

# AODA Multi-Year Accessibility Plan

2024 – 2028

Valleyview Residence is committed in making our long-term care home accessible to individuals with disabilities through strategies to prevent and mitigate barriers by meeting the standards of the Accessibility for Ontarians with Disabilities Act (AODA), 2005. The multi-year plan below outlines the policies and actions that Valleyview Residence will maintain or put in place to improve opportunities for individuals with disabilities.

## **2024-2025 Action Items**

### **Development and implementation of customer service accessibility standards**

- Revised Policy and procedure completed September 2024
- Policy posted in an AODA binder near Home's main elevators for access to all stakeholders
- Rebranding of website Year 2025 and to include AODA section that will include policy.

### **Training for staff**

- Revisions of AODA policy, customer service accessibility policy effective February 17, 2025
- To include AODA in new hire orientation in Year 2025 – to include AODA policies and customer service accessibility policy effective February 17, 2025
- Policies will be included in Surge Learning platform for every employee.
- New training plan starting for Year 2025 on AODA standards, which will be mandatory completion for all employees by March 31, 2025.
- Code of Conduct policy of Home to review and include components of the Customer Service Accessibility Plan policy effective November 1, 2024
- Code of Conduct is reviewed annually with all staff.
- Customer Service Excellence Training commencing November 2024 till mid 2025 for all employees, which includes requirement of the Accessibility Standards for Customer Service.

### **Feedback process for providers of goods or services**

- Development of an accessibility feedback form. To include in the Home's tour package and at reception by November 1, 2024

### **Accessibility Report**

- Accessibility Report submission when required (December 31, 2026)

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## **Establishment of Accessibility Policies**

- Updating of policies effective February 17, 2025:
  - Commitment
  - Statement
  - Accessibility Policies

## **Accessible Website**

- Ensure that the organization's website and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level A by February 18, 2025

## **Guide Dogs, Other Service Animals & Support Persons**

- Updated policy to reflect this

## **Employment Standard – Informing Team Members of Supports**

- Review of accommodation policy April 2025

## **Employment Standard – Documented Individual Accommodation Plans**

- Review of accommodation policy by December 31, 2024

## **Accessibility Standards – Accreditation**

Review of accreditation standards in relation to the promoting of accessibility and the removal of barriers for the persons service and other stakeholders by December 31, 2026

## **Preventative and Emergency Maintenance Measures for Accessible Elements**

- Routine inspections of elevators, door openers, handrails, accessible restrooms and waiting areas, flooring in place
- Inspection for surface cracks, potholes that could pose barriers
- Parking spots are clearly marked. Wheelchair accessible parking areas are marked and located lower level to entrance of Home.
- Scheduled maintenance and contract in place to clear snow and ice of all accessible areas to entrances of the Home and including parking areas.

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- Lighting at night at front of premise and wheelchair parking areas.
- Schedule maintenance of automatic doors, elevator testing, quarterly generator maintenance for emergency power in place
- 24/7 contact with environmental services staff if require urgent follow-up of repairs and/or follow-up with contractors in place
- Staff aware to place signage when areas are out of order, caution signs when floor is wet and specifying alternate options
- Inform staff, residents and families of issues, time of repair and interim solutions.

## **Procedures for Disruptions**

- When one waiting areas in lobby is unavailable, there is another waiting area at town. Signage would be placed to provide direction. Receptionist when greeting customers will verbally inform and can assist to area.
- Different chairs are accessible in the lobby area if required and asked by a customer
- Lobby area is spacious and wheelchair friendly and well-lit.
- Main floor area for services is available if the elevator is down.
- For disrupted accessible restroom, signage is placed and the location of other accessible restroom is directed.
- Immediate and priority repairs by maintenance staff and/or contractors on call for emergencies that are on contract for accessible elements ie. Elevators, accessible door openers

## **Previous Year Actions:**

- **Customer Service Accessibility Standards Requirements and Dates of Implementation, Ontario regulation 429/07**

## **Development and implementation of customer service accessibility standards**

O. Reg. 429/07, s. 3. (1), (2).

Implemented January 1, 2012 standards

## **Training for Staff**

O.Reg. 427/07,s.6.(1).(2)

Implemented January 1, 2012

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An amendment effective July 1, 2016, every employee, volunteer, and any other person who provides goods and services on behalf of the organization were trained on how to provide accessible customer service.

## **Feedback process for providers of goods or services**

O.Reg 191/11, s.7

Implemented effective July 1, 2026

An amendment effective July 1, 2016, ensured accessibility requirements of the Customer Service Standards applied to the provisions of goods, services and facilities.

- **Integrated Accessibility Standards (IAS), Ontario Regulation 191/11**

## **Establishment of Accessibility Policies**

O. Reg. 191/11, s. 3.(1).

January 1, 2014

Implemented and maintained policies governing how the organization achieves or will achieve accessibility

## **Accessibility Plans**

O. Reg. 191/11, s. 4. (1)

January 1, 2014

Organization maintain a multi-year accessibility plan. Must review and update plan every 5 years.

## **Training**

O.Reg.191/11, s.7 (1), (2), (3), (4) & (5)

January 1, 2015

Training included the requirements of the accessibility standards regarding AODA and the Human Rights Code as it pertains to people with disabilities. Training was appropriate to the duties of employees, volunteers and other persons./

## **Emergency, Procedure, Plans or Public Safety Information**

O.Reg.191/11, s. 13(1),(2)

January 1, 2012

Upon request emergency procedures, plans can be provided in an alternate format. Emergency procedure are posted.

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## **Workplace Emergency Response Information**

O.Reg. 191/11 s. 13 (1), (2)

January 1, 2012

Provision of individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information as necessary and the employer is aware of the need for accommodation due to the employee's disability.

Accommodation policy was revised May 2016 with revision of December 18, 2019 regulation O.Reg 191/11 s.27 (1), (2), (3), (4). Upon request or becoming aware of the need to accommodate by an employee who has a disability, we develop an accommodation plan that outlines what is required or needed, who is going to do it, and who will report that it is being done.