

## Procurement

Embassy West Senior Living

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Name of Organization

is committed to fair and accessible employment practices.

List the initiatives your organization is planning and specify the timeframe for each, if applicable.

## Self-service kiosks

Embassy West Senior Living

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Name of Organization

is committed to incorporating accessibility features/ considering accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

If applicable, list the initiatives your organization is planning and specify the timeframe for each.

N/A

## Training

Embassy West Senior Living

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Name of Organization

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.

List initiatives your organization is planning and specify the timeframe for each.

We will ensure that our staff are trained upon hire and annually to be familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, service and facilities. Training will include AODA Act 2005, Policy: Customer Service Standard etc.

## Design of Public Spaces

Embassy West Senior Living

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Name of Organization

will meet accessibility laws when building or making major changes to public spaces.

If applicable, list initiatives your organization is planning and specify the timeframe for each.

Public Space: w/c accessible automatic doors washrooms, automatic w/c accessible front entrance, ramps and elevators to access the floors.

Embassy West Senior Living

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Name of Organization

will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

## Transportation

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Name of Organization

is committed to accessible transportation services.

## Transportation

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

Para Transpo, w/c accessible Taxi, w/c accessible buses for resident activities, and Van

## Other

If your organization implemented initiatives that do not apply to any of the above headings, please list them here.

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## Section 2. Strategies and Actions

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Identify the projects and programs your organization 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

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Name of Organization

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.

List the initiatives your organization is planning to continue in order to comply with the Customer Service Standard (e.g., training new staff) and specify the timeframe for each.

EWSL in cases where the assistive device is present a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access goods, services or facilities.

### Information and Communications

Embassy West Senior Living

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Name of Organization

is committed to making our information and communications accessible to people with disabilities.

List the initiatives your organization is planning and specify the timeframe for each.

We will communicate with persons with disabilities in ways that consider their disability. Examples are in person (to allow for slow, clear and in a suitable language where possible, via pc (email or software), handwritten communication (to accommodate for time and larger print).

### Employment

Embassy West Senior Living

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Name of Organization

is committed to fair and accessible employment practices.

List the initiatives your organization is planning and specify the timeframe for each.

We will ensure that our staff are trained upon hire and annually to be familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, service and facilities.

has completed the following accessibility initiatives.

**Customer Service**

Provide information detailing actions your organization took to comply with the customer services standard. Include a statement confirming that your organization has remained in compliance with the Customer Service Standards, how customer feedback was submitted, actions to address the feedback received and actions your organization took to identify/address potential barriers that may prevent people from giving feedback.

Detail actions and list initiatives from past years.

Customer feedback is done annually online (Survey Monkey), in person, via email, telephone or in writing.

**Information and Communications**

Detail actions and list initiatives from past years.

AODA Website, annual review of the homes policies and procedures. Job Postings indicate those with disabilities are welcome to apply therefore setting an inclusive application process.

**Employment**

Detail actions and list initiatives from past years.

The home will ensure all applicants and current employees have an action plan in place upon requirement or a safety plan.

**Procurement**

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

N/A

**Self-service kiosks**

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

N/A

**Training**

List initiatives from past years, if applicable.

On boarding AODA and annual AODA training. 1:1 training with the persons with disabilities

**Design of Public Spaces**

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

Public places are wheelchair, walker accessible along with the automative front doors and w/c accessible washrooms.

## Introduction

Our accessible policies are consistent with the principles of independence, dignity, and equality of opportunity for people with disabilities.

All individuals, whether with a disability, or acting as a support person or neither must adhere to EWSL dress codes, areas of work related to safety protocols etc.

EWSL employees receive AODA training upon hire and annually thereafter.

Embassy West Senior Living

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Name of Organization

strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Embassy West Senior Living

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Name of Organization

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.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

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## Section 1. Past Achievements to Remove and Prevent Barriers

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In this section, you have the opportunity to highlight specific projects and programs your organization has implemented to improve accessibility for people with disabilities and to meet requirements of the *Accessibility for Ontarians with Disabilities Act*. Under each heading, add an introductory paragraph, if you wish, and provide information in bullets. You may also want to add a paragraph describing the corporate approach to addressing barriers. Disregard any headings that do not apply.

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**Multi-Year Accessibility Plan Requirement**

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**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.

The law is flexible, so you can develop your accessibility plan in a way that works best for your organization. There is no right or wrong way. This form includes sample information to help you comply with section 4 of the Regulation.

This section applies to the Government of Ontario, Legislative Assembly of Ontario, Designated Public Sector organizations as well as business/non-profit organizations with 50 or more employees.

**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.

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**Sample Plan**

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**Message from the CEO**

EWSL is committed in ensuring it meets the current and ongoing obligations under the Ontario Human Rights Code respecting nondiscrimination.

Equally EWSL understands the obligations under the Accessibility for Ontarians with Disability Act, 2005 (AODA) and its accessibility standards do not substitute or limits its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any laws.