
Multi-Year Accessibility Plan Requirement

Regulation 191/11: Integrated Accessibility Standards under the *Accessibility for Ontarians with Disabilities Act, 2005* requires organizations to create multi-year accessibility plans. update them at least once every five years and post them on their websites if they have one. An accessibility plan outlines what steps an organization will take to prevent and remove barriers to accessibility and when it will do so.

General Disclaimer

This document is provided for general information only as a sample reference to assist organizations in meeting their obligations under the *Accessibility for Ontarians with Disabilities Act, 2005*. Each organization is responsible for understanding and complying with its legal obligations and developing its own policies, procedures and material based on its particular situation. Users are encouraged to seek independent advice and the Government of Ontario, in providing public information on accessibility is not responsible for its usage.

The Plan

Message from the CEO

As we continue to strive for excellence in all that we do. I want to take a moment to emphasize the importance of accessibility within our organization. Ensuring that our products, services, and workplaces are accessible to everyone is not just a legal obligation; it's a moral imperative that reflects our core values. Our commitment to accessibility is unwavering. We believe that everyone deserves equal opportunities to participate in our community. Moving forward, we will continue to prioritize accessibility in every project we undertake and foster an environment where all voices are heard and valued. Thank you for your dedication to this important mission. Together, we can create a more inclusive future for everyone.

Best regards,
Laura Scott
Director of Operations

Introduction

Our home takes pride in continuing to grow and mature our accessibility plans. We do this through innovation in technology, community support and yearly strategic planning. Providing accessibility to our residents, staff and visitors.

Grace Villa takes pride in participating in quality improvement and investigating opportunities to utilize new technology in Long Term Care in Ontario to better serve our cliental.

Our multi-disciplinary team meets annually to complete a full review of our accessibility plans. We continue to update and make changes to plans, and review future goals and plans. In addition to this, we review our annual satisfaction survey from our residents and staff to show areas of success and identify areas for improvement.

Our home looks forward to continuing to review, educate and make changes to ensure Grace Villa provides accessibility to our resident, staff, visitors and stakeholders. Grace Villa strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Grace Villa is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Section 1. Past Achievements to Remove and Prevent Barriers

In this section, we will highlight specific projects and programs Grace Villa has implemented to improve accessibility for people with disabilities and to meet requirements of the *Accessibility for Ontarians with Disabilities Act*.

Customer Service

Grace Villa continues to remain in compliance with the Customer Service Standards. Grace Villa has created and updated our website allowing for better communication with our stakeholders and allow those looking for information to locate this in an accessible format. We continue to review on, a regular basis feedback from residents, staff and other stakeholders to make improvements towards customer service and providing opportunities for improvement to better serve our clients. We continue to provide an annual survey to residents and staff to identify areas of strength and areas for growth and can offer this in accessible formats upon request.

Information and Communications

Grace Villa Continues to follow the obligations under the *Accessibility for Ontarians with Disabilities Act, 2005*, and are committed to improving communication with all stakeholders. Grace Villa utilizes a Kiosk at the main entrance of the home for improved communication between visitors of the home and Grace Villa. Information is posted in a prominent location and pictures are utilized for further understanding of information. Information is able to be shared in accessible formats upon request.

Employment

Grace Villa is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. Grace Villa is able to accommodate employees with disabilities, the home asks staff members about any accessibility requirements they may need as an employee of the home during the onboarding process.

Self-service kiosks

Grace Villa utilizes a self-service kiosk for all visitors arriving at the home to sign in. This kiosk is utilized for the signing in process and screening of those entering the home on a digital screen. Assistance can be provided to those needing accommodations to complete this process, upon request.

Training

Grace Villa continues to provide training with staff that requires 100% competition on accessibility standards. Training and/or orientation can be provided in a variety of formats for accessibility based on the required accommodations needed on an individual basis.

Design of Public Spaces

Grace Villa is committed to meeting the accessibility laws when building or making major changes to public spaces. Grace Villa continues to take feedback from stakeholders and look for areas of improvement to meet the accessibility needs of clients served.

Transportation

Grace Villa is committed to the use of accessible transportation services when needed. Grace Villa utilizes accessible public transit services when needed.

Section 2. Strategies and Actions

This section will identify the projects and programs Grace Villa plans to accomplish to meet the requirements of the *Accessibility for Ontarians with Disabilities Act* and to *remove* and prevent barriers to people with disabilities.

Customer Service

Grace Villa is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others. The home continues to provide in house and on-line training with all new staff. In addition to mandatory on-line training for all staff yearly on customer service.

Information and Communications

Grace Villa is committed to making our information and communications accessible to people who require accommodations. Grace Villa regularly updates the website to ensure accurate and accessible information for all. The home is looking into trialing a new health communication platform that will allow our residents and POA's to seek health information in an alternative way. The goal for completion is set for 2025/2026.

Employment

Grace Villa is committed to fair and accessible employment practices. The home has changed the employment process for 2024/2025 by utilizing a 3rd party human resources company to work with all applicants, allowing for a fair and accessible hiring process that aims to support all interested applicants through their hiring process.

Procurement

Grace Villa is committed to fair and accessible employment practices. At Grace Villa, we embrace equity, diversity, and inclusion. Our commitment to this is directly linked to our organizational values of Compassion, Holistic, Open, Integrity, Caring and Ethical. Grace Villa strives to attract, develop, and retain a workforce that is as diverse as the residents, clients, and customers we serve and are committed to providing an accessible candidate experience through the recruitment and selection process. This continues to be a priority for

2025/2026.

Self-service kiosks

Grace Villa is committed to incorporating accessibility features/ considering accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks. We have made this a continued goal over the past few years and continues to be an area of continuous improvement with the continued improvement on accessible technology. Utilizing a variety of platforms to communicate allows for communications to be accessible, with alternative formats available for those who request it. This continues to be a goal for Grace Villa continues to explore opportunities for growth and improvement to ensure information is accessible for all, in 2025/2026.

Training

Grace Villa is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities. The home continues to review its orientation process on a regular basis and utilize a variety of formats to provide information in formats that are accessible for all. Each year we look for opportunities based on feedback to provide education/ training for all in a format that is required for each individual and their needs. This continues to be a goal for 2025/2026.

Design of Public Spaces

Grace Villa is committed to meeting the accessibility laws when building or making major changes to public spaces. The home has applied for a redevelopment plan with the Ministry of Long-Term Care in order to improve accessibility in all areas of the home. This plan has no specific date of completion, as we await approval from the Ministry. Grace Villa has alternative emergency plans in the event of a disruption of service, this utilizes community partners, our policies and procedures, and the use of other external resources, as needed. Grace Villa continues to review the design of public space and looks for areas of improvement based on feedback and regulations; this continues to be a goal for 2025/2026.

Transportation

Grace Villa is committed to the use of accessible transportation services. We utilize community partners and public transit to provide accessible transportation, when needed. This is a continued practice for 2025/2026.

For More Information

For more information on this accessibility plan, please contact at

Last Name Durham	First Name Brandi	Middle Initial
Telephone Number 905-387-4812	Email Address bdurham@gracevilla.ca	

Our accessibility plan is publicly posted on our website at <https://gracevilla.ca/>

Standard and accessible formats of this document are free on request from

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