Accessibility for Ontarians with Disabilities Act Multi-Year Accessibility Plan

Updated: July 15, 2024

Introduction to Victoria Park Community Homes

Victoria Park Community Homes ("VPCH") is a private non-profit corporation with a dedicated team of Board volunteers and staff committed to strengthening individuals, families, neighborhoods, and communities by providing stable quality affordable homes. VPCH will advance and protect the future of affordable quality housing through our leadership in the provision of specialized, effective, and integrated services that respond to the changing needs of