Trinity ✲ Village

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 TOO	NOTES	STATUS
Training: Create and provide education to all staff, volunteers on the following: • Purpose of AODA • Company Policies and Procedures on AODA	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
Welcome: 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.	
Plan: 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.	
Plan: 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.	
Accessiblity Project: Provide access to the gardens for all residents including ones with mobility issues.			• Introduction of paved pathways throughout the garden area. This provides all person the opportunity to visit the gardens. • Introduced raised planters making them accessible to residents with mobility issues.	
Plan: 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.	
Modify: 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
Audit: File Accessibility Compliance Report	31-Dec-14	Administrator	Completed	

Item	Date	Responsible	Details	Status
Plan: 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**
Training: 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.	
Training: 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 manditory training within Surge prior to their first shift.	**COMPLETED**
Feedback: 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	
			Recommedation from Feedback: - Review poster heights for those in wheelchairs	
			Feedback Options: Comment cards at each reception area (Studios & Care Centre), Website	
Modify: 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**
Employment: Make how employment practices such as hiring, career development, etc. accessible.		HR Manager	Added accessiblity statements to all Job Postings and Job Descriptions	
Audit: File Accessibility Compliance Report	31-Dec-17	Administrator	Completed	
Modify: Building and Property	31-Dec-18	EHS Manager	• Review fixed chairs in the waiting area • Disabled parking clearly marked • Reception desk set to accessible height for service • Self-service/computer in the hallway next to vending machines • Ramp access to all buildings	**COMPLETED**
Modify: Website		CDDC/Exec Administrator	• Resize Text option added to website • Review and update website for feedback and acessiblity	
Training: AODA		HR Manager	Updated AODA Training to Surge modules - orientation or disciplinary as required	

Accessiblity Project		Administrator	• Evaluated "Life Trees" and lowered to consistent height for accessibility by all • Added caption to photos for further explanation and enlarged font for accessiblity	
Accessiblity Project	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 tranportation initative "8-80 Cities" - goal accessible & affordable neighbourhoods - focus was on our neighbourhood	COMPLETED
Accessiblity Project: Modified the current process for menu viewing for all residents.	31-Dec-20	Nutrition Manager	• Reviewed option for making menu's better suited for residents. • Trialing sample of Menu Suit. • Installation and implementation of new menu viewers	COMPLETED
Accessiblity Project: Create a process to help residents with mobility issues had virtual visits with loved ones.		Programs Manager	• Research what technology is availble to help facilitate visits for resdients with mobility issues. • Creation of plan and implementation with virtual visits using technology.	
Modify: Review and identified what changes can be made to the current sign in process.		Administrator / EHS/Facilities Manager	• Source software that can be used for signing in by all persons including ones with a disability. • Purchase of touch tablets and stands that can be positoned for person with mobility issues.	
Accessiblity Project: Review of current dinning table styles for residents		Nutrition Manager	• Research what options are availible for person with mobility issues that require devices to move. • Purchase and implemantation of new adjustbile tables, this includes employee training on safe use.	
Audit: File Accessibility Compliance Report	31-Dec-20	Administrator	Completed	
Modify: Re-design and add to the current website	31-Dec-21	PCM Manager	• Add 5 year AODA plan to site accessible to all • Modify current reading assitance font and contrast • Look at adding voice for blind	IN PROCESS
Accessiblity Project: 3 year plan for improving resident leisure time.		Administrator / Program Manager	• Gathering data around the availility and versions of smart TV's that are availible. • Reaching out to service provide such as Rogers and Bell to see what services are provided.	

Modify: Re-design of accesssibility locks for enering building and secure areas.		EHS/Facilities Manager	Swapping out of keypad access points to swipe using a FOB.	
Audit: File Accessibility Compliance Report	**31-Dec-23**	Administrator	**Completed**	

Effective September 7, 2021, subject to change without notice.