

## 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 TO	NOTES	STATUS
<b>Training:</b> Create and provide education to all staff, volunteers on the following: <ul style="list-style-type: none"> <li>Purpose of AODA.</li> <li>Company Policies and Procedures on AODA.</li> </ul>	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
<b>Welcome:</b> 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.	
<b>Plan:</b> 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.	
<b>Plan:</b> 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.	
<b>Accessibility Project:</b> Provide access to the gardens for all residents including ones with mobility issues.			<ul style="list-style-type: none"> <li>Introduction of paved pathway throughout the garden area. This provides all person the opportunity to visit the gardens.</li> <li>Introduced raised planters making them accessible to residents with mobility issues.</li> </ul>	
<b>Plan:</b> 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.	
<b>Modify:</b> 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
<b>Audit:</b> File Accessibility Compliance Report	31-Dec-14	Administrator	Completed	
<b>Plan:</b> 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
<b>Training:</b> 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.	
<b>Training:</b> 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
<b>Feedback:</b> 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.	
<b>Modify:</b> 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
<b>Employment:</b> Make how employment practices such as hiring, career development, etc. accessible.		HR Manager	Added accessibility statements to all Job Postings and Job Descriptions.	
<b>Audit:</b> File Accessibility Compliance Report	31-Dec-17	Administrator	Completed	
<b>Modify:</b> Building and Property.	31-Dec-18	EHS Manager	<ul style="list-style-type: none"> <li>Review fixed chairs in the waiting area.</li> <li>Disabled parking clearly marked.</li> <li>Reception desk set to accessible height for service.</li> <li>Self-service/computer in the hallway next to vending machines.</li> <li>Ramp access to all buildings.</li> </ul>	COMPLETED
<b>Modify:</b> Website.		CDDC/Exec Administrator	<ul style="list-style-type: none"> <li>Resize Text option added to website</li> <li>Review and update website for feedback and accessibility</li> </ul>	
<b>Training:</b> AODA.		HR Manager	Updated AODA Training to Surge modules - orientation or disciplinary as required.	
<b>Accessibility Project</b>		Administrator	<ul style="list-style-type: none"> <li>Evaluated "Life Trees" and lowered to consistent height for accessibility by all.</li> <li>Added caption to photos for further explanation and enlarged font for accessibility.</li> </ul>	
<b>Accessibility Project</b>	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
<b>Accessibility Project:</b> Modified the current process for menu viewing for all residents.	31-Dec-20	Nutrition Manager	<ul style="list-style-type: none"> <li>Reviewed option for making menu's better suited for residents.</li> <li>Trialing sample of Menu Suit.</li> <li>Installation and implementation of new menu viewers.</li> </ul>	COMPLETED
<b>Accessibility Project:</b> Create a process to help residents with mobility issues had virtual visits with loved ones.		Programs Manager	<ul style="list-style-type: none"> <li>Research what technology is available to help facilitate visits for residents with mobility issues.</li> <li>Creation of plan and implementation with virtual visits using technology.</li> </ul>	
<b>Modify:</b> Review and identified what changes can be made to the current sign in process.		Administrator / EHS/Facilities Manager	<ul style="list-style-type: none"> <li>Source software that can be used for signing in by all persons including ones with a disability.</li> <li>Purchase of touch tablets and stands that can be positioned for person with mobility issues.</li> </ul>	
<b>Accessibility Project:</b> Review of current dinning table styles for residents		Nutrition Manager	<ul style="list-style-type: none"> <li>Research what options are available for person with mobility issues that require devices to move.</li> <li>Purchase and implementation of new adjustable tables, this includes employee training on safe use.</li> </ul>	
