



AODA Multi-Year Accessibility Plan

Parkview Services for Seniors

Message from the CEO

At Parkview Services for Seniors, accessibility is not simply a legislative obligation. It is a reflection of who we are and how we serve. Our commitment to dignity, inclusion, and respect guides every aspect of our work, from the care we provide to the environments we create for residents, families, staff, volunteers, and visitors.

The Accessibility for Ontarians with Disabilities Act (AODA) calls on organizations to remove barriers and build systems that are equitable and inclusive. At Parkview, we fully embrace this responsibility. Over the past several years, we have taken meaningful steps to strengthen accessibility across our organization, including enhancing policies, improving physical spaces, expanding training, and embedding accessibility considerations into our employment practices, communications, and emergency planning.

This 2026 to 2030 Multi Year Accessibility Plan builds on that foundation. It reflects our continued focus on accessible customer service, inclusive employment practices, clear and accessible communication, thoughtful design of public spaces, and ongoing education and accountability. Accessibility is an evolving journey, and we remain committed to reviewing our progress regularly, listening to feedback, and responding with care and intention.

Creating an inclusive community requires collaboration. I am grateful to our staff, volunteers, residents, families, and community partners who share their voices and experiences to help us better understand and remove barriers. Together, we are working toward a Parkview where everyone feels welcomed, supported, and empowered to fully participate.

On behalf of Parkview Services for Seniors, I reaffirm our commitment to accessibility, equity, and continuous improvement. We will continue to lead with compassion, accountability, and respect as we strive to create spaces and services where all individuals can thrive.

Introduction

Parkview Services for Seniors (“Parkview”) is a Not for Profit Organization consisting of three legal entities and two charities that provides services to Seniors. We strive to be leaders for advancing the rights of and removing the barriers for persons with Physical and/or Psychological Disabilities/Impairments.

Parkview is committed to providing accessible services to their employees, volunteers, contractors, residents, and visitors. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities, with dignity, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*.

We envision a vibrant, inclusive community where every senior is empowered to thrive and live life to the fullest. We aspire to redefine seniors’ living by providing a place to call home that celebrates diversity in contemporary settings, with quality care and support.

Parkview Services for Seniors enriches the lives of seniors by providing high-quality, cost-effective housing and facility-based care. Our mission is to create an inclusive environment that respects diversity and promotes dignity, ensuring every senior feels valued and supported throughout the journey of aging.

Previous Achievements to Remove and Prevent Barriers

Parkview accomplished the following initiatives as part of its 2021-2025 AODA Multi-year accessibility plan:

- Reviewed its *Accessible Customer Service* policy
- Reviewed its *Emergency Response and Public Safety* policy
- Established an IDEA Committee to promote Inclusion, Diversity, Equity, and Accessibility across all organizational practices and initiatives.
- Trained all employees and volunteers on human rights, accessibility, and accommodation, including training on *AODA, Customer Service, and Human Rights*.
- Updated the Feedback Process template and made available at all entrances of the three Parkview entities and on the website.
- Created the AODA recognition statement and incorporated into all internal and external job postings.
- Updated all Human Resource related correspondence to include the request for accessible formats, communication supports, and/or other needs for removing barriers (including templates, hiring/screening tools, and email signatures).
- Created an Individual Accommodation Plan template to ensure timely and formal accommodations may be prepared for individual accommodation needs.
- Developed a Return-to-work policy and template for employees returning to work after absence due to a disability.
- Emergency response plans and contingency plans for service disruption are established and in place, with accessibility arrangements available.
- Updated nurse call system, including lights to indicate the code.
- Accessible parking spots have been updated and clearly marked in the parking lot.

Strategies and Actions for 2026 – 2030

Customer Service		
Parkview 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.		
<i>Initiative</i>	<i>Outcome</i>	<i>Timeline</i>
Regularly review and update the <i>Accessible Customer Service Policy</i> , and ensure the most current version is publicly available.	The policy will continue to reflect the current needs and obligations of Parkview, and will be available to customers.	Annually, and as needed
Maintain the established procedure for receiving feedback on accessibility, with current contact information posted publicly.	Customers are welcomed to provide feedback via telephone, email, post, or in person. We aim to respond to feedback within 2 business days.	Ongoing
Establish and implement a schedule for regular tracking, reporting, and review of the progress of actions outlined in this plan.	Continued commitment to providing accessible customer service.	Ongoing
Information and Communications		
Parkview is committed to making our information and communications accessible to people with disabilities.		
<i>Initiative</i>	<i>Outcome</i>	<i>Timeline</i>
Review and update website design for accessibility, including but not limited to fonts and sound requirements.	Provide digital information and communications accessible to people with disabilities.	2025, and ongoing
Orientation provided to new families regarding messaging system and mass messaging needs, including evaluation forms for families to provide feedback.	Opportunity for collaborative feedback on messaging system, and providing communication to applicable parties.	Quarterly training sessions, ongoing
Emergency procedures, plans, and public safety information is reviewed and made publicly available on the website.	Arrangements are in place if a customer or resident requires requests an accessible format.	Annually, and Ongoing
Parkview will review the emergency response information when the employee changes work locations, when we review the employee's accommodation needs, or when we review our general emergency response plan.	Parkview aims to protect all employees and will engage in all measures to achieve this in the best way.	When necessary
Establish a Human Rights policy, aligned with the <i>Ontario Human Rights Code</i> , and add this to the website.	Communicate and support Parkview's commitment to an inclusive community and work environment that respects diversity and promotes dignity.	2026

