA facilitator IMMEDIATELY!

14. Art of Waiting

Your role as an OMA waitress involves the delivery and removal of material and supplies during the art making session without the student raising their hand for supplies.

1. During the huddle demonstration follow along with the instruction of the art project to make sure you know what supplies are needed in order.
2. Waitresses need to provide things as needed without being asked, leaving no one waiting for the next supplies, brushes, glitter, show and tell mat...
3. When handing supply items please hand them to the student and the student will ask their artist which colour plate or colour of glitter they want...

*** Remember to remove the supplies not chosen.**

4. Waitresses please beware of the colours that are used by the artist and provide complementary colours.
5. Waitresses are required to remove used or no longer needed items from the table as the process moves from step to step, so the table does not become cluttered. All items removed to be placed in cleaning buckets as labeled and sort/clean items used as used.
6. Waitresses need to be aware that everyone progresses at different rate along the process, it is critical to roam and pay attention to everyone and figure out who needs what supply and when. When observing partners please do so in a quiet non-verbal way.
7. If a student that you are serving has a question that you are not sure please let the student know that you will have the OMA Facilitator assist you with that. Please notify the OMA facilitator that their assistance is needed ASAP.

Appendix C: Trinity Village Visiting Pet Policy

TRINITY VILLAGE CARE CENTRE

MANUAL: RECREATION		PAGE: P- 14
SECTION: P : Programs N, O, P, Q & R		APPROVED BY: Maria Menounos
Date of Origin:	Reviewed Dates:	Date Revised:
02/80	07/96, 06/96, 12/00 08/07,04/09	07/02, 06/03,04/09, 03/13, 07/2014, 09/2014, 12/2015, 03/16, 03/2017, 07/2018, 12/18, 02/19, 05/19

TRINITY VILLAGE PET VISITING POLICY

Trinity Village's pet policy for visiting pets, family pets and therapy pets provides a safe environment for residents, staff, and visitors.

Pet owners shall follow these guidelines:

- Keep pets on a short leash at all times.
- A copy of the pet's health record with all up to date immunizations and flea control must be presented to Maria Menounos, Program Director prior to initial visit. A description of the pet as well as a digital picture (if available) must be on file prior to the first visit.
- Pet owners must sign in at front desk, including the name of pet at each visit.
- Maintain an accurate vaccination certification record and update any changes to your pets file at Trinity Village.
- A brief obedience test is required prior to pets 1st visit.

Infection Control: Visiting pets are not allowed in food preparation areas or serveries as mandated by the Ministry of Health and Long Term Care and Public Health guidelines. At no time will the pet be allowed in the Kitchen Servery area, Dining Rooms during meals and café.

Pets are not permitted to eat or drink from kitchen utensils, plates etc.

Please ensure that residents visiting with pets wash or sanitize their hands after each interaction with pets.

If you or your pet are sick please do not visit.

Bite/Scratch Policy: Reminder that some elders may have fragile skin and therefore, prior to each visit, pet's nails must be clipped and filed to avoid any injury. Should an incident occur (bite, scratch, attack) during a visit with a pet, the owner must advise the Nurse Manager. An incident report will be completed.

TRINITY VILLAGE CARE CENTRE

MANUAL: RECREATION		PAGE: P- 15
SECTION: P : Programs N, O, P, Q & R		APPROVED BY: Maria Menounos
Date of Origin:	Reviewed Dates:	Date Revised:
02/80	07/96, 06/96, 12/00 08/07,04/09	07/02, 06/03,04/09, 03/13, 07/2014, 09/2014, 12/2015, 03/16, 03/2017, 07/2018, 12/18, 02/19, 05/19

We do not wish to discourage pet visits but rather encourage the safe interaction of pets and the people they visit.

Trinity Village has adopted the 10 principles of Eden Alternative, in which is stated:

Life in a truly human community revolves around close and continuing contact with children, plants and animals. These relationships provide young and old alike with a pathway to a life worth living.

Note: Trinity Village reserves the right to remove the pet from the home or not allow for it to visit, in the reoccurring events of any unsafe behaviours/conditions.

I _____, hereby understand and agree to the aforementioned contract for the sage and healthy enjoyment of the pet at Trinity Village Care Centre.

- Name of Owner:**
- Name of Pet:**
- Name of Resident/House Area Visiting:**
- Owner Contact Tel:**
- Who will the pet visit:**
- Date:**

A Caring Community Which Values And Fosters The Worth And Lifestyle Of All

***This form must be signed and returned to Program Director prior to pets' first visit.

For Office Use Only

Name of Owner	Digital Picture	Vaccinations on File	Obedience Test	Comments

Appendix D: Visiting Pet Authorization Form

Date _____

Pet Owner's Last Name _____ Pet Owner's First name _____

Pet Owner's Address _____

Pet Owner's Email: _____ Pet Owner's Telephone # _____

Pet Information: Dog Cat Pet Name: _____

Breed _____ Colour _____ Sex _____ Age of Animal _____ City License # _____

Purpose of Visit: Registered Pet Therapy Animal Personal Visit with Resident Staff Brings Pet for Visits
 A volunteer social-recreation pet visiting program Resident's Pet Service Animal Companion

Pet Immunization Record	Dog		Cat			
	Name of Vaccine	Date	Initial	Name of Vaccine	Date	Initial
Rabies-core				Rabies-core		
Distemper-core				Rhino/Calici-core		
Adeno-flu-core				Chlamydia-core		
Parvo-core				F.I.P (Peritonitis)-core		
Lepto *				S.V.R.C.P (upper respiratory)-core		
Bordetella *						

Vaccinations marked with an * (asterisk) are not mandatory. **Bordetella is mandatory if animal is boarded at a kennel.**

The animal is following a flea prevention program Yes No

Proof of Immunization Record attached Yes No



Continued on next page

Pet Owner Responsibilities and Pet Owner Agrees that:

- The pet owner has read and signed the Trinity Village Visiting Pet Policy
- The pet owner will follow the infection control guidelines outlined in the Trinity Village Visiting Pet Policy and Trinity Village Visitor Policy
- The pet will receive annual health check-ups and immunizations will be maintained in accordance with prevailing veterinary practices
- The pet will follow a flea prevention program
- The pet will remain on a leash and in control at the owners' side, when traveling through common areas of the home when visiting
- On an ongoing basis, the owner will make available proof of immunization on an annual basis to the home
- The pet is not permitted in any food and medication preparation areas including but not limited to kitchen, serveries, dining rooms and med rooms.
- The owner will be responsible for clean up of any accidents and debris left by the pet (i.e urinating, vomiting, defecating) while in the home and or on the property.
- The owner will not visit with the pet if the pet is showing any signs of illness including but not limited to diarrhea, vomiting and skin infections
- The owner will not bring the pet in for a visit during an outbreak or as directed by Public Health. See Visitor Policy
- Trinity Village may suspend/decline a pet visit if the animal exhibits aggressive behaviour such as biting, scratching, if the animal is excessively noisy (crying/whining/barking), if the animal is unable to properly contain bodily excretions (eg. Urinating, vomiting, diarrhea).

Pet Owner Signature

Date Signed

For Office Use Only

Staff Reviewer Name/Position

Date Signed

Pet Visit is APPROVED

Pet is NOT APPROVED **Reason:**

Date/Reason provided to pet owner:

Appendix E: Purchasing & Purchase Orders Policy

Section:	Finance and Accounting	Policy #:	2.10
Policy:	PURCHASING & PURCHASE ORDERS	Date Effective:	Jan 30 2012
Scope:	All Manual Holders	Page:	1 of 3
Approved by:	COO		
Reviewed by:	Finance Manager	Last Reviewed:	Mar 1, 2022
<i>All policy revision and replacement information is represented in footnotes below:</i>			

1 POLICY

- 1.01 To provide management with established guidelines for the ordering, purchasing and payment of required goods and services including vendors or service providers under purchase contracts and lease agreements.

2 PURPOSE

- 2.01 The purpose of this Statement of Policy and Procedure is to provide internal controls over the purchasing and purchase order process.

3 SCOPE

- 3.01 This policy applies to all employees and especially managers responsible for ordering, purchasing and approving purchases of goods and services.

4 RESPONSIBILITY

- 4.01 Department / area managers are responsible for:
- Issuing and controlling purchase orders for their areas.
 - Reviewing and approving all purchases originating in their department
 - Ensuring the integrity of the invoices for goods or services received.
 - Investigating potential suppliers for specific requirements
 - Establishing and negotiating service & supply contracts as may be required
- 4.02 The COO is responsible for:
- Reviewing and approving all vendor service and supply contracts.
 - Review and approval of all non-standard business transactions.
- 4.03 The Finance Department is responsible for:
- Ensuring all invoices submitted for payment have appropriate supporting documentation and manager approvals.
 - Timely payment processing.
 - Being custodian of the supplier contracts (if applicable)

Date	Revision	Effective
January 30 2012	Reviewed	January 30 2012
December 9 2019	Reviewed	December 9 2019
March 1 2022	Added section 7(d).	March 1 2022

- Supporting the competitive bidding process (if applicable)
- Providing financial analysis support in supplier selections
- Maintaining supplier records
- Managing the purchase order system

5 DEFINITIONS

- 5.01 CPS-Complete Purchasing Services Inc. is a buying group for the Health Care and Long-Term Care industry that negotiates with vendor and service providers to provide goods and services to CPS members at negotiated member pricing with CPS Annual Rebates to members based on individual purchase volumes.

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

- FN 2.05 – Expense Authorization
FN 2.11 – Purchase Contracts

7 PROCEDURES

7.01 Purchase Orders

- (a) The majority of our standard products and services are acquired from vendor members of the CPS group. Orders from CPS vendors are placed using the CPS purchasing system which generates a corresponding purchase order number for tracking through receipt and payment processing. This system also captures and compiles purchase information to determine the annual rebates by CPS vendor.
- (b) For periodic purchases made from non-CPS member vendors, the originating department manager should place the order with the vendor / service provider using the most effective way possible which often entails using the vendor order system generated reference, ie: Frid-Russel office supply will generate an order confirmation email with order number. Other periodic orders may simply be tracked by date with a manager name as reference and details of the order, ie: Internos Mechanical service may be called for a boiler problem requiring immediate attention which would typically be followed up with a work-order identifying the details of the work completed for manager approval.

Key information required:

- The purchase order number (if available)
- The date the order or request for goods or services was made
- The name and contact information for the originating

Date	Revision	Effective
January 30 2012	Reviewed	January 30 2012
December 9 2019	Reviewed	December 9 2019
March 1 2022	Added section 7(d).	March 1 2022

- (iv) manager/employee
 - (iv) The contract number or reference for the contract under which the purchase is being made (if applicable)
 - (v) The vendor / service provider name from whom the purchase is being made.
 - (vi) The requested date of delivery or service
 - (vii) The name and location where the goods or services are to be shipped / provided.
 - (viii) The quantity of goods or services ordered
 - (ix) A detailed description of goods or services requested. Where the supplier has already been identified, the supplier's parts/product numbers if available
 - (x) Unit prices of the goods requested (if known)
 - (xi) An estimate of the total cost or quote for the purchase
 - (xii) Any other information about the requirement or about the supplier that may be useful or needed by the Finance Department
 - (xiii) Authorization for the purchase
- (c) Purchase requisitions must be produced in duplicate
- (i) One copy for the originating department
 - (ii) One copy for the Accounting Department
- (d) When possible person making a purchasing will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, including self-serve kiosks. If it is not possible and practical to do so, we will provide an explanation upon request.

8 ATTACHMENTS

None.

Date	Revision	Effective
January 30 2012	Reviewed	January 30 2012
December 9 2019	Reviewed	December 9 2019
March 1 2022	Added section 7(d).	March 1 2022

Appendix F: Human Rights Policy

Section:	Recruitment & Hiring	Policy #:	1.01
Policy:	HUMAN RIGHTS	Date Effective:	Jan 1, 2016
Scope:	All Employees	Page:	1 of 6
Approved by:	COO		
Reviewed by:	Staffing Manager	Last Reviewed:	Dec. 2023
<i>All policy revision and replacement information are represented in footnotes below:</i>			

1 PURPOSE:

Trinity Village/LHKW is committed to providing equal treatment with respect to employment according to the protected grounds established under the *Ontario Human Rights Code*. Trinity Village/LHKW has adopted this policy to ensure that our employees are provided with meaningful employment that is ethical and fair, a working environment that fosters openness and tolerance, and is in compliance with all applicable legislation. These principles must be observed by employees in all aspects of the employment relationship with Trinity Village/LHKW in order to achieve consistent employment equity.

2 POLICY:

2.1 All Trinity Village/LHKW's practices, and the practices of all our employees, shall be free from direct and indirect discrimination. Under the Human Rights Code, employers have the ultimate responsibility for ensuring a healthy and inclusive work environment, including preventing and addressing discrimination and harassment.

2.2 Prohibited Grounds of Discrimination:

The following is a list of the prohibited grounds of discrimination in Ontario:

Age	Gender identity, gender expression
Ancestry	Marital status
Citizenship	Place of origin
Creed (Religion)	Race/Colour
Disability (mental or physical)	Record of offences
Ethnic origin	Sex (including pregnancy & breastfeeding)
Family status	Sexual orientation
Gender expression	
Receipt of Public Assistance	

2.3 Accessibility in Employment:

Trinity Village/LHKW is committed to providing accessibility across all stages of the employment cycle, by removing barriers and creating a workplace that is accessible to all job candidates and employees. Any applicant to Trinity Village/LHKW that communicates the need for accommodation shall be considered in a manner that is non-discriminatory, and respectful of our human rights obligations.

