

Multi-Year Accessibility Plan

## Accessibility Plan and Policies for Parkview Services for Seniors

Parkview Service for Seniors will be referred to as "Parkview" in this document. This 2026 - 2030 accessibility plan outlines the policies and actions that Parkview will put in place to improve opportunities for people with disabilities. 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.

## **Statement of Commitment**

**Parkview Services for Seniors** 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.

On an annual basis, Parkview Services for Seniors Management Team are committed to reviewing its Employment, Customer Service and Communications Policies and Procedures to ensure that all barriers are removed for persons with a disability. Further, **Parkview** will incorporate an update to their AODA Multi-Year Plan as part of its Annual Reporting.

Objective	Actions	Outcomes	Timeframe/ Due Date
ACCESSIBLE EMERGENCY II REQUIREMENT	NFORMATION		
Parkview will provide its Stakeholders our publicly available emergency and public safety information in an accessible format or with communication supports upon request, and as soon as it is practicable.  Parkview will provide individualized workplace emergency response information and assessment tools to the employee.	<ul> <li>Parkview is committed to making sure its emergency response information is reviewed annually.</li> <li>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.</li> </ul>	Parkview aims to protect all employees and will engage in all measures to achieve this in the best way.	Annually Due Date: 2022/23/24  When necessary
<b>Preventative and Emergency Ma</b>	intenance Measures		
Parkview Services for Seniors conducts routine inspections and performs regular maintenance.	o 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.	By implementing these measures and procedures, we ensure that accessible elements are maintained effectively, and any disruptions are managed promptly to minimize impact on residents and visitors.	(current process) Monthly and ongoing- during extreme weather conditions done daily or more frequently as needed

Objective	Actions	Outcomes	Timeframe/ Due Date
	<ul> <li>Off-Street Parking: Parking areas, including designated accessible spaces, are inspected routinely to ensure they are well-maintained and compliant with accessibility standards.</li> <li>Waiting Areas and Service Counters: These areas are routinely checked for safety and accessibility. Maintenance is performed as needed</li> </ul>		(current process) annually and as required  (current process) Monthly and ongoing
Emergency Repairs:	<ul> <li>to address any wear and tear or functional issues.</li> <li>24/7 Reporting System: An emergency reporting system is in place for immediate response to issues affecting accessible elements.</li> </ul>		Daily and ongoing
	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
Parkview Services for Seniors has established procedures for managing temporary disruptions to ensure minimal impact on our clients and	Communication:  o Notification: In the event of a temporary disruption affecting accessible elements, residents,		Case by case basis, implemented daily and going

Objective	Actions	Outcomes	Timeframe/ Due Date
visitors. These procedures are designed to address any temporary interruptions to services or facilities effectively and promptly.	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 as needed
Parkview Services for Seniors has established mitigation procedures to effectively address and manage potential disruptions.	<ul> <li>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.</li> <li>Off-Street Parking: If accessible parking spaces are unavailable, alternative parking areas are designated, and transportation</li> </ul>		Case by case basis and as needed  Case by case basis and as needed
	assistance is provided if necessary.  • 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 provide		Case by case basis and as needed  Case by case basis and as needed
	assistance at an alternative location		

Objective	Actions	Outcomes	Timeframe/ Due Date
Parkview Services for Seniors has procedures for restoration and follow-up to ensure that any disruptions are effectively resolved and that service quality is restored to its highest standard.	or make arrangements to meet the needs of those affected.  • Timely Restoration: Efforts are made to restore any disrupted accessible elements to full functionality as quickly as possible.		Daily and ongoing
TRAINING REQUIREMENT			
Parkview provides training to employees, volunteers, and all other staff on the requirements of the standards that pertain to their duties, and on Ontario's Human Rights Code as it relates to people with disabilities.	<ul> <li>Ensure the training on Surge is updated on an ongoing basis in connection with change to applicable legislation and policies.</li> <li>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.     </li> </ul>	Parkview staff will be aware of how to properly service people with disabilities along with how to look out for potential barriers that may exist within Parkview.	January 2022  Due Date: 30 days after hire / Dec 2022 [Complete]
CUSTOMER SERVICE STANDARD			

Objective	Actions	Outcomes	Timeframe/ Due Date
Parkview is committed to meeting the Customer Service needs of people with disabilities.	Review and update its Customer Service Policy, including the complaint and feedback process, to ensure compliance.  Update policy and feedback form was posted onto the <b>Parkview</b> website, and at each front reception of The Parkview Home, Village location and Suites/Clusters.	The Customer Service Policy will be reviewed every three years by the Senior Management team unless applicable legislation requirements change.	Completed July 2021  Every 3 years  Next Due Date: 2024  [complete Aug 2024]

Objective	Actions	Outcomes	Timeframe/ Due Date
INFORMATION AND COMMU	UNICATIONS STANDARD		
Parkview is committed to meeting the communication needs of people with disabilities. On a need basis, we will consult with people with disabilities to determine their information and communication needs.	Review and update the template to ensure feedback processes are accessible to people with disabilities upon request.  Review current processes and take the following steps to make sure all publicly available information is made accessible upon request by:  • Update the Feedback Process template and posted it on the website and at all entrances of the three Parkview entities.  • Create the AODA recognition statement for inserting into all Parkview, internal and external Job postings.  • Update the employee email signature line to ensure compliance for requesting need for accessible formats and communication supports.  • Update all the Human Resource related correspondence templates to include the request for accessible formats and communication supports or other needs for removing barriers.	All Stakeholders of Parkview will be made aware of options they have for employment opportunities, accessing our accessible services, as well as the ability to provide feedback to us so we can keep growing as an accessible organization.	Completed July 2021 Review: 2023  Completed Aug 2021 Review: 2024 [Completed Aug 2024]  Completed Aug 2021 Review: 2024  End of 2021 Review: 2022  End of 2022 Review: 2024

Objective	Actions	Outcomes	Timeframe/ Due Date
	<ul> <li>Undergo a full review of its website and how accessible the content is.</li> <li>Plans include: <ul> <li>a full redesign project into its</li> <li>Capital Projects Budget for 2022/2023.</li> </ul> </li> </ul>	The Barriers will be removed from persons with disabilities being able to access our website properly.  To meet the WCAG 2.0 Level AA	End of 2023 [in process  – targeted completion date June 2025]  End of 2025
EMPLOYMENT STANDARD		Im ic i iii	
Parkview is committed to ensuring we engage in accessible hiring practices.	<ul> <li>Create and update ALL its recruitment, assessment and hiring policies, processes, and practices for ensuring AODA compliance, which are:</li> <li>Update/Implement Hiring Screening Tools.</li> <li>Update ALL internal/external job postings and job descriptions.</li> <li>Employee Onboarding and Orientation process and procedures are being reviewed and updated for implementation.</li> <li>Create a Human Rights Policy</li> <li>Create Individual Accommodation Plan template.</li> <li>Develop a return-to-work policy and template for employees that have been absent due to a disability regardless of causation:</li> </ul>	To notify employees and the public that Parkview will provide accommodation during the hiring process.  Parkview when making an offer of employment will let applicants know about our policies for accommodating employees with disabilities.  Parkview will work with employees on individual accommodation plans.	All to be completed by June 2022.  Review: December 2024

Objective	Actions	Outcomes	Timeframe/ Due Date
Objective	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.	Outcomes	When necessary
	with reaspies intent processes.		

## For more information

For more information on this accessibility plan, please contact Christine Ramdeyol at:

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Accessible formats of this document are available free upon request from: Cramdeyol@parkviewhome.ca, or csc@parkviewhome.ca

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