



POLICY & PROCEDURE

Department Employee Relations	Policy Number ER-05-025
Category 5 Accessibility For Ontarians with Disability Act (AODA)	Issuing Authority Elizabeth Bryce
Subject Accessibility For Ontarians with Disability Act (AODA) – Integrated Accessibility Standards Regulation (IASR) Information and Communication	Effective Date February 17, 2025
Supersedes December 2013	Page 1

STANDARD:

Valleyview Residence is committed to providing accessible information and communications to all residents, families, staff, and visitors, in compliance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (IASR).

POLICY:

This policy ensures that individuals with disabilities have equal access to information, documents, and communication supports in a format that meets their needs.

In accordance with the Integrated Accessibility Standards Regulation 191/11, this policy will address:

General Requirements

Feedback Process

Accessible Formats and Communication Supports

Emergency Procedures Plan

Accessible Website

Education

1. GENERAL REQUIREMENTS

Valleyview Residence will implement policies specifying standards of AODA and the IASR. Home 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.

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Supersedes December 2013	Page 2

2. 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

By telephone: 416-398-0555

By Email: 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.

3. ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS

We communicate with individuals with disabilities in ways that take into account their disability.

For the Hearing Impaired we:

- Speak directly to the individual so they can read our lips if they are able.
- Offer pen and paper for written communication if they are unable to read lips.

For the Visually Impaired we:

- Offer to read out loud to individuals.
- Post policies printed in large, plain format.
- Post on our website in simple formatting which is easy to read.

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Supersedes December 2013	Page 3

For Deaf/Blind:

We communicate with an accompanied intervener or support person.

For People with Speech or Language Impairments:

We speak slowly and clearly, communicate by pen and paper, or their choice of communication method. We are patient while allowing the individual to finish their sentences. When possible we ask questions that can be answered with a "yes", or "no".

For People who have Learning Disabilities:

We speak slowly and are patient when communicating with someone with a learning disability. We take into account the customer's disability when communicating with them.

For Customers who have Intellectual/Development Disabilities:

We do not make assumptions about what they can and cannot do. We use plain language when communicating with them and provide information one piece at a time.

For those who have Mental Health Disabilities:

We demonstrate the same respect and consideration we show everyone else. When communicating, we are confident, calm and reassuring, and if in a crisis situation ask the individual to tell us the best way we can help.

For any disabled persons attempting to access our services, we individualize accommodation as required. As technology continues to change and improve, we will provide the best solution available at that time

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Supersedes December 2013	Page 4

4. 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.

5. ACCESSIBLE WEBSITE AND WEB CONTENT

Valleyview Residence will ensure the website and web content conforms to the Web Content Accessibility Guidelines (WCAG) 2.0 in accordance to IASR.

6. 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

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