



## POLICY & PROCEDURE

Department Employee Relations	Policy Number ER-05-010
Category 5 Accessibility For Ontarians with Disability Act (AODA)	Issuing Authority Elizabeth Bryce
Subject Accessibility For Ontarians with Disability Act (AODA) Policy	Effective Date February 17, 2025
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### **STANDARD:**

The management of the Home is committed to meeting the accessibility needs of persons with disabilities in accordance with the requirements of the Accessibility Standards for Customer Service (ASCS) and the Integrated Accessibility Standards Regulation (IASR) within the time period set out in the standards.

Accordingly, Management of the Home will endeavor to:

#### **> Comply with the Statement of Commitment**

Valleyview Residence is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

#### **> Comply with Accessible Emergency Information**

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

#### **> Training**

Valleyview Residence will provide training to employees and volunteers on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees and volunteers.

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> **Information and communications**

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

**Feedback**

Clients or others who wish to provide feedback on the way Valleyview Residence provides services to persons with disabilities can communicate their feedback by any of the following methods:

Online via website [www.vvres.org](http://www.vvres.org)

By telephone: 416-398-0555

By Email: [ebryce@vvres.org](mailto:ebryce@vvres.org)

By regular mail: Valleyview Residence

541 Finch Ave West

Toronto, Ontario

M2R 3Y3

Any complaints about services provided to persons with disabilities will be addressed according to Valleyview Residence regular complaints management procedures.

- > Comply with the Accessibility Standards on Customer Service within the time period set out in the standards (as of January 2012)
- > Comply with the Integrated Accessibility Standards Regulation (standards relating to Employment, Information and Communication, Transportation, and the Design of Public Spaces) within the time period set out in the Standards

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- File an Accessibility Report with the Director, Ministry of Economic Development, Trade and Employment annually (by December 31 of each year, beginning in 2012) or at such times as the Director may specify
- Provide information to the Accessibility for Ontarians with Disabilities (AODA) inspector on request
- Create a multi-year accessibility plan to outline how RMI will comply with the accessibility regulations within the required timeframe (as of January 1, 2014).
- Post the Accessibility Plan on each Home/Community's website (as of January 1, 2014)
- Review and update the Accessibility Plan at least once every five years.
- Consider accessibility for persons with disabilities when procuring or acquiring self-service kiosks (as of January 1, 2014).
- Comply with the Employment Standards relating to Recruitment, Informing Employees, Accessible Formats, Individual Accommodation Plans, Return to Work Process, Performance Management, Career Development, and Redeployment (as of January 1, 2016).
- Make processes for receiving and responding to feedback available to people with disabilities in an accessible format or with appropriate communication supports, on request (as of January 1, 2015).
- Provide information and communicate in an accessible manner in regard to the organization's goods, services and facilities to people with disabilities, on request (as of January 1, 2016).
- Make new internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A (as of January 1, 2014).

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Make new internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, other than criteria noted in the legislation (as of January 1, 2021).

**ADDITIONAL REFERENCES:**

1. Ontario Regulations 429/07 made under the Accessibility for Ontarians with Disabilities Act, 2005, Accessibility Standards for Customer Service
2. Accessibility for Ontarians with Disabilities Act, 2005; Ontario Regulation 191/11 Integrated Accessibility Standards