<b>Audit:</b> File Accessibility Compliance Report	31-Dec-20	Administrator	Completed	

<b>Modify:</b> Re-design and add to the current website.	31-Dec-21	PCM Manager	<ul style="list-style-type: none"> <li>Add 5 year AODA plan to site accessible to all.</li> <li>Modify current reading assistance font and contrast.</li> <li>Look at adding voice for blind.</li> </ul>	<b>COMPLETED</b>
<b>Accessibility Project:</b> 3 year plan for improving resident leisure time.		Administrator / Program Manager	<ul style="list-style-type: none"> <li>Gathering data around the availability and versions of smart TV's that are available.</li> <li>Reaching out to service providers such as Rogers and Bell to see what services are provided.</li> </ul>	
<b>Accessibility Project:</b> Review of current dining table styles for residents	31-Dec-21	Nutrition Manager	<ul style="list-style-type: none"> <li>Research what options are available for person with mobility issues that require devices to move.</li> <li>Purchase and implementation of new adjustable tables, this includes employee training on safe use.</li> </ul>	
<b>Accessibility Project:</b> Review of current dining table styles for residents	31-Dec-22	Nutrition Manager	<ul style="list-style-type: none"> <li>Research what options are available for person with mobility issues that require devices to move.</li> <li>Purchase and implementation of new adjustable tables, this includes employee training on safe use.</li> </ul>	
<b>Modify:</b> Re-design of accessibility locks for entering	31-Dec-22	EHS/Facilities Manager	Swapping out of keypad access points to swipe using a FOB.	<b>COMPLETED</b>
<b>Accessibility Project:</b> Provide continuous access to the gardens for all residents.	31-Aug-23	Administrator / Horticulture Manager	<ul style="list-style-type: none"> <li>Completion of four season permeable pathway from Purpave throughout the garden area. This provides all persons the opportunity to visit the gardens.</li> <li>Introduced raised planters making them accessible to residents with mobility issues.</li> </ul>	
<b>Plan:</b> Bee Hive Access.	01-Sep-23	Horticulture Manager	Limited access due to travel on grass – Assistance can be provided upon request.	<b>COMPLETED</b>
<b>Modify:</b> 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.	<b>COMPLETED</b>
<b>Audit:</b> File Accessibility Compliance Report	31-Dec-23	Administrator	<b>Completed</b>	
<b>Modify:</b> Trinity Village Website	04-Jan-24	Administrator	The new Trinity Village website launched on Jan 4th, 2024, and adheres to the World Wide Web's Consortium's (W3C) Web Content Accessibility Guidelines 2.1 (WCAG 2.1) at the AA level. These guidelines explain how to make web content accessible to people with a wide array of disabilities. Complying with those guidelines helps us ensure that the website is accessible to blind people, people with motor impairments, visual impairment, cognitive disabilities, and more. Please visit our website for more information.	<b>COMPLETED</b>
<b>Review:</b> Employee Workplace Emergency Response Information when needed.	31-Dec-24	JHSC Chair/Committee/ Administrator	Review Employee Workplace Emergency Response Information when needed.	<b>IN PROCESS</b>
<b>Modify:</b> Drapery Rod Pulls	31-Dec-24	Administrator	Due to age and overall wear, replace the drapery pull rods in resident rooms.	<b>IN PROCESS</b>
<b>Accessibility Project:</b> 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.	<b>IN PROCESS</b>
<b>Accessibility Project:</b> 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.	<b>IN PROCESS</b>
<b>Accessibility Project:</b> 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.	<b>UNDER INVESTIGATION</b>
<b>Plan:</b> Relocate outdoor benches.	31-Dec-24	Administrator / Horticulture Manager	Driveway benches are unaccessible by wc/walker/difficulty lifting leg up curb – to determine a better position.	<b>IN PROCESS</b>
<b>Modify:</b> 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.	<b>IN PROCESS</b>
<b>Accessibility Project:</b> 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.	<b>IN PROCESS</b>
<b>Improvement:</b> 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.	<b>IN PROCESS</b>
<b>Modify:</b> 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.	<b>IN PROCESS</b>
Effective January 17th, 2024, subject to change without notice.				