2.4 Accommodation

Trinity Village/LHKW will support the accommodation of employees and job applicants who require workplace accommodation under any of the grounds described in the Human Rights Code. We will work to achieve a workplace free of barriers by providing accommodation for the needs of those individuals covered by the Code, up to the point where it causes undue hardship

for Trinity Village/LHKW. Every effort will be made such that the impact of accommodation will not discriminate against another group protected by the Code.

- 2.4.1 Trinity Village/LHKW shall provide accommodation as appropriate, using a consultative approach that involves the company, the individual, and as appropriate, any applicable union representatives, healthcare professionals, and other third parties that are required to assess on an individual basis and assist in the accommodation process. Assessment for accommodation may require medical documentation or testing under medical supervision. Those who are requesting accommodation should see the HR Manager to complete the application process. The privacy of employee information is very important to us and is protected under our existing policies regarding personal information.
- 2.4.2 Trinity Village/LHKW will work with the individual that requests accommodation in an effort to ensure that the measures taken are both effective and mutually agreeable. Trinity Village/LHKW encourages individuals to make any needs for accommodation known to their manager and to work with them in addressing the issue.

Accommodation may be temporary, or permanent, based on the requirements of the individual.

2.4.3 Accommodation Plans

Any employee requesting accommodation must make a request to their manager or the HR Manager. The manager, in collaboration with the HR Manager, is responsible for ensuring that a written description of the accommodation plan is prepared for the employee.

Trinity Village/LHKW shall create an accommodation plan and attempt to determine methods of achieving the requirements for success in the position in alternative manners.

- 2.4.4 In the creation of an accommodation plan, Trinity Village/LHKW shall:
- Identify the need for accommodation.
 - Determine objectives for performance in the role, and potential barriers.
 - Create a plan for achieving the objectives in an alternative manner.
 - Examine the options for accommodation and select the most appropriate avenue for accommodation.
 - Implement the accommodation process.
 - Provide training as appropriate.
 - Review and revise based on feedback.

2.4.5 Investment in Materials

Where the accommodation required necessitates an investment in materials, equipment or increased budget for the position, requests for financing must be directed to the Finance Manager.

2.4.6 Job Redesign

In the event that the accommodation requires a substantial change in the position, involving duties or hours, the position may be redesigned, short of undue hardship. New or redesigned roles must consist of work required for the functioning of the organization. Work will not be created that cannot be justified.

2.4.7 Complaint

In the event that the employee requesting accommodation feels that their needs have not been met in a reasonable manner, they may file a written complaint. The complaint must be submitted to the HR Manager or COO.

2.5 **Religious Accommodation**

Trinity Village/LHKW is committed to respecting the religious beliefs and practices of all employees. Trinity Village/LHKW will strive to accommodate employees who must be absent from work for all or part of a regularly scheduled working day due to a bona fide religious obligation.

Trinity Village/LHKW employees who require religious accommodation are directed to provide as much advance notice as is possible, and we will strive to provide the required time off through the normal scheduling of work. Further documentation may be required to substantiate the need for the accommodation.

2.5.1. Dress Code

Trinity Village/LHKW shall strive to allow for religious accommodation where the accommodation does not conflict with established Health and Safety Policies, infection control policy, or where the work uniforms can be modified easily to permit the person concerned to wear the required item(s) of clothing. Clothing or gear with a health or safety rationale may constitute a reasonable occupational requirement.

2.5.2. Break Policy

Trinity Village/LHKW recognizes that some religions require the observation of prayer periods at specific times. While this requirement may create a conflict with standard hours of operations, Trinity Village/LHKW shall work to accommodate the employee's needs, short of undue hardship. Where possible, Trinity Village/LHKW shall allow for a modified schedule for breaks and should never compromise the health and safety of our residents or other employees.

2.6 **Inability to Accommodate**

In the event an employee cannot be accommodated in their current position it will be reasonable to attempt to accommodate an individual in another position. Management will attempt to place the employee in another available position. This may require the assistance of third parties with specialized expertise.

Where an employee is placed in an alternate position, Trinity Village/LHKW shall ensure that the employee:

- Has the requisite qualifications and skill-sets necessary for success in the position;
- Is capable of performing the tasks associated with the position; and
- Agrees that the alternate work is acceptable
- Understands and accepts any requirements by the union and Collective Agreement associated with that position

In the event that the employee requesting accommodation feels that their needs have not been met in a reasonable manner, they may file a written complaint to the HR Manager or COO.

2.7 Undue Hardship

Trinity Village/LHKW shall work to provide workplace accommodation up to the point of undue hardship. Undue hardship may occur where all options have been considered and it is established that no forms of appropriate accommodation exist, or where the creation of accommodation would cause excessive costs that create undue hardship for the organization, or where the accommodation would create a health and safety hazard.

Where the provision of accommodation is found to cause undue hardship on the organization, Trinity Village/LHKW shall work to find a fair and equitable compromise that meets the needs of the employee and the organization to the greatest extent possible.

2.8 Reporting a Human Rights Issue

While Trinity Village/LHKW will ensure to adhere to following the Human Rights Code in all of its practices, it is essential that employees adhere to the Code as well. In the event that any employee feels they are being discriminated against or that the company is in violation of the Code, they may make a written complaint to their immediate supervisor. In the event that their supervisor is the source of their concern, complaints should be directed to the HR Manager.

- The written complaint must include the following information:
- The date and time of each incident you wish to report;
- The name of the person(s) involved in the incident(s);
- The name of any person or persons who witnessed the incident(s); and
- A full description of what occurred.

2.9 Investigation

Once a written complaint has been received, Trinity Village/LHKW will complete a thorough investigation. If it is determined discrimination (or another violation of the Code) has occurred, appropriate disciplinary measures will be taken immediately.

2.10 Confidentiality

All records of direct and indirect discrimination and harassment, reports filed, and subsequent investigations are considered confidential and will not be disclosed to anyone except to the extent required by law.

2.11 False or Frivolous Complaints

It is important to realize that unfounded/frivolous allegations of discrimination may cause both the accused person and the company significant damage. If it is determined that any employee has knowingly made false statements regarding an allegation of discrimination, immediate disciplinary action will be taken. As with any case of dishonesty, disciplinary action may include immediate dismissal without further notice.

3 DEFINITIONS:

“Age” means an age that is eighteen (18) years or more.

“Disability” means, any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination,

blindness or visual impediment,
deafness or hearing impediment,
muteness or speech impediment,
physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
a condition of mental impairment or a developmental disability,
a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
a mental disorder, or
an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, (1997);

"Discrimination" any form of unequal treatment based on a Code ground, whether imposing extra burdens or denying benefits. It may be intentional or unintentional. It may involve direct actions that are discriminatory on their face, or it may involve rules, practices or procedures that appear neutral, but have the effect of disadvantaging certain groups of people. Discrimination may take obvious forms, or it may occur in very subtle ways. In any case, even if there are many factors affecting a decision or action, if discrimination is one factor, that is a violation of this Policy.

"Family status" means the status of being in a parent and child relationship.

"Harassment" means engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome.

"Marital status" means the status of being married, single, widowed, divorced or separated and includes the status of living with a person in a conjugal relationship outside of marriage.

"Record of offences" means a conviction for,
an offence in respect of which a pardon has been granted under the Criminal Records Act (Canada) and has not been revoked, or an offence in respect of any provincial enactment.

"Spouse" means the person to whom a person is married or with whom the person is living in a conjugal relationship outside marriage.

4 RESPONSIBILITY:

Each individual is responsible for ensuring the policies outlined are adhered to throughout all business activities.

5 REFERENCES:

- *Accessibility for Ontarians with Disabilities Act, 2005* (Ontario) and Regulations
- *Integrated Accessibility Standards*, Ontario Regulation 191/11
- *Ontario Human Rights Code*

REVISION CONTROL

Date	Revision	Effective
Jan. 5, 2011	Replaced HR 2.01 ON	Jan. 5, 2011
Dec. 1, 2015	Reviewed	Dec. 1, 2015
Jan. 1, 2016	Reviewed	Jan. 1, 2016
Nov. 15, 2018	Incorporate Employment Principles - reviewed/revised	Nov. 15, 2019
Feb. 2019	Reviewed	Feb. 2019
Nov. 21, 2019	Added “Receipt of Public Assistance” to prohibited grounds	Nov. 21, 2019
Nov. 2019	Reviewed	Nov. 2019
Nov. 2020	Added to “Sex”: (including pregnancy, gender identity)	Nov. 2020
Nov. 2020	Reviewed	Nov. 2020
Nov. 2022	Added to “Gender Identity”: gender expression Added to “Sex”: breastfeeding	Nov. 2022
Dec. 2023	Reviewed; Revised “Reviewed by” to state “Staffing Manager”.	Dec. 2023

Appendix G: Employment Accessibility Policy

Accessibility Policy

Trinity  Village
-CARE CENTRE-

ACCESSIBILITY POLICY

Trinity Village Care Centre (“the Organization”) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

APPLICATION AND SCOPE

This Policy is made pursuant to the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”) and the Integrated Accessibility Standards Regulation (“IAS Regulation”) of the AODA and addresses how the Organization will achieve accessibility. This Policy will be reviewed and updated as necessary at least every five years and posted on our website.

For purpose of this Policy and Plan, “disability” is defined as follows:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

SELF-SERVICE KIOSKS

The Organization shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks. “Kiosk” means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.

TRAINING

The Organization provides training to all its employees, volunteers, persons who participate in developing its policies and all other persons who provide goods, services or facilities on behalf of the Organization. The training shall be:

- (a) on the requirements of the IAS Regulation and the *Human Rights Code* as it relates to persons with disabilities;
- (b) appropriate to the duties of the employees, volunteers and other persons;

- (c) provided as soon as practicable, on an ongoing basis and as necessary to comply with all statutory requirements.

INFORMATION AND COMMUNICATION STANDARDS

Accessible Formats and Communication Supports

Upon request, and in accordance with the compliance schedule set out in the IAS Regulation, the Organization will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and at a cost that is not greater than the cost charged to other persons, if any. The Organization will consult with the person making the request to determine the suitability of an accessible format or communication support and notify the public about the availability of these formats and supports.

Feedback

In accordance with the requirements of the IAS Regulation, the Organization ensures that its feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request. We will notify the public of the availability of accessible formats and communication supports including by posting this information online.

Further information about our feedback process is available at the end of this Policy.

Emergency Information

Where the Organization prepares emergency procedures, plans or public safety information and makes such information available to the public, it shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

EMPLOYMENT STANDARDS

The Organization is committed to ensuring that its employment practices are in compliance with the AODA, IAS Regulation and the Ontario Human Rights Code.

Recruitment

Accommodations for applicants (including existing employees) with disabilities are available in the Organization's recruitment processes.

The Organization shall notify applicants when they are individually selected to participate in an assessment or selection process that accommodations, including Accessible Formats and Communication Supports, are available upon request in relation to the materials or processes to be used. If a selected applicant requests an accommodation, the Organization will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to a disability.

The Organization shall notify successful applicants of its policies for accommodating employees with disabilities when making offers of employment.

The Organization shall also notify employees of its policies which support employees with disabilities, including but not limited to policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.

Accessible Formats & Communication Supports for Employees

Where an employee with a disability requests it, the Organization will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is (a) needed in order to perform the employee's job and (b) generally available to employees in the workplace.

Performance Management, Career Development and Advancement, Redeployment

The Organization shall take into account the accessibility needs of employees when using performance management processes, providing career development and advancement, and using redeployment.

Workplace Emergency Response Information

The Organization provides individualized workplace emergency response information to employees who have a disability if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation. The Organization provides this information as soon as practicable after becoming aware of the need for accommodation.

If an employee who receives individualized workplace emergency response information requires assistance and provided that the employee's consent is obtained, the Organization will provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.

The Organization reviews the individualized workplace emergency response information in the following circumstances: when the employee moves to a different location in the organization, when overall accommodation needs or plans are reviewed, and when it reviews its general emergency response policies.

ACCESSIBILITY STANDARDS FOR OUR FACILITIES

The Organization is committed to designing our facilities free from barriers and accessible to all persons we serve. The Organization will comply with the Design of Public Spaces Standards with respect to public spaces that are newly constructed or redeveloped in accordance with the requirements of the IAS Regulation.

REFERENCES

- Accessible Customer Service Policy
- *Accessibility for Ontarians with Disabilities Act, 2005*
- Regulation 191/11 made under the *Accessibility for Ontarians with Disabilities Act, 2005* (Integrated Accessibility Standards)

COPIES

Upon request, all of our policies can be made available in an accessible format and we can provide or arrange to provide communication supports as necessary.

FEEDBACK AND QUESTIONS

If you have any questions about this Policy or our accessibility initiatives, please let us know. Feedback on this Policy and the Organization's accessibility measures is welcome. Feedback can be provided through various means and in various forms. If you have questions, concerns or comments, please contact your manager.

All feedback received will be reviewed within a reasonable time period and the Organization will take all appropriate steps to address any issues raised. All complaints will be processed in accordance with the Organization's complaints process.

CUSTOMER SERVICE POLICY

The Organization is committed to excellence in serving all customers, including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws and our obligations under the Human Rights Code.

ASSISTIVE DEVICES

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

COMMUNICATION

We will communicate with people with disabilities in ways that take into account their disability. We will work with the person with a disability to determine what method of communication works for them.

SERVICE ANIMALS

We welcome people with disabilities and their service animals. Service animals are allowed on the part of our premises which is open to the public. When we cannot easily identify whether an animal is a service animal, our staff may ask the person to provide documentation from a regulated health professional that confirms the person needs the service animal for reasons

relating to their disability. A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will ensure the customer with disabilities can access our goods, services or facilities by explaining why the animal is excluded and discussing with the customer another way of providing goods, services or facilities.

SUPPORT PERSONS

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

In certain cases, we might require a person with a disability to be accompanied by a support person for the health or safety reasons of the person with a disability or others on the premises.

NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, we will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Services and facilities include: Insert

The notice will be made publicly available as follows: Insert

TRAINING

The Organization will provide accessible customer service training to all employees and volunteers, any person involved in developing our policies and any person who provides goods, services or facilities to customers on the Organization's behalf.

The training will encompass:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard;
- the Organization's policies related to the customer service standard;
- how to interact and communicate with people with various types of disabilities;

- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person;
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities; and
- what to do if a person with a disability is having difficulty accessing the Organization's goods, services or facilities.

Staff will be trained on accessible customer service as part of their training when they are first hired and again if changes are made to our accessible customer service policy.

FEEDBACK PROCESS

We welcome feedback. Customers who wish to provide feedback on the way the Organization provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

In-person at: Insert

By telephone by calling: Insert

By email to: Insert

By mail to: Insert

The Organization will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

All feedback received will be reviewed within a reasonable time period and the Organization will take all appropriate steps to address any issues raised. All complaints will be processed in accordance with the Organization's complaints process.

DOCUMENTS

The Organization will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Any policies of the Organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

REVIEW OF THE POLICY

This Policy will be reviewed and may be amended from time to time based on the needs and experiences of the Organization.

ACKNOWLEDGEMENT & AGREEMENT

I acknowledge that I have read, understand, and agree to abide by the Accessibility Policy.

SIGNATURE: _____ Employee

NAME: _____ Print

DATE: _____

Appendix H: Early & Safe Return to Work Policy

SECTION J: EARLY AND SAFE RETURN TO WORK POLICY

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Trinity Village

Owned & Operated by Lutheran Homes Kitchener - Waterloo

EARLY AND SAFE RETURN TO WORK PROGRAM POLICY

It is the policy of TVCC to encourage early intervention and rehabilitation of all injured or ill employees, through the development and implementation of an Early and Safe Return to Work (ESRTW) Program. An effective Early and Safe Return to Work Program encourages and promotes early investigation, rehabilitation and recovery, while allowing TVCC to meet its moral and legal obligation, to accommodate injured or ill employees.

Modified Duties will be provided for all employees returning to work after extended periods of absence, or for employees with disabilities that would require them to remain off work for longer periods, if Modified Duties were not available. Every reasonable effort will be made to accommodate the individual restrictions and limitations of each employee during their rehabilitation and recovery period.

Program Policy is posted in the staff rooms annually.

Chief Operating Officer: _____

Date: _____

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EARLY AND SAFE RETURN TO WORK PROGRAM

Trinity Village Care Centre recognizes its obligations and benefits of normal program for employees who have been injured on the job or are recuperating from personal injury or illness.

Trinity Village Care Centre will make every reasonable effort to provide productive employment for injured employees, thereby returning valuable human resources to the workplace while maintaining the dignity and self-respect of the worker.

Every case will be assessed on an individual basis, with the support of the involved employee, Workplace Safety and Insurance Board, Physician, Administrator, and Department Manager.

Program Outline

MODIFIED WORK

Modified work is a job function from the MODIFIED WORK OPPORTUNITIES List that an employee with a temporary, partial disability may perform safely without reasonable risk of re-injury or unreasonable risk to others. Modified Work is temporary in nature. The work must be productive and must have value. Personal injury up to 4 weeks with demonstrated improvement each week for a total of 4 weeks. If 4 weeks is exceeded, a request for physician report is required. See Appendix B.

Policy Objectives

- To demonstrate Trinity Village Care Centre concern for its employee's well being.
- To coordinate the resources of Trinity Village Care Centre to facilitate the successful reintegration of an employee following injury/illness.
- To establish and provide a tailored return to work plan to assist employees with an injury/illness
- To return to work as soon as the employee is able, in order to maximize and maintain their optimal potential.

EARLY SAFE RETURN TO WORK PROGRAM

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The Early Safe Return to Work Program is a formalized program that provides a structure and process to the activity of returning employees to the workplace.

- To use every return to work as a prevention opportunity.
- To be able to respond to a workplace accident in compliance with the Occupational Health and Safety Act and the Workplace Safety and Insurance Act.
- To ensure all accidents are reported to the Payroll Coordinator and Administrator immediately. (Trinity Village Care Centre has 72 hours to report to the WSIB).
- To understand the importance of completing the “Employee Incident Report” for all incidents.
- To communicate Early Safe Return to Work procedures to an injured worker.
- To understand the purpose of a Functional Abilities Form or a suitable position the day following an injury.
- To comply with Ontario’s Human Rights legislation and policy on Duty to Accommodate.

If the initial Work Limitation Form does not indicate a date when employee can return to regular duties, the employee will be requested to have physician complete the functional abilities form “add date”.

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RESPONSIBILITIES

EMPLOYEE:

- Report as promptly as possible all work-related incidents
- Report to the Nurse Manager and complete a EMPLOYEE INCIDENT REPORT (refer to Appendix A).
- Nurse Manager to call DORC/COO immediately if a ESRTW package is required before giving to employee unless incident is life threatening.
- If medical attention is needed, seek immediately. Have treating physician read and complete "Early Safe Return to Work Package"
- Return and meet with your manager or designate manager next day and Union Rep can be provided if required.
- Actively participate in developing a specific Return to Work program in conjunction with your Manager/Union Rep if applicable.
- Maintain daily contact at the start and end of each shift with your Manager and submit the Daily Report form at the end of shift.
- Communicate your concerns to your Manager so that potential problem can be resolved immediately.
- Failure of the employee to co-operate and take an active role in return to work may have their benefits suspended or reduced by the "Workplace Safety and Insurance Board".
- Keep their WSIB Claims Adjudicator and or Caseworker involved in their progress.
- Ensure they only do work that is on the plan of modified duties.

MANAGER:

- Co-ordinate the development of the employee's Early Safe Return to work program.
- Attend weekly meetings with the employee and Manager during the work program to discuss progress.
- Inform the Manager of Modified Duties location as to the duties, time, and duration of placement. Employee hours are changed M-F 9-5 (or pt) as per their shift, accommodate physician and or therapy appointments. Modified duties location is Cherry Orchard and laundry.
- Investigate the injury/complaint. Take preventative measures to ensure it does not happen again.
- Ensure immediate completion of incident report.
- Work with the Administrator, Union Rep, and employee to design the Modified Work Placement.

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- Provide a positive environment in which employees on Modified Work feel comfortable in making suggestion or voicing concerns with regards to their restrictions or Modified Work Assignment.
- When notified of difficulties by an employee on Modified Work, promptly contact the Administrator so that a meeting can take place to implement corrective actions, to avoid re-injury or aggravation of the employee's injury.
- Communicate the ESRTW Program Policy, procedures, responsibilities and benefits to all employees under their supervision.
- Inform house location of modified work duties leave copy of duties.
- Inform HR Scheduling Coordinator of incident and employees modified work hours and days

HEALTH & SAFETY COMMITTEE:

- Conduct an evaluation of the modified work program on a yearly basis, to determine its effectiveness and follow through as required.
- Maintain progress chart or documentation relating to employee's injury.
- During the establishment or review of the liaise Modified Work it may become necessary to liase with the Administrator prior to contacting the employee's physician, adjudicator, or other WSIB Personnel to clarify information or request assistance.

HR SCHEDULING COORDINATOR:

- Complete the FORM 7 within 72 hours.
- Liaise with WSIB personnel.
- Complete Form 6.
- Communicate any changes to claims adjudicator.
- Maintain employee file with acquired records.
- Keep employees Manager up to date.
- Make necessary changes in SSC.

CO-WORKERS:

- Provide support and encouragement to the employee participating in the Modified Work Program.
- Provide direct assistance for specifically designed tasks on a temporary basis.

EARLY & SAFE RETURN TO WORK PROGRAM CHECKLIST

Nurse Manager complete steps 1 to 3. Manager to complete steps 4 to 6.

STEP 1 If required - Photo (Date Photo) of the incident scene with a camera from the Programming Office

- Complete an **EMPLOYEE REPORT OF INCIDENT FORM** (Appendix A) and **EMPLOYEE/WITNESS INCIDENT REPORT** (Appendix B) if required.

STEP 2 Injured Employee receives the following ESTRW Package (Appendix C) including the following documents and completed documents to be returned next business day to Manager or designate:

- DEAR PHYSICIAN LETTER**
- FUNCTIONAL ABILITIES FORM** which the employee will return as soon as possible.
- EMPLOYEE ESRW PACKAGE SIGN-OFF** – confirming that the ESRTW Package was received.

STEP 3 Submit a copy of the **EMPLOYEE REPORT OF INCIDENT FORM** To the employee's Manager and to HR Scheduling Coordinator who will complete a FORM 7 for WSIB.

STEP 4 Manager will complete the following forms with the Injured Employee:

- **MODIFIED WORK REPORT or MODIFIED DUTY REFUSAL FORM** (Appendix D)
- **MODIFIED WORK PLAN** (Appendix F)
- **EMPLOYEES DAILY REPORT** (Appendix G)

STEP 5 **MODIFIED WORK PLAN**

- Employee to meet with their Manager to review MD to be signed
- Injured Employees Manager and the Nurse Manager of shift affected
- Copy of Modified Work Plan to Work Area
- Reception for required scheduling changes

STEP 6 Upon completion of the **MODIFIED WORK PLAN** the employee will be back to regular duties. If employee is unable the Workplace Safety & Insurance Board will take over and direction will be taken from them.

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MODIFIED WORK OPPORTUNITIES

The following are work opportunities. Every effort will be made to accommodate injured employees with productive work in the worker's normal area or elsewhere within the facility as appropriate and available.

Exercise Routine (Type and Frequency) if required

MODIFIED DUTIES AVAILABLE	Light cleaning Resident Rooms	Laundry	Resident Meal Assistance	Resident Snack Service
DESCRIPTION OF DUTIES	Tidying drawers & closets	Folding Laundry	Assist Residents who require assistance with eating	Providing tea/coffee to residents in their dining room

Physical Requirements

SIT/ STAND/WALK CAPABILITIES	Sit or stand as tolerated	Sit or stand as tolerated	Sit only	Sit or stand as tolerated
LIFTING FLOOR TO WAISTE	There is no lifting floor to waist	There is no lifting floor to waist	There is no lifting floor to waist	There is no lifting floor to waist
LIFTING WAIST TO SHOULDER	Weight of items less than 1 lb.	Laundered items weight less than 1 lb.	Food & Spoon weight less than 1 lb.	Drink jugs weight less than 6 lbs.
STAIR CLIMBING	None	None	None	None
LADDER CLIMBING	None	None	None	None
ABILITY TO USE HANDS	Minor twisting of wrist require to lift items to be dusted and personal clothing items.	-To fold clean laundered items and thread a needle. Two hands required - Ability to maneuver an Iron for resident clothing this can be done with one hand.	To pick up a teaspoon and lift to a residents mouth. This can be done with one hand.	To pick up & fill light weight glasses & mugs.
BENDING AND TWISTING	Chair available to worker to eliminate bending. No twisting required.	Chair c and/or waist height table available to worker to eliminate bending. No twisting required.	Chair and/or waist height table available to worker to eliminate bending. No twisting required. Must sit.	Chair and/or waist height table available to worker to eliminate bending. No twisting required.
REPETITIVE MOVEMENT	No repetitive movement of trunk or lower extremities. Limited repetitive movement of upper extremities.	No repetitive movement of trunk or lower extremities. Movement required folding laundered items, holding iron and threading needle.	No repetitive movement of trunk or lower extremities.	No repetitive movement of trunk or lower extremities. Limited repetitive movement of upper extremities, however,, worker works at own pace

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	Motion required to pick up and hold item while dusting.			
ABOVE SHOULDER	None	None	None	None
PHYSICAL EXERTION	Mild	Mild	Mild	Mild
SPEED OF PRODUCTION	Worker works at own pace	Worker works at own pace	Worker works at own pace	Worker works at own pace

See Appendix F: Modified Work Plan

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APPENDIX A - EMPLOYEE REPORT OF INCIDENT FORM

INCIDENT TYPE					
Injury/Illness <input type="checkbox"/> Near Miss <input type="checkbox"/> Property Damage <input type="checkbox"/> Fire <input type="checkbox"/>					
Employee Name:		Job Title:		Manger:	
Date of Incident	Time of Incident	Location of Incident:			
Trinity Employee? YES <input type="checkbox"/> NO <input type="checkbox"/>		Date Reported:	Reported to whom:		
INCIDENT DESCRIPTION					
Describe the events leading up to and including the incident. Provide as much detail including equipment, people and tasks involved.					
Did anyone witness the incident? YES <input type="checkbox"/> NO <input type="checkbox"/>			If yes provide name(s):		
INJURY/ILLNESS DETAILS-Check all that apply					
Nature of Injury	Nature of Illness	Type of Injury/Illness Incident		Indicate Injured Area(s)	
<input type="checkbox"/> Abrasion <input type="checkbox"/> Amputation <input type="checkbox"/> Bruise/Swelling <input type="checkbox"/> Burn <input type="checkbox"/> Fracture <input type="checkbox"/> Irritant <input type="checkbox"/> Loss of hearing <input type="checkbox"/> Loss of Sight <input type="checkbox"/> Puncture <input type="checkbox"/> Sprain/Strain <input type="checkbox"/> Tingling <input type="checkbox"/> Numbness <input type="checkbox"/> Other <div style="border: 1px solid black; padding: 2px; margin-top: 5px;">Back Pain</div>	<input type="checkbox"/> Allergic reaction <input type="checkbox"/> Respiratory <input type="checkbox"/> Sensitization <input type="checkbox"/> Pandemic <input type="checkbox"/> Other <div style="border: 1px solid black; height: 40px; margin-top: 5px;"></div>	<input type="checkbox"/> Patient Contact <input type="checkbox"/> Family Contact <input type="checkbox"/> Chemical Related <input type="checkbox"/> Cold Contact <input type="checkbox"/> Heat Contact <input type="checkbox"/> Electrical Related <input type="checkbox"/> Noise Related <input type="checkbox"/> Vehicle Accident <input type="checkbox"/> Headache/Dizziness <input type="checkbox"/> Chest Pain <input type="checkbox"/> Nausea/Stomach <input type="checkbox"/> Workplace Violence	<input type="checkbox"/> Caught Between <input type="checkbox"/> Caught On <input type="checkbox"/> Struck Against <input type="checkbox"/> Struck By <input type="checkbox"/> Fall From Height <input type="checkbox"/> Slip <input type="checkbox"/> Trip <input type="checkbox"/> Static Posture <input type="checkbox"/> Awkward Posture <input type="checkbox"/> Repetition <input type="checkbox"/> Overexertion	<input type="checkbox"/> Abdomen <input checked="" type="checkbox"/> Back <input type="checkbox"/> Buttocks <input type="checkbox"/> Pelvic Region <input type="checkbox"/> Chest <input type="checkbox"/> Head/Neck <input type="checkbox"/> Left Eye <input type="checkbox"/> Right Eye <input type="checkbox"/> Left Shoulder <input type="checkbox"/> Right Shoulder <input type="checkbox"/> Left Arm <input type="checkbox"/> Right Arm <input type="checkbox"/> Left Elbow <input type="checkbox"/> Right Elbow	<input type="checkbox"/> Left Wrist <input type="checkbox"/> Right Wrist <input type="checkbox"/> Left Hand <input type="checkbox"/> Right Han <input type="checkbox"/> Left Fingers <input type="checkbox"/> Right Fingers <input type="checkbox"/> Left Leg <input type="checkbox"/> Right Leg <input type="checkbox"/> Left Knee <input type="checkbox"/> Right Knee <input type="checkbox"/> Left Ankle <input type="checkbox"/> Right Ankle <input type="checkbox"/> Left Foot/Toe <input type="checkbox"/> Right Foot/Toe
First Aid Received? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>		Date Treated:		First Aider Name:	

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Medical Attention Sought? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	Date Treated: <input type="text"/>	Physician/Hospital Name: <input type="text"/>
Lost Time? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	Date of First Day Lost: <input type="text"/>	Date Returned: <input type="text"/>

NEAR MISS/HAZRD, PROPERTY DAMAGE & FIRE DETAILS

Item Affected:
 Grounds/Parking Lot
 I.T. Equipment
 Motor Vehicle
 Kitchen Equipment
 Resident Equipment
 Building
 Furniture
 House Keeping Equipment
 Maint. Equipment
 Office Equipment

ADDITIONAL NEAR MISS/HAZARD DETAILS

Potential Injury
 Potential Injury (Motor Vehicle)
 Potential Property Damage
 Potential Environmental Release
 Violence

ADDITIONAL PROPERTY DAMAGE & FIRE DETAILS

Provide information on what was damaged. If known include the approximate replacement cost.

ADDITIONAL ENVIRONMENTAL RELEASE INFORMATION

Solid <input type="checkbox"/> Liquid <input type="checkbox"/> Gas <input type="checkbox"/> Noise <input type="checkbox"/> Vibration <input type="checkbox"/> Heat <input type="checkbox"/>	Amount Released: <input type="text"/>	Substance: <input type="text"/>
--	--	------------------------------------

INVESTIGATION

What are the immediate factors that contributed to the incident?

Determine the root cause of the incident. Ask yourself the WHY question.

PREVENTION

What can be done immediately to prevent the incident from recurring? (Short Term Corrective Action)

Person Responsible:

Date Assigned:

What can be done to prevent similar incidents from occurring? (Long Term Corrective Action)

Date Completed:

SIGNATURES

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Employee Name:
Employee Signature:
Date:

Manager Name:
Manager Signature:
Date:

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APPENDIX B - EMPLOYEE/WITNESS INCIDENT REPORT

INSTRUCTIONS

Please complete this form. Once completed, this form shall be given to Nurse Manager (NM) or designate Manager.

CHECK OFF THE INCIDENT TYPE:	<input type="checkbox"/>	Injury/Illness	<input type="checkbox"/>	Near Miss	<input type="checkbox"/>	Property Damage
	<input type="checkbox"/>	Fire	<input type="checkbox"/>	Other	<input type="checkbox"/>	

EMPLOYEE NAME:	DEPARTMENT/POSITION:

WHAT LEAD TO THE INCIDENT: Describe tasks being performed and sequence of events. *Attach additional pages as necessary.*

WHY DID THIS INCIDENT HAPPEN?

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WHO WAS INVOLVED/WITNESSES?
WHEN DID THE INCIDENT OCCUR:
WHERE DID THE INCIDENT OCCUR: Describe the location.
HOW COULD IT HAVE BEEN PREVENTED?

Employee Signature: _____ Date: _____

Manager Signature: _____ Print Name: _____

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APPENDIX C – EMPLOYEE ESRTW PACKAGE SIGN OFF

By signing below, I hereby acknowledge that Trinity Village Care Centre has an Early & Safe Return to Work program and may have a suitable modified position available to me, using standard medical restrictions for my area of injury. The modified job(s) available to me are explained in the ESRTW package that I am receiving at this time. This position will be further modified, once my physician has supplied Trinity Village Care Centre with specific physical restrictions. In the meantime, I must have a physician complete the attached Functional Abilities (FA) Form, and **RETURN TO TRINITY VILLAGE CARE CENTRE, THE FOLLOWING BUSINESS DAY AT THE BEGINNING OF MY FIRST REGULAR SCHEDULED SHIFT FOLLOWING THE INJURY.** Should I have any further questions, I must call Trinity Village Care Centre directly at (519) 893-6320 ext 250.

DATE	NAME (please print)	SIGNATURE

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Dear Physician:

Please complete the attached Functional Abilities Form indicating the employee's readiness to return to work. At Trinity Village Care Centre, we are committed to working with you and our employee to help him/her to return to work.

Should modified duties (i.e. restricted lifting, bending, standing) be required, we will develop a work plan specifically designed to accommodate your patient's limitations (i.e. restricted lifting assignments, paperwork, sit/stand duties, health and safety self study program) until he/she is able to return to his/her regular work.

According to the Workplace Safety and Insurance Act, the employer and the worker must co-operate with each employee's early and safe return to work process. If you have any questions regarding our Return to Work Program please contact the Administrator at (519) 893-6320 ext. 250.

Thank you for your treatment of our employee and your attention to this request.

Sincerely,

Debby Riepert
Administrator

Please PRINT in black ink

Claim No.

A. Section A to be completed by the employer and/or worker.

Worker's Last Name	First Name	Telephone
Address (no., street, apt.)	City/Town	Province Postal Code

Employer's Name		
Full Address (No., Street, Apt.)		
City/Town	Prov.	Postal Code

Date of Birth (dd/mm/yyyy)
Date of Accident/Awareness of Illness (dd/mm/yyyy)
Employer Telephone
Employer Fax No.

1. Type of job at time of accident (where available, please attach description of job activities)	Area(s) of injury(ies)/illness(es)
2. Have the worker and the employer discussed Return To Work <input type="checkbox"/> yes <input type="checkbox"/> no	If no, will be discussed on dd mm yyyy
3. Employer contact name	Position

B. Worker's Signature

By signing below, I am authorizing any health professional who treats me to provide me, my employer and the Workplace Safety and Insurance Board (WSIB) with information about my functional abilities on the WSIB's "Functional Abilities for Planning Early and Safe Return to Work" form.

Signature	Date dd mm yyyy
-----------	-----------------

C. Health Professional's Billing Information

For billing purposes fax or mail pages 2 and 3 to the WSIB.

Health Professional's Designation
 Chiropractor Physician Physiotherapist Registered Nurse (Extended Class) Other _____

PROVIDER BILLING INFORMATION IN THE BOLDED AREA OF SECTION C SHOULD NOT BE PROVIDED TO THE WORKER OR EMPLOYER.

Are you registered with the WSIB? <input type="checkbox"/> yes Please enter the WSIB Provider ID. in the box provided <input type="checkbox"/> no Please call 1 - 800-569-7919 to register	WSIB Provider ID.
	Your Invoice Number
Health Professional's Name (please print)	Service Code FAF
Address (No. Street, Apt.)	▼ Complete these fields if HST is applicable to this form ▼ HST Registration Number Service Code HST Amount Billed ONHST \$.
	City/Town Province Postal Code Fax

I hereby declare that the information being submitted in Sections C, D, E and F of this form is true and complete. It is an offense to knowingly make a false or misleading statement or representation to the WSIB.

Health Professional's Signature	Telephone	Date dd mm yyyy
---------------------------------	-----------	-----------------

Please PRINT in black ink

Worker's Last Name	First Name	Claim No.
--------------------	------------	-----------

D. The following information should be completed by the Health Professional to identify the patient's overall abilities and restrictions.

1. Date of Assessment dd mm yyyy	2. Please check one: <input type="checkbox"/> Patient is capable of returning to work with no restrictions. <input type="checkbox"/> Patient is capable of returning to work with restrictions. Complete sections E and F. <input type="checkbox"/> Patient is physically unable to return to work at this time. Complete section F.
--	--

E. Abilities and/or Restrictions

1. Please indicate Abilities that apply. Include additional details in section 3

Walking: <input type="checkbox"/> Full abilities <input type="checkbox"/> Up to 100 metres <input type="checkbox"/> 100 - 200 metres <input type="checkbox"/> Other (please specify)	Standing: <input type="checkbox"/> Full abilities <input type="checkbox"/> Up to 15 minutes <input type="checkbox"/> 15 - 30 minutes <input type="checkbox"/> Other (please specify)	Sitting: <input type="checkbox"/> Full abilities <input type="checkbox"/> Up to 30 minutes <input type="checkbox"/> 30 minutes - 1 hour <input type="checkbox"/> Other (please specify)	Lifting from floor to waist: <input type="checkbox"/> Full abilities <input type="checkbox"/> Up to 5 kilograms <input type="checkbox"/> 5 - 10 kilograms <input type="checkbox"/> Other (please specify)
Lifting from waist to shoulder: <input type="checkbox"/> Full abilities <input type="checkbox"/> Up to 5 kilograms <input type="checkbox"/> 5 - 10 kilograms <input type="checkbox"/> Other (please specify)	Stair climbing: <input type="checkbox"/> Full abilities <input type="checkbox"/> Up to 5 steps <input type="checkbox"/> 5 - 10 steps <input type="checkbox"/> Other (please specify)	Ladder climbing: <input type="checkbox"/> Full abilities <input type="checkbox"/> 1 - 3 steps <input type="checkbox"/> 4 - 6 steps <input type="checkbox"/> Other (please specify)	Travel to work: Ability to use public transit: <input type="checkbox"/> yes <input type="checkbox"/> no Ability to drive a car: <input type="checkbox"/> yes <input type="checkbox"/> no

2. Please indicate Restrictions that apply. Include additional details in section 3

<input type="checkbox"/> Bending/twisting repetitive movement of (please specify)	<input type="checkbox"/> Work at or above shoulder activity:	<input type="checkbox"/> Chemical exposure to:	<input type="checkbox"/> Environmental exposure to: (e.g. heat, cold, noise or scents)	<input type="checkbox"/> Limited use of hand(s): Left: <input type="checkbox"/> Gripping <input type="checkbox"/> Pinching <input type="checkbox"/> Other (please specify) Right: <input type="checkbox"/> Gripping <input type="checkbox"/> Pinching <input type="checkbox"/> Other (please specify)
<input type="checkbox"/> Limited pushing/pulling with: <input type="checkbox"/> Left arm <input type="checkbox"/> Right arm <input type="checkbox"/> Other (please specify)	<input type="checkbox"/> Operating motorized equipment: (e.g. forklift)	<input type="checkbox"/> Potential side effects from medications (please specify) Do not include names of medications.	<input type="checkbox"/> Exposure to vibration: <input type="checkbox"/> Whole body <input type="checkbox"/> Hand/Arm	

3. Additional Comments on Abilities and/or Restrictions.

4. From the date of this assessment, the above will apply for approximately: <input type="checkbox"/> 1 - 2 days <input type="checkbox"/> 3 - 7 days <input type="checkbox"/> 8 - 14 days <input type="checkbox"/> 14 + days	5. Have you discussed return to work with your patient? <input type="checkbox"/> yes <input type="checkbox"/> no
6. Recommendations for work hours and start date: <input type="checkbox"/> Regular full-time hours <input type="checkbox"/> Modified hours <input type="checkbox"/> Graduated hours	Start Date dd mm yyyy

F. Date of Next Appointment

Recommended date of next appointment to review **Abilities and/or Restrictions.** dd mm yyyy

I have provided this completed Functional Abilities Form to: **Worker** **and/or** **Employer**

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APPENDIX D - MODIFIED DUTIES REFUSAL FORM

I _____, hereby acknowledge that Trinity Village has an Early & Safe Return to Work Program that offers suitable Modified Duties (MOD) that meet abilities/restrictions outlined on the Functional abilities form dated _____. You acknowledge that the work being offered is safe and productive. By signing below you are agreeing with these modified duties and are in acceptance of this offer.

Employee Signature

Manager

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APPENDIX E - EARLY SAFE RETURN TO WORK PLAN #

Employee Name: _____

Area of Injury: _____ Accident Date: _____

Last Day Worked: _____

Modified Duties Start Date: _____ Modified Duties End Date: _____

We are pleased that you are returning to suitable employment following your injury. We are providing you with directives in order to facilitate your return to work. By working together we will ensure that your entry to the workforce is as comfortable as possible.

As discussed in our meeting on _____, we recognize your present medical restrictions (outlined as attached) and agree to provide suitable employment based on these restrictions.

Modified Work (Description of duties see attached Modified Work Opportunities):

We must insist on your co-operation in the following:

1. If you are experiencing any problems with assigned tasks, please inform your Manager. If you are asked by a fellow employee to assist in a task which you are medically incapable of doing, explain your restrictions and ask that they request assistance from their manager.
3. Every effort must be made by you to attend work. If you are unable to do so, you must notify your Manager who will notify the Administrator and HR Staffing Manager.

Please report to your Manager before and at the end of each shift prior to the above noted duties, which have been designed around what you reasonably believe you can perform. Submit the complete Daily Report Form to your Manager each shift.

Thank you for your participation.

Employee Signature

Manager Signature

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APPENDIX F - MODIFIED WORK PLAN

Employee Name: _____ Schedule Shift: _____

Employee Details

Employee Name: _____ Schedule Shift: _____

The following are examples of possible modified work opportunities. Every effort will be made to accommodate injured employees with productive work in the worker's normal area or elsewhere within the facility as appropriate and available.

Weekly Meeting Date with Manager: _____

Modified Duties Available	Light Cleaning Resident Rooms	Laundry	Resident Meal Assistance	Resident Snack Service
Select	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Expected End Date: _____

Residents: _____

Break Times: _____

Manager Signature: _____ Print Name: _____

Employee Signature: _____ Date: _____

Provide a copy to: Employee, Manager, Modified Duty Work Area, & Employee File.

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APPENDIX G - EMPLOYEES DAILY REPORT

Employee Name: _____

Department: Nursing Programming Nutrition Environmental

Manager: _____

I. **Modified Work Program Objective(s) for today.**

a. **I feel I have been able to meet the objectives.**

Yes _____ No _____

b. **If unable to meet objective(s) give reason:**

II. **While working today I felt** _____

Other Comments/Concerns:

Action to Address Concerns:

Reviewed by: _____ Employee: _____

Date: _____

Please indicate on the chart below what your level of discomfort was today.
This will assist us with making modifications to your modified duties

1	2	3	4	5	6	7	8	9	10

Appendix I: Customer Service Standards Policy

MANUAL: ADMINISTRATION		PAGE: A-1
SECTION: A		APPROVED BY: Debby Riepert
Date of Origin:	Reviewed Dates: 04/09, 2/10, 1/11, 09/12, 03/13 01/16, 01/17, 01/18, 01/20, 01/22	Date Revised: 05/09, 2/10, 1/11,09/12, 03/13, 01/16, 01/17, 01/18, 02/24, 01/25

Customer Service – Fact Sheet

1. Establish policies, practices, and procedures for providing goods or services to people with disabilities.
2. Use reasonable efforts to ensure that the policies, practices, and procedures are consistent with the core principles of independence, dignity, integration, and equality of opportunity.
3. Set a policy on allowing people to use their own personal assistive devices to access your goods and use your services, as well as any other measures your organization offers to enable them to access your goods and use your services.
4. Communicate with a person with a disability in a manner that takes into account his or her disability.
5. 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, other measures should be used to provide services to the person with a disability.
6. 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.
7. 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.
8. Provide notice when facilities or services that people with disabilities rely on to access or use your goods or services are temporarily disrupted.
9. Train staff, volunteers, contractors and any other people who interact with the public or other third parties on your behalf on a number of topics as outlined in the Customer Service Standard.
10. 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 on a number of topics as outlined in the customer service standard.
11. Establish a process for people to provide feedback on how you provide goods or services to people with disabilities and how you will respond to any feedback and take action on any complaints. Make the information about your feedback process readily available to the public.

MANUAL: ADMINISTRATION		PAGE: A-2
SECTION: A		APPROVED BY: Debby Riepert
Date of Origin:	Reviewed Dates: 04/09, 2/10, 1/11, 09/12, 03/13 01/16, 01/17, 01/18, 01/20, 01/22	Date Revised: 05/09, 2/10, 1/11,09/12, 03/13, 01/16, 01/17, 01/18, 02/24, 01/25

ACCESSIBILITY REPORTING UNDER THE AODA:

Under the AODA, business and organizations covered by a standard will be required to file an accessibility report, unless they are specifically exempted by regulation from filing a report.

Trinity Village Care Centre is required to file.

- Reports to be filed on-line once, and in a simple checklist format
- Links to compliance materials to be included in the on-line report
- Proposed automated assessment of reports
- Proposed synchronized reporting across standards so that organizations file one report in all standards which apply to them
- AODA requires obligated organizations to make accessibility reports available to the public
- A sample report for customer service standards is posted for public information on ministry website (see sample of Customer Service Accessibility Report)

MANUAL: ADMINISTRATION		PAGE: A-3
SECTION: A		APPROVED BY: Debby Riepert
Date of Origin:	Reviewed Dates: 04/09, 2/10, 1/11, 09/12, 03/13 01/16, 01/17, 01/18, 01/20, 01/22	Date Revised: 05/09, 2/10, 1/11,09/12, 03/13, 01/16, 01/17, 01/18, 01/25

ACCESSIBILITY REPORT ON THE CUSTOMER SERVICE STANDARD

These are the questions for the accessibility report on the Accessibility Standards for Customer Service, which will need to be completed on-line.

Each question includes a reference to the corresponding section of the standard.

	Yes	No
1. a) Does your organization have policies, practices and procedures on providing goods or services to people with disabilities? [s. 3(1)]		
1. b) Does your organization use reasonable efforts to ensure that these policies are consistent with the principles of independence, dignity, integration and equality of opportunity? [s.3(2)]		
2. Do your organization's policies address the use of assistive devices by people with disabilities to access your organization's goods or services, or any available alternative measures that enable them to do so? [s. 3(3)]		
3. Do your organization's policies, practices and procedures require your organization to take a person's disability into account when communicating with the person? [s. 3(4)]		
4. Do members of the public or other third parties have access to premises that your organization owns or operates? [s. 4(1)] If no, then skip to question 7 below.		
5. a) Does your organization permit people with disabilities to keep their service animals with them on the parts of your premises that are open to the public or other third parties, except where the animal is excluded by law, and is this included in your policies, practices and procedures? [s. 4(2) & (7)]		
5. b) If a service animal is excluded by law from your premises, does your organization ensure that alternate measures are available to enable the person to access your goods or services (s.4.(3)]		
6. Does your organization permit people with disabilities to enter the parts of your premises that are open to the public or other third parties with their support person, and provide notice of any fee charged for the support person, and is this included in your policies, practices and procedures? [s. 4(4) (6) & (7)]		
7. Does your organization post a notice at a conspicuous place on your premises, on your website, or by another reasonable method, of any temporary disruption in facilities or services that people with disabilities usually use to access your organization's goods or services, including the reason, duration and any alternatives		

MANUAL: ADMINISTRATION		PAGE: A-4
SECTION: A		APPROVED BY: Debby Riepert
Date of Origin:	Reviewed Dates: 04/09, 2/10, 1/11, 09/12, 03/13 01/16, 01/17, 01/18, 01/20, 01/22	Date Revised: 05/09, 2/10, 1/11,09/12, 03/13, 01/16, 01/17, 01/18, 01/25

available? [s. 5(1) (2) & (3)]		
8. Has your organization established and documented a process to receive and respond to feedback on how its goods or services are provided to people with disabilities, including actions that your organization will take when a complaint is received? [s. 7(1), (3) & (4)]		
9. Does your organization make information about its feedback process readily available to the public, including how feedback may be provided (e.g. in person, by telephone, in writing, by email, on diskette or otherwise)? [s. 7(1) & (2)]		
10. Does your organization ensure that the following people receive training about providing your goods or services to people with disabilities: <ul style="list-style-type: none"> • every person who deals with the public or other third parties on behalf of your organization, and • every person who participates in developing your organization's policies, practices and procedures on providing goods or services? [s. 6(1)] 		
11. Does this training include your organization's current policies, practices and procedures required under the Customer Service Standard and all the topics listed in section 6(2) of the standard? [s. 6(2) & (4)]		
12. Does your organization have a written training policy that includes a summary of the contents of the training (per question 11 above) and details of when the training is to be provided, and does your organization keep records of the dates that training was provided and how many people were trained? [s. 6(5) & (6)]		
13. Does your organization post a notice at a conspicuous place on your premises, on your website, or by another reasonable method, that the documents required by the Customer Service Standard are available upon request, and do you provide those documents in a format that takes a person's disability into account? [s. 8(1) & (2) & 9(1)]		

MANUAL: ADMINISTRATION		PAGE: A-7
SECTION: A		APPROVED BY: Debby Riepert
Date of Origin:	Reviewed Dates: 04/09, 2/10, 1/11, 09/12, 01/16, 01/17, 01/18, 01/20, 01/22	Date Revised: 05/09, 2/10, 1/11,09/12, 03/13, 01/16, 01/17,01/18, 01/25

Accessible Documentation

Here are a few helpful tips and resources for Accessible documentation:

For accessible **PowerPoint** presentations:

- High colour contrast between foreground and background
- The Canadian National Institute for the Blind (CNIB) recommends a minimum of a 16 pt. font, sans serif such as Arial or Helvetica
- Backgrounds should be plain, use pastel colours and avoid busy patterns
- Avoid cluttered screens (too many words, images or both) as they are confusing
- If uploading to a course site, save PowerPoint file as a **.pdf**

Word Documents

As Microsoft Word documents are mainly text, they are usually considered accessible.

However, when design elements such as tables, columns, lists and images are incorporated into the document, they can render it inaccessible. To ensure your Word document is fully accessible it is recommended that style sheets be used when creating the document. Style sheets provide structure to the document using specific coding.

When individual using screen reader software accesses the document, this coding is read by the screen reader and communicated to the individual. Stylesheets can also be a time saver for the writer, particularly if you create your own templates.

Websites

An accessible web site is one that is easy to navigate, well organized and conveys information in a consistent, logical manner. Screen readers can read the text on the screen, but images, graphs and charts can be meaningless to those with vision problems.

Some website basics:

- Use <alt> tags on images
- Don't use graphics to communicate information - use text
- Multimedia presentations such as videos require captioning or text transcripts
- Provide summaries of data tables
- Keep navigation simple and consistent
- Use contrasting text and background
- Don't initiate actions that can't be stopped
- Chunk text - use white space around text for easier reading
- Don't use "click here." It is better to describe the link

MANUAL: ADMINISTRATION		PAGE: A-8
SECTION: A		APPROVED BY: Debby Riepert
Date of Origin:	Reviewed Dates: 04/09, 2/10, 1/11, 09/12, 01/16, 01/17, 01/18, 01/20, 01/22	Date Revised: 05/09, 2/10, 1/11,09/12, 03/13, 01/16, 01/17,01/18, 01/25

Notice of Service Disruption



NOTICE OF TEMPORARY DISRUPTION

Trinity Village Care Centre will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Notice will be given by posting the information at all public entrances and at the elevators located on each floor.

Refer to for further information in such cases.

Trinity Village

by Lutheran Homes Kitchener - Waterloo

APPENDIX A: FEEDBACK PROCESS

The ultimate goal of Trinity Village Care Centre is to meet and surpass customer expectations while serving all people, including those with disabilities. Comments regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Trinity Village Care Centre provides goods and services to people with disabilities can be made by:

- Completing the Feedback Form (located on the brochure stand across from reception) and forward as indicated below OR to reception.
- Call the CEO see below
- Email the CEO see below



Feedback should be sent to:

Debby Riepert, Chief Executive Officer (CEO)

Trinity Village Care Centre

2727 Kingsway Drive, Kitchener, Ontario. N2C 1A7

Telephone: 519-893-6320, ext. 250

Email: driepert@trinityvillage.com

Customers can expect a response within 10 business days.



“A Caring Community Which Values And Fosters The Worth And Lifestyle Of All”

2727 Kingsway Drive, Kitchener, Ontario N2C 1A7 Tel: 519.893.6320 Fax: 519.893.3432 www.trinityvillage.com

APPENDIX: B ACCESSIBLE CUSTOMER SERVICE FEEDBACK

January 2025

Thank you for visiting Trinity Village Care Centre. Your feedback is important to us. We consistently strive to improve accessibility for all our customers to meet their needs. Customers can expect a response within 10 business days.

Please take a few moments to share your experience with us today.

1. Date of your visit: _____
2. Approximate time of your visit: _____
3. Departments visited: _____
4. Were you satisfied with our customer service today? YES _____ NO _____

1. Did you have any problems with accessing our goods and/or services?
YES __ NO __

If YES, please explain: _____

6. What, in your opinion, can we do to resolve this problem?

7. May we contact you for additional information? YES __ NO __

If YES, please state your address and telephone number:

In order for us to solve this problem efficiently and to help us better serve you and others in the future, please complete the following information.

- Do you currently have a disability? YES _____ NO _____

If YES, please explain: _____

Please circle your appropriate age range:
Less than 19 / 20 – 29 / 30 – 39 / 40 – 49 / 50 – 59 / 60 – 69 / over 70

I agree to allow Trinity Village Care Centre to use the information collected on this form.

Name: _____ Signature: _____ Date: _____

(For Office Use) Feedback Reference # _____

Trinity Village

Owned & Operated by Lutheran Homes Kitchener – Waterloo

Feedback Response Form

RESPONDING TO CLIENT/ CUSTOMER FEEDBACK

Feedback Reference #: _____

Date: _____

Your name: _____

Department/Office: _____

Date feedback received: _____

Name of client/customer (if known): _____

Contact information (if given): _____

Details:

Action to be taken:

Date to be completed:

Has client/customer been contacted? () YES () NO

If YES, state outcome: _____

Additional Comments: _____

Signature: _____ Date: _____

Trinity Village

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APPENDIX C: NOTICE OF SERVICE DISRUPTION

January 2025



NOTICE DISRUPTION IN SERVICE

There will be a scheduled service disruption at the	Trinity Village Care Centre 2727 Kingsway Drive
The details of the service disruption are:	
Date:	
Type of Disruption:	
Reason for Disruption:	
Duration of Disruption:	
Alternative Facilities or Services Available:	

Appendix J: Multi-year Accessibility Plan

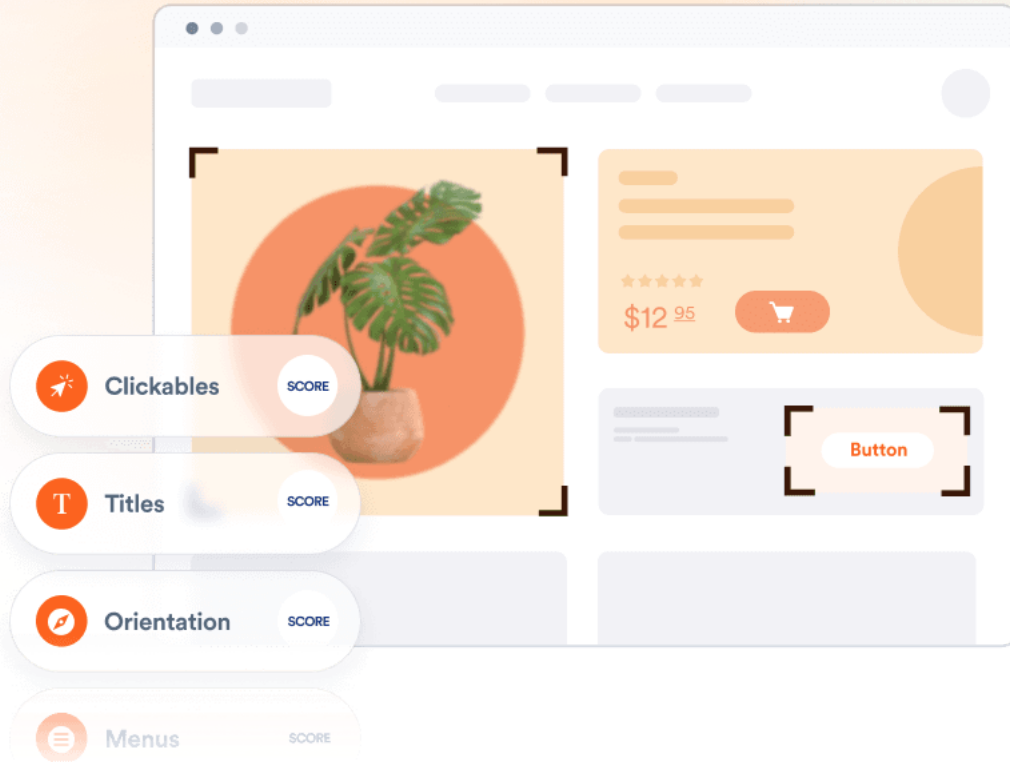
Trinity Village

AODA Multi - Year Accessibility Plan

Applicable Legislation	Customer Service Accessibility Standards (CSAS) O.Reg 429/07 Accessibility for Ontarians with Disabilities Act (AODA) 2005, S.O. 2005, c.11			
REQUIREMENT	DATE	ASSIGNED TOO	NOTES	STATUS
Training: Create and provide education to all staff, volunteers on the following: <ul style="list-style-type: none"> • Purpose of AODA. • Company Policies and Procedures on AODA. 	31-Dec-12	Administrator	AODA training taken as part of employee orientation. Training is virtual and can be accessed anywhere that has internet capabilities. Training will be reviewed annual for relevance and accuracy.	COMPLETED
Welcome: Create a plan for allowing Service animals & support persons into the locations in a health and safe manner.			Organization has a Pet Policy already developed and in use for service animals in the building. Support person are on boarded in the same manner as a new employee and are required to complete all necessary training.	
Plan: Create an accessibility customer service policy to familiarize employees, volunteers and customers know what to expect with regards to AODA.			This has been created and implemented, it is reviewed and revised as needed. Any changes are communicated as needed to affected parties.	
Plan: Can provide accessible emergency and public safety information when asked (e.g. evacuation plan).			This has been created and implemented, it is reviewed and revised as needed. Any changes are communicated as needed to affected parties.	
Accessibility Project: Provide access to the gardens for all residents including ones with mobility issues.			<ul style="list-style-type: none"> • Introduction of paved pathway throughout the garden area. This provides all person the opportunity to visit the gardens. • Introduced raised planters making them accessible to residents with mobility issues. 	
Plan: Organization has measures in place to provide customized accessibility emergency information to individuals who need it.		Administrator/EHS Facilities Manager	Modified means of communicating necessary information to those with disabilities is possible upon individual request.	
Modify: Made changes to grounds by the Studios by creating a waterless pond for access to all person with mobility issues.	31-Dec-13	Administrator Facilities Manager	Added features to the exterior for all person to visit and enjoy.	COMPLETED
Audit: File Accessibility Compliance Report	31-Dec-14	Administrator	Completed	
Plan: Evaluate and use results to create accessibility policies.	31-Dec-15	Administrator	This has been created and implemented, it is reviewed and revised as needed. Any changes are communicated as needed to affected parties.	COMPLETED
Training: Create training around Accessibility policy and provide education to all staff, volunteers.			This has been created and implemented, it is reviewed and revised as needed. Any changes are communicated as needed to affected parties.	
Training: Employees and volunteers on Ontario's accessibility laws & how they apply to their job duties.	31-Dec-16	HR Manager	All new hires must complete mandatory training within Surge prior to their first shift.	COMPLETED
Feedback: Make it easy for people to give feedback with regards to accessibility.		Administrator	Sent out Accessible Customer Service Feedback Form: TVS, TVT & TVCC, Resident & Family Councils, and Terrace Association - invitation to participate in feedback.	
			Recommendation from Feedback: - Review poster heights for those in wheelchairs. Feedback Options: Comment cards at each reception area (Studios & Care Centre), Website.	
Modify: Make public information accessible accessible when asked. Work with the person to figure out how to meet their needs as soon as possible.	31-Dec-17	All Employees	Reception Area equipped with manuals and information.	COMPLETED
Employment: Make how employment practices such as hiring, career development, etc. accessible.		HR Manager	Added accessibility statements to all Job Postings and Job Descriptions.	
Audit: File Accessibility Compliance Report	31-Dec-17	Administrator	Completed	
Modify: Building and Property.	31-Dec-18	EHS Manager	<ul style="list-style-type: none"> • Review fixed chairs in the waiting area. • Disabled parking clearly marked. • Reception desk set to accessible height for service. • Self-service/computer in the hallway next to vending machines. • Ramp access to all buildings. 	COMPLETED
Modify: Website.		CDDC/Exec Administrator	<ul style="list-style-type: none"> • Resize Text option added to website • Review and update website for feedback and accessibility 	
Training: AODA.		HR Manager	Updated AODA Training to Surge modules - orientation or disciplinary as required.	
Accessibility Project		Administrator	<ul style="list-style-type: none"> • Evaluated "Life Trees" and lowered to consistent height for accessibility by all. • Added caption to photos for further explanation and enlarged font for accessibility. 	
Accessibility Project	31-Dec-19	Administrator / Nursing Dept.	March-April 2018: City of Kitchener program "Age-Friendly Kitchener" in partnership with Wilfred Laurier University used Trinity Village as a "lab" (focus group) location for accessible transportation initiative "8-80 Cities" - goal accessible & affordable neighbourhoods - focus was on our neighbourhood.	COMPLETED
Accessibility Project: Modified the current process for menu viewing for all residents.	31-Dec-20	Nutrition Manager	<ul style="list-style-type: none"> • Reviewed option for making menu's better suited for residents. • Trialing sample of Menu Suit. • Installation and implementation of new menu viewers. 	COMPLETED
Accessibility Project: Create a process to help residents with mobility issues had virtual visits with loved ones.		Programs Manager	<ul style="list-style-type: none"> • Research what technology is available to help facilitate visits for residents with mobility issues. • Creation of plan and implementation with virtual visits using technology. 	
Modify: Review and identified what changes can be made to the current sign in process.		Administrator / EHS/Facilities Manager	<ul style="list-style-type: none"> • Source software that can be used for signing in by all persons including ones with a disability. • Purchase of touch tablets and stands that can be positioned for person with mobility issues. 	
Accessibility Project: Review of current dinning table styles for residents		Nutrition Manager	<ul style="list-style-type: none"> • Research what options are available for person with mobility issues that require devices to move. • Purchase and implementation of new adjustable tables, this includes employee training on safe use. 	
Audit: File Accessibility Compliance Report	31-Dec-20	Administrator	Completed	

Modify: Re-design and add to the current website.	31-Dec-21	PCM Manager	<ul style="list-style-type: none"> Add 5 year AODA plan to site accessible to all. Modify current reading assistance font and contrast. Look at adding voice for blind. 	COMPLETED
Accessibility Project: 3 year plan for improving resident leisure time.		Administrator / Program Manager	<ul style="list-style-type: none"> Gathering data around the availability and versions of smart TV's that are available. Reaching out to service provide such as Rogers and Bell to see what services are provided. 	
Accessibility Project: Review of current dining table styles for residents	31-Dec-21	Nutrition Manager	<ul style="list-style-type: none"> Research what options are available for person with mobility issues that require devices to move. Purchase and implementation of new adjustable tables, this includes employee training on safe use. 	
Accessibility Project: Review of current dining table styles for residents	31-Dec-22	Nutrition Manager	<ul style="list-style-type: none"> Research what options are available for person with mobility issues that require devices to move. Purchase and implementation of new adjustable tables, this includes employee training on safe use. 	
Modify: Re-design of accessibility locks for entering	31-Dec-22	EHS/Facilities Manager	Swapping out of keypad access points to swipe using a FOB.	COMPLETED
Accessibility Project: Provide continuous access to the gardens for all residents.	31-Aug-23	Administrator / Horticulture Manager	<ul style="list-style-type: none"> Completion of four season permeable pathway from Purpave throughout the garden area. This provides all person the opportunity to visit the gardens. Introduced raised planters making them accessible to residents with mobility issues. 	
Plan: Bee Hive Access.	01-Sep-23	Horticulture Manager	Limited access due to travel on grass – Assistance can be provided upon request.	COMPLETED
Modify: Replace main entrance door.	31-Dec-23	Administrator	Due to age and overall wear, replace the front door with newer version with modified handsfree access point.	COMPLETED
Review: Employee Workplace Emergency Response Information when needed.	31-Dec-23	JHSC Chair/Committee/ Administrator	Review Employee Workplace Emergency Response Information when needed.	IN PROCESS
Modify: Drapery Rod Pulls	31-Dec-23	Administrator	Due to age and overall wear, replace the drapery pull rods in resident rooms.	IN PROCESS
Audit: File Accessibility Compliance Report	31-Dec-23	Administrator	Completed	
Accessibility Project: Widen outdoor haven doorway entrances for resident access.	31-Dec-24	Administrator / Program Manager / Horticulture Manager	Due to wheel chair re-designs, we will need to widen the door entry way to match the path located by the Outdoor Haven at the Care Centre.	IN PROCESS
Accessibility Project: Widen recreation room entrances for resident access.	31-Dec-24	Administrator / Program Manager	Due to wheel chair re-designs we will need to widen the door enterways to all 5 recreation rooms at the Care Centre.	IN PROCESS
Accessibility Project: Widen balcony entrances for resident access.	31-Dec-24	Administrator / Program Manager	Due to wheel chair re-designs we will need to widen one door entrance to all 3 balcony doors at the Care Centre.	UNDER INVESTIGATION
Plan: Relocate outdoor benches.	31-Dec-24	Administrator / Horticulture Manager	Driveway benches are inaccessible by wc/walker/difficulty lifting leg up curb – to determine a better position.	IN PROCESS
Modify: TVS automatic door opener.	31-Dec-24	Retirement Manager	Resident laundry room, celebration room, dining room doors on 1st, 2nd, & 3rd floors at the Studios may need auto openers.	IN PROCESS
Accessibility Project: TVS Accessibility for maintenance and staff room.	31-Dec-24	Retirement Manager	Lock of Resident/Visitor/Staff accessibility to lower level only stairs to maintenance and staff room at the Studios. Update Resident & Staff handbooks to inform process of connecting to these workers to come to main floor or required location.	IN PROCESS
Improvement: Car operational panel in the elevators.	31-Dec-24	Environmental Services Manager	Improved elevator - Car operational panel that includes 2 way video call, close caption text, voice announce, & braille plates.	IN PROCESS
Modify: Re-design and add to the current website if needed.	31-Dec-24	Administrator	Going forward, website is to be reviewed annually to ensure accessibility.	IN PROCESS

Appendix K: AODA Website Compliance Report



WCAG 2.1 Level AA Success Criteria

COMPLIANCE AUDIT

For trinity.d2.barefootdigital.co | Verdict: **Compliant**

This audit evaluates the adherence level of **trinity.d2.barefootdigital.co** as of Tue Nov 14 2023, to the "Web Content Accessibility Guidelines" (WCAG) 2.1 level AA success criteria.

Below you'll find the results for dozens of tests that focus mainly on 3 categories: **screen-reader** adjustments (for blind users), **keyboard navigation** adjustments (for the motor impaired) and **UI, design, and readability** adjustments (for the vision impaired).

#	Requirement	Relevant	Successes	Failures	Score
1	Elements that behave as buttons but are built using other tags such as span, div, a or others, should include a "role" attribute that equals to "button".	Yes	5	0	100%

Successful Elements

```
<button id="site-search" class="button " type="submit" style=";background-color:#ffffff!important;color:#000000!important;" role="button" data-acsb-textual-ops="color"><span class="far fa-search" aria-hidden="true" data-acsb-force-hidden="true">...
```

```
<div class="bf-faq-question bf_question open " aria-expanded="true" aria-controls="8247_content" tabindex="0" style=";background-color:#ffffff!important;color:#000000!important;" role="button">Care Centre</div>
```

```
<div class="bf-faq-question bf_question " aria-expanded="false" aria-controls="8249_content" tabindex="0" style=";background-color:#ffffff!important;color:#000000!important;" role="button">Studios &amp; Terraces</div>
```

```
<div class="bf-faq-question bf_question " aria-expanded="false" aria-controls="8241_content" tabindex="0" style=";background-color:#ffffff!important;color:#000000!important;" role="button">Adult Day Program</div>
```

```
<input class="bf-form-submit button " type="submit" value="Submit" role="button" aria-label="Submit">
```

2	Buttons should include text explaining their functionality, and if icons are used as buttons, a screen-reader only text or an "aria-label" attribute should be used for that description.	Yes	5	0	100%
---	---	-----	---	---	------

Successful Elements

```
<button id="site-search" class="button " type="submit" style=";background-color:#ffffff!important;color:#000000!important;" role="button" data-acsb-textual-ops="color"><span class="far fa-search" aria-hidden="true" data-acsb-force-hidden="true">...
```

```
<div class="bf-faq-question bf_question open " aria-expanded="true" aria-controls="8247_content" tabindex="0" style=";background-color:#ffffff!important;color:#000000!important;" role="button">Care Centre</div>
```

```
<div class="bf-faq-question bf_question " aria-expanded="false" aria-controls="8249_content" tabindex="0" style=";background-color:#ffffff!important;color:#000000!important;" role="button">Studios & Terraces</div>
```

```
<div class="bf-faq-question bf_question " aria-expanded="false" aria-controls="8241_content" tabindex="0" style=";background-color:#ffffff!important;color:#000000!important;" role="button">Adult Day Program</div>
```

```
<input class="bf-form-submit button " type="submit" value="Submit" role="button" aria-label="Submit">
```

-
- 3 [Links should include text that is setting expectations to what page they are leading to. If empty links are used as layout wrapping elements, a screen-reader only text or an "aria-label" attribute should be used for that description.](#)

Yes

40

0

100%

Successful Elements

```
<a class="logo bf-logo-medium has-image acsb-bg-image " href="https://trinity.d2.barefootdigital.co/" style="background-image:url('/res/pub/Logos-Icons/trinity-village-logo.png');background-color:#ffffff!important;color:#000000!important;" data-ac...
```

```
<a href="http://trinity.d2.barefootdigital.co/my-portal" class="first-of-type " data-acsb-menu="a" data-acsb-menu-root-link="true" data-acsb-tooltip="Use </> to navigate" style=";background-color:#ffffff!important;color:#000000!important;">myPorta...
```

```
<a href="http://trinity.d2.barefootdigital.co/contact-us" class="button data-acsb-menu="a" data-acsb-menu-root-link="true" style=";background-color:#ffffff!important;color:#000000!important;">Contact</a>
```

```
<a href="http://trinity.d2.barefootdigital.co/donate" class="button " data-acsb-menu="a" data-acsb-menu-root-link="true" style=";background-color:#ffffff!important;color:#000000!important;">Donate</a>
```



```
<a href="http://trinity.d2.barefootdigital.co/living-at-trinity-village" target="_self" class="tv-mega-dropdown first-of-type " rel="cell_9352" data-acsb-menu="a" data-acsb-menu-root-link="true" aria-haspopup="true" aria-expanded="false" data-acsb...
```

```
<a href="http://trinity.d2.barefootdigital.co/trinity-plus" target="_self" class="tv-mega-dropdown " rel="cell_9542" data-acsb-menu="a" data-acsb-menu-root-link="true" style=";background-color:#ffffff!important;color:#000000!important;">Trinity+</...>
```

```
<a href="http://trinity.d2.barefootdigital.co/about-trinity" target="_self" class="tv-mega-dropdown " rel="cell_9731" data-acsb-menu="a" data-acsb-menu-root-link="true" style=";background-color:#ffffff!important;color:#000000!important;">About Tri...
```

```
<a href="http://trinity.d2.barefootdigital.co/plan-your-visit" target="_self" data-acsb-menu="a" data-acsb-menu-root-link="true" style=";background-color:#ffffff!important;color:#000000!important;">Plan Your Visit</a>
```

```
<a class="button " href="/living-at-trinity-village" style=";background-color:#ffffff!important;color:#000000!important;"><span data-="true" " aria-hidden="false" > Contact us </span>Living at Trinity Village</a>
```

```
<a class="button " href="/plan-your-visit" style=";background-color:#ffffff!important;color:#000000!important;">Plan Your Visit&nbsp;</a>
```

-
- 4 [Links that open in a new tab or a new window should either have an "aria-label" attribute or a screen-reader only element explaining to screen-readers that this opens in a new tab.](#)

Yes

5

0

100%

Successful Elements

```
<a class="button " href="/living-at-trinity/care-centre#contact" target="_blank" rel="noopener" data-acsb-tooltip="Tour the Care Centre | New Window" style=";background-color:#ffffff!important;color:#000000!important;"><span data-="true" " aria-h...
```

```
<a href="https://www.facebook.com/trinityvillageKW/" target="_blank" class="first-of-type" data-acsb-tooltip="New Window" ><span class="fab fa-facebook-square " style=";background-color:#ffffff!important;color:#000000!important;" aria-hidden="true...
```

```
<a href="https://twitter.com/Trinity_Village" target="_blank" data-acsb-tooltip="New Window" ><span class="fab fa-twitter " style=";background-color:#ffffff!important;color:#000000!important;" aria-hidden="true" data-acsb-force-hidden="true"></spa...
```

```
<a href="https://www.instagram.com/trinityvillage/?hl=en" target="_blank" data-acsb-tooltip="New Window" ><span class="fab fa-instagram " style=";background-color:#ffffff!important;color:#000000!important;" aria-hidden="true" data-acsb-force-hidde...
```

```
<a href="https://ca.linkedin.com/company/trinity-village" target="_blank" data-acsb-tooltip="New Window" ><span class="fab fa-linkedin " style=";background-color:#ffffff!important;color:#000000!important;" aria-hidden="true" data-acsb-force-hidden...
```

5	An H1 title provides information to blind-users using screen-readers of what the main topic of the page is and each page should have exactly one H1 title.	Yes	Pass	-	100%
---	--	-----	------	---	------

Successful Elements

```
<h1 role="heading" aria-level="1"><span class="b2-accent ">Welcome to Trinity Village</span></h1>
```

6	HTML title elements (H1-6) should have texts. If images or links are used, they should include an alternative or screen-reader only text.	Yes	17	0	100%
---	---	-----	----	---	------

7	Elements that visually appear as titles but are coded with a non-heading HTML Tag should include a "role" attribute that equals to "heading" or have their tags fixed.	Yes	2	0	100%
---	--	-----	---	---	------

```
<p role="heading" data-acsb-fake-title="true" aria-level="3"><span style="font-weight: 400;" data-acsb-original-style="font-weight: 400;" >Thank you for all you have done over the past year and a half. Families appreciate everything that you and your...
```

```
<span style="font-weight: 400;" data-acsb-original-style="font-weight: 400;" >Thank you for all you have done over the past year and a half. Families appreciate everything that you and your staff have done to keep us connected to our loved ones.</span>
```

8	Title levels should not be skipped and should be built with consistent hierarchy. For example: you cannot have "h4" titles and "h2" titles without having "h3" titles.	No	0	0	-
9	Interactive elements such as links, buttons and form fields should all be navigable using the keyboard by either using a focusable element (a, button, input, etc.) or including the "tabindex" attribute that equals to "0".	Yes	3	0	100%

Successful Elements

```
<div class="bf-faq-question bf_question open " aria-expanded="true" aria-controls="8247_content" tabindex="0" style="background-color:#ffffff!important;color:#000000!important;" role="button">Care Centre</div>
```

```
<div class="bf-faq-question bf_question " aria-expanded="false" aria-controls="8249_content" tabindex="0" style="background-color:#ffffff!important;color:#000000!important;" role="button">Studios &amp; Terraces</div>
```

```
<div class="bf-faq-question bf_question " aria-expanded="false" aria-controls="8241_content" tabindex="0" style="background-color:#ffffff!important;color:#000000!important;" role="button">Adult Day Program</div>
```

10	Interactive elements that can be navigated using the keyboard should be surrounded by a visual outline whenever they are focused.	Yes	Pass	-	100%
----	---	-----	------	---	------

11	Active popups should include an "aria-modal" attribute that equals to "true", and a "role" attribute that equals to "dialog", so screen-reader users know how to navigate within it.	No	0	0	-
12	Every page should include hidden links that by clicking on them (either using keyboard navigation or a screen-reader), the user will "skip" certain blocks directly to main landmarks such as main content, menu or footer.	Yes	Pass	-	100%
13	Elements that are hidden using CSS manipulations (opacity, height, text-indent, off-canvas, etc.) should be wrapped inside an element with an "aria-hidden" attribute that equals to "false", or include it directly, and have it dynamically changed to "true" when they become visible.	No	0	0	-
14	Elements that are hidden using CSS manipulations (opacity, height, text-indent, off-canvas, etc.) should include a "tabindex" attribute that is below 0, and have it dynamically changed to 0 when they become visible.	No	0	0	-
15	Menus should either be built using the HTML5 "nav" element or include a "role" attribute that equals to "menu" or "navigation" to indicate a navigation landmark for screen-readers.	Yes	6	0	100%

Successful Elements

```
<ul class="inline_nav b_social_nav bfcms-nav default featurette" data-acsb-menu="ul" ><li class="first-of-type" data-acsb-menu="li" data-acsb-menu-root="true"><a href="http://trinity.d2.barefootdigital.co/my-portal" class="first-of-type " ...
```

```
<ul class="bfcms-nav default featurette" data-acsb-menu="ul" ><li class="first-of-type bf-has-child" data-acsb-menu="li" data-acsb-menu-root="true" data-acsb-dropdown-container="true"><a href="http://trinity.d2.barefootdigital.co/living-at-trinity-vi...
```

```
<ul data-acsb-menu="ul" > <li data-acsb-menu="li" data-acsb-menu-root="true"><a href="/living-at-trinity/care-centre" data-acsb-menu="a" data-acsb-menu-root-link="true" data-acsb-tooltip="Use </> to navigate" style=";background-color:#ffffff!impo...
```

```
<ul data-acsb-menu="ul" > <li data-acsb-menu="li" data-acsb-menu-root="true"><a href="/the-village-cafe" data-acsb-menu="a" data-acsb-menu-root-link="true" data-acsb-tooltip="Use </> to navigate" style=";background-color:#ffffff!important;color:#...
```

```
<ul class="bf-align-right bfcms-nav default featurette" data-acsb-menu="ul" ><li class="first-of-type" data-acsb-menu="li" data-acsb-menu-root="true"><a href="http://trinity.d2.barefootdigital.co/about-trinity/news" target="_self" cla...
```

```
<ul class="inline_nav bfcms-nav default featurette" data-acsb-menu="ul" ><li class="first-of-type" data-acsb-menu="li" data-acsb-menu-root="true"><a href="http://trinity.d2.barefootdigital.co/about-trinity" class="first-of-type " data-acsb-...
```

16 [Menu items that have a dropdown menu include an "aria-haspopup" attribute that equals to "true".](#)

Yes

1

2

33%

Successful Elements

```
<a href="http://trinity.d2.barefootdigital.co/living-at-trinity-village" target="_self" class="tv-mega-dropdown first-of-type " rel="cell_9352" data-acsb-menu="a" data-acsb-menu-root-link="true" aria-haspopup="true" aria-expanded="false" data-acsb...
```

Failed Elements

```
<a href="http://trinity.d2.barefootdigital.co/trinity-plus" target="_self" class="tv-mega-dropdown " rel="cell_9542" data-acsb-menu="a" data-acsb-menu-root-link="true" style=";background-color:#ffffff!important;color:#000000!important;">Trinity+</...>
```

```
<a href="http://trinity.d2.barefootdigital.co/about-trinity" target="_self" class="tv-mega-dropdown " rel="cell_9731" data-acsb-menu="a" data-acsb-menu-root-link="true" style=";background-color:#ffffff!important;color:#000000!important;">About Tri...
```

- 17 Menu items that have a dropdown menu include an "aria-expanded" attribute that equals to "false" that changes to "true" and back when opening or closing the dropdown.

Yes

1

2

33%

Successful Elements

```
<a href="http://trinity.d2.barefootdigital.co/living-at-trinity-village" target="_self" class="tv-mega-dropdown first-of-type " rel="cell_9352" data-acsb-menu="a" data-acsb-menu-root-link="true" aria-haspopup="true" aria-expanded="false" data-acsb...
```

Failed Elements

```
<a href="http://trinity.d2.barefootdigital.co/trinity-plus" target="_self" class="tv-mega-dropdown " rel="cell_9542" data-acsb-menu="a" data-acsb-menu-root-link="true" style=";background-color:#ffffff!important;color:#000000!important;">Trinity+</...>
```

```
<a href="http://trinity.d2.barefootdigital.co/about-trinity" target="_self" class="tv-mega-dropdown " rel="cell_9731" data-acsb-menu="a" data-acsb-menu-root-link="true" style=";background-color:#ffffff!important;color:#000000!important;">About Tri...
```

- 18 Images should have an alternative text description that describes both the objects and the embedded text that the image contains, using the "alt" attribute.

Yes

Pass

-

100%

Successful Elements

```

```

19	Background images that are not just for decoration purposes and should have the same treatment as standard images and include a "role" attribute that equals to "img" and an alternative text description in an "aria-label" attribute.	No	0	0	-
20	Font icons, SVG or images that are being used as spacers, decorations or their purpose is already described by the content should include a "role" attribute that equals to "presentation" or "none".	Yes	23	0	100%

Successful Elements

```
<span class="far fa-search" aria-hidden="true" data-acsb-force-hidden="true" ></span>
```

```
<span class="Apple-converted-space" aria-hidden="true" data-acsb-force-hidden="true" >&nbsp; </span>
```

```
<span class="fab fa-facebook-square " style=";background-color:#ffffff!important;color:#000000!important;" aria-hidden="true" data-acsb-force-hidden="true" ></span>
```

```
<span class="fab fa-twitter " style=";background-color:#ffffff!important;color:#000000!important;" aria-hidden="true" data-acsb-force-hidden="true" ></span>
```

```
<span class="fab fa-instagram " style=";background-color:#ffffff!important;color:#000000!important;" aria-hidden="true" data-acsb-force-hidden="true" ></span>
```

```
<span class="fab fa-linkedin " style=";background-color:#ffffff!important;color:#000000!important;" aria-hidden="true" data-acsb-force-hidden="true" ></span>
```

```
<span class="status" aria-hidden="true" data-acsb-force-hidden="true" ></span>
```

```
<span class="bf-payment-cart-discount-label" aria-hidden="true" data-acsb-force-hidden="true" ></span>
```

21	Figure elements that are used to display images should have a "role" attribute that equals to "none" and the image provide itself should provide the description using an "alt" attribute.	No	0	0	-
22	Every "area" element of a "map" tag should be regarded as a standard image and receive an alternative text description using an "alt" attribute.	No	0	0	-
23	Small or hidden tracker pixel images (often used for analytics or marketing purposes) should include a "role" attribute that equals to "none" or "presentation" so they are excluded from screen-readers.	No	0	0	-
24	Form fields should either include an "aria-label" attribute or a connected LABEL element describing the requirement of the field (email, phone, name, etc.).	Yes	8	0	100%

Successful Elements

```
<input type="text" name="q" id="search-query" placeholder="Search the site" aria-hidden="false" data-acsb-validation-uuid="search-query" data-acsb-field-visible="true" aria-invalid="false" aria-required="false" aria-label="Search the site" data-ac...
```

```
<input type="text" class="bf-form-field-text" placeholder="First Name *" aria-label="First Name *" name="Field0" value="" id="bf-form-9601-first-name" aria-hidden="false" data-acsb-validation-uuid="bf-form-9601-first-name" data-acsb-field-visible=...
```

```
<input type="text" class="bf-form-field-text" placeholder="Last Name *" aria-label="Last Name *" name="Field1" value="" id="bf-form-9601-last-name" data-acsb-validation-uuid="bf-form-9601-last-name" data-acsb-field-visible="tru...
```



```
<input type="email" class="bf-form-field-email" placeholder="Email *" aria-label="Email *" name="Field2" value="" id="bf-form-9601-email" aria-hidden="false" data-acsb-validation-uuid="bf-form-9601-email" data-acsb-field-visible="true" aria-requir...
```

```
<input type="text" class="bf-form-field-text" placeholder="Phone" aria-label="Phone" name="Field3" value="" id="bf-form-9601-phone" aria-hidden="false" data-acsb-validation-uuid="bf-form-9601-phone" data-acsb-field-visible="true" aria-invalid="fal...
```

```
<select class="bf-form-field-select " name="Field4" aria-label="Area of interest *" id="bf-form-9601-area-of-interest" aria-hidden="false" style=";background-color:#ffffff!important;color:#000000!important;" type="select-one" data-acsb-validation-...
```

```
<select class="bf-form-field-select " name="Field5" aria-label="Question, Compliment, Complaint *" id="bf-form-9601-question-compliment-complaint" aria-hidden="false" style=";background-color:#ffffff!important;color:#000000!important;" type="selec...
```

```
<textarea class="bf-form-field-textarea" rows="5" cols="50" placeholder="Message" aria-label="Message" name="Field6" id="bf-form-9601-message" aria-hidden="false" type="textarea" data-acsb-validation-uuid="bf-form-9601-message" data-acsb-field-vis...
```

25	Form elements cannot have the same ID, or else their corresponding label will provide false information.	No	0	0	-
26	Required form fields should include an "aria-required" attribute that equals to "true" so blind users using screen-readers know their validation.	No	0	0	-
27	The validity status of every form element must be represented in the code at all times using the "aria-invalid" attributes and the "true/false" values, and change dynamically when the status changes.	No	0	0	-

attributes should be connected by ID to an

element that either has text description or an "aria-label" attribute.

29	All forms should have a submission button that is built as an input type "submit" or a "button" element, or include a "role" tag that equals to "button". Buttons can be hidden if the form can be submitted using the Enter key.	Yes	2	0	100%
----	---	-----	---	---	------

Successful Elements

```
<form id="site-search-form" action="/search" method="POST" data-acsb-form-uuid="asdb2m18n0do" data-acsb-form-type="search"><input type="text" name="q" id="search-query" placeholder="Search the site" aria-hidden="false" data-acsb-validation-uuid="s...
```

```
<form action="https://trinity.d2.barefootdigital.co/cell/form/send" method="post" id="bf-form-9601" enctype="multipart/form-data" data-acsb-form-uuid="awldodyym9pj" data-acsb-form-type="standard"> <input type="hidden" name="id" value="9601" ...
```

30	Search forms should include a "role" tag that equals to "search" (or be wrapped by one) to indicate a search landmark for screen-readers.	Yes	Pass	-	100%
----	---	-----	------	---	------

Successful Elements

```
<form id="site-search-form" action="/search" method="POST" data-acsb-form-uuid="asdb2m18n0do" data-acsb-form-type="search"><input type="text" name="q" id="search-query" placeholder="Search the site" aria-hidden="false" data-acsb-validation-uuid="s...
```

31	The title tag of the HEAD section (also the title that appears in the browser tab and Search Engine result pages) should exist and describe the name of the current webpage for screen-reader users.	Yes	Pass	-	100%
----	--	-----	------	---	------

- | | | | | | |
|----|--|-----|------|---|------|
| 32 | The HTML tag should include a "lang" attribute that represents the main language of the webpage so screen-readers can calibrate on it for blind users. | Yes | Pass | - | 100% |
|----|--|-----|------|---|------|

Successful Elements

```
<html xmlns="http://www.w3.org/1999/xhtml" lang="en" style="--acsb-keynav:3px;" id="acsb-light-contrast" class="acsb-light-contrast"><head> <meta http-equiv="Content-type" content="text/html; charset=utf-8"> <meta http-equiv="Content-type" c...
```

- | | | | | | |
|----|--|-----|------|---|------|
| 33 | The meta viewport tag should allow vision impaired users to pinch-zoom at least double the standard scaling using the user-scalable="yes" and maximum-scale={2 or higher} content strings. | Yes | Pass | - | 100% |
|----|--|-----|------|---|------|

Successful Elements

```
<meta name="viewport" content="width=device-width, initial-scale=1">
```

- | | | | | | |
|----|---|-----|---|---|------|
| 34 | Landmarks such as main content and footer should be built using their corresponding HTML5 element or include a description using an "aria-label" attribute and a "role" tag that equals to "contentinfo" or "main". Landmarks such as search and navigation are tested in other sections. | Yes | 3 | 0 | 100% |
|----|---|-----|---|---|------|

Successful Elements

```
<main id="b_main" role="main" data-acsb-main="true"> <div id="b_content"> <div id="cell_8500" style="background-image: url('/res/pub/Header-Images/Homepage/TV-Website-header-HOME-PAGE-darker-2.jpg'); backgrou...
```

```
<footer id="b_copyright" aria-label="Footer" data-acsb-page-footer="true"
role="contentinfo"> <div class="container"> <div class="row"> <div class
="col-xs-12 col-sm-6 bf-align-left " style=";background-col...
```

35	Font sizes should be at least 11px in size in order to stay readable in the majority of font families. This should be verified also when using dynamic units such as REM or percents.	Yes	Pass	-	100%
----	---	-----	------	---	------

36	Letter spacing should not be set to below -1px in order to stay readable in the majority of font families. This should be verified also when using dynamic units such as REM or percents.	Yes	Pass	-	100%
----	---	-----	------	---	------

37	Elements that have texts should meet a minimum contrast ratio of 4.5:1 between their foreground (usually text color) and background color.	Yes	65	0	100%
----	--	-----	----	---	------

Successful Elements

```
<a class="logo bf-logo-medium has-image acsb-bg-image " href="https://tri
nity.d2.barefootdigital.co/" style="background-image:url('/res/pub/Logos-
Icons/trinity-village-logo.png');background-color:#ffffff!important;colo
r:#000000!important;" data-ac...
```

```
<a href="http://trinity.d2.barefootdigital.co/my-portal" class="first-of-
type " data-acsb-menu="a" data-acsb-menu-root-link="true" data-acsb-toolt
ip="Use </> to navigate" style=";background-color:#ffffff!important;colo
r:#000000!important;">myPorta...
```

```
<a href="http://trinity.d2.barefootdigital.co/contact-us" class="button
data-acsb-menu="a" data-acsb-menu-root-link="true" style=";background-col
or:#ffffff!important;color:#000000!important;">Contact</a>
```

```
<a href="http://trinity.d2.barefootdigital.co/donate" class="button " dat
a-acsb-menu="a" data-acsb-menu-root-link="true" style=";background-color:
#ffffff!important;color:#000000!important;">Donate</a>
```

```
<a href="http://trinity.d2.barefootdigital.co/living-at-trinity-village" target="_self" class="tv-mega-dropdown first-of-type " rel="cell_9352" data-acsb-menu="a" data-acsb-menu-root-link="true" aria-haspopup="true" aria-expanded="false" data-acsb...
```

```
<a href="http://trinity.d2.barefootdigital.co/trinity-plus" target="_self" class="tv-mega-dropdown " rel="cell_9542" data-acsb-menu="a" data-acsb-menu-root-link="true" style=";background-color:#ffffff!important;color:#000000!important;">Trinity+</...>
```

```
<a href="http://trinity.d2.barefootdigital.co/about-trinity" target="_self" class="tv-mega-dropdown " rel="cell_9731" data-acsb-menu="a" data-acsb-menu-root-link="true" style=";background-color:#ffffff!important;color:#000000!important;">About Tri...
```

```
<a href="http://trinity.d2.barefootdigital.co/plan-your-visit" target="_self" data-acsb-menu="a" data-acsb-menu-root-link="true" style=";background-color:#ffffff!important;color:#000000!important;">Plan Your Visit</a>
```

```
<span class="b2-accent ">Welcome to Trinity Village</span>
```

```
<em >A Caring Community</em>
```

38	Carousels should include an "aria-label" attribute that equals to "carousel"/"slider" or something else that indicates the functionality, as well as be tagged as a landmark for screen-readers using a "role" tag that equals to "contentinfo".	No	0	0	-
39	Control elements such as next and previous icons should include an "aria-label" attribute or a screen-reader only text that explains the functionality to screen-readers.	No	0	0	-
40	A common accessibility mistake is to treat carousels as live regions using the "aria-live" attribute and the "polite" or the "assertive" values. Using this practice will	No	0	0	-

41	Carousel pagination items (usually used as small dots at the bottom of the carousel) should indicate their functionality and slide number they control using an "aria-label" and a screen-reader only text.	No	0	0	-
42	Tables that are being used as layout structures should include a "role" attribute that equals to "presentation" to indicate to screen-readers that it is not really a table.	No	0	0	-
43	If nested tables are used (a table element within a table cell), set the nested tables "role" attribute to "presentation".	No	0	0	-
44	Tables that are missing a THEAD row with TH elements, should include a "role" attribute that equals to "rowheader" on the TD elements of the TR that represents the visual table headings.	No	0	0	-
45	Visually deleted texts (often used to show a previous price of a sale) should include an "aria-label" attribute or a screen-reader only text that explains this is deleted text.	No	0	0	-
46	Breadcrumbs main element should include a "role" attribute that equals to "navigation" and an "aria-label" attribute that describes the functionality."	No	0	0	-
47	Ratings/scores that are represented visually using stars, meters or other indicators should either have an "aria-label" attribute or a screen-reader only texts conveying the score/rate.	No	0	0	-

helps to ensure that vision impaired users can adjust some of the UI and the design

(font-size, colors, spacing, etc.) to their needs. It is not a compliance requirement, but can help to improve compliance.

49	Iframe elements should include a "title" or an "aria-label" attribute explaining the purpose, the functionality or the destination of the iframe, or be tagged hidden for screen-readers if irrelevant.	Yes	3	0	100%
----	---	-----	---	---	------

Successful Elements

```
<iframe name="stripeXDM_default618224_provider" id="stripeXDM_default618224_provider" aria-hidden="true" src="https://js.stripe.com/v2/channel.html?stripe_xdm_e=https%3A%2F%2Ftrinity.d2.barefootdigital.co&stripe_xdm_c=default618224&stripe_xdm...
```

```
<iframe scrolling="no" frameborder="0" allowtransparency="true" src="https://platform.twitter.com/widgets/widget_iframe.d37472b4a6622d0b1fff46ad904f6896.html?origin=https%3A%2F%2Ftrinity.d2.barefootdigital.co" style="display: none;" aria-hidden="true..."
```

```
<iframe src="https://js.stripe.com/v2/m/outer.html#referrer=&title=Home%20-%20Trinity%20Village&url=https%3A%2F%2Ftrinity.d2.barefootdigital.co%2F&muid=NA&sid=NA&version=6&preview=false" frameborder="0" allowtransparency=...
```

Appendix L: Accessibility Compliance Report