24/7 Reporting System: An emergency reporting system is in place for immediate response to issues affecting accessible elements. Staff can report urgent maintenance needs at any time.	Response Protocol: An established protocol (using maintenancecare.com) ensures that emergency repairs are prioritized and addressed as quickly as possible to minimize disruptions.	Daily and ongoing
Notification: In the event of a temporary disruption affecting accessible elements, residents, visitors, and staff are promptly notified through signage, announcements, and direct communication.	Alternative Arrangements: Clear instructions are provided regarding alternative accessible routes or temporary accommodations.	Case by case basis, and ongoing
Employment		
Parkview is committed to fair and accessible employment practices.		
<i>Initiative</i>	<i>Outcome</i>	<i>Timeline</i>
Regularly review and update the recruitment, assessment, and hiring policies, processes, and practices, to ensure fair and accessible employment practices.	Continued commitment to the accommodation in hiring process through hiring screening tools, job postings, and onboarding procedures.	Ongoing
Review, to ensure the accessibility needs of employees with disabilities are considered when Parkview is using performance management, career and learning development and redeployment processes.	Parkview will work with employees on individual accommodation plans.	When necessary
Training		
Parkview 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.		
<i>Initiative</i>	<i>Outcome</i>	<i>Timeline</i>
Ensure the training on Surge is updated on an ongoing basis in connection with changes to applicable legislation and policies.	Training meets the requirements of accessibility and human rights legislation.	Ongoing
Ensure ALL new employees and volunteers complete the requisite AODA and Human Rights Training, within thirty days of being hired with Parkview and Ensuring that ALL current employees complete the online AODA, including Customer Service and Human Rights 101 training, annually.	Parkview staff will be aware of how to properly serve people with disabilities, along with how to look out for potential barriers that may exist within Parkview.	Ongoing – 30 days after hire

Provide training to applicable staff on responsibilities for the accessible feedback process.	Refresher training to be provided as needed, to ensure admin staff is aware of the process and their responsibilities.	Ongoing
Design of Public Spaces		
Parkview will meet accessibility laws when building or making major changes to public spaces.		
<i>Initiative</i>	<i>Outcome</i>	<i>Timeline</i>
Exterior Paths of Travel: Regular inspections are conducted to ensure that exterior paths are clear of obstructions and in good condition. Any necessary repairs or maintenance are scheduled promptly.	Exterior Paths of Travel: If an exterior path becomes temporarily unusable, temporary ramps or alternative routes are set up. Staff assist residents and visitors to ensure they can navigate safely.	Monthly and ongoing - during extreme weather conditions, done daily or more frequently as needed
Off-Street Parking: Parking areas, including designated accessible spaces, are inspected routinely to ensure they are well-maintained and compliant with accessibility standards.	Off-Street Parking: If accessible parking spaces are unavailable, alternative parking areas are designated, and transportation assistance is provided if necessary.	Annually and as required
Waiting Areas and Service Counters: These areas are routinely checked for safety and accessibility. Maintenance is performed as needed to address any wear and tear or functional issues.	Waiting Areas: If a waiting area is temporarily inaccessible, alternative waiting areas are arranged. Assistance is provided to ensure comfort and accessibility. Service Counters: If a service counter is temporarily out of service, staff will assist at an alternative location.	Monthly and ongoing
Transportation		
Parkview is committed to accessible transportation services.		
<i>Initiative</i>	<i>Outcome</i>	<i>Timeline</i>
Ensure availability of accessible busses for transporting residents.	Commitment to accessible transportation services.	When needed, ongoing

For More Information

For more information on this accessibility plan, please contact:

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Our accessibility plan is publicly posted at: <https://www.parkviewhome.ca/accountability/accessibility-statement/>

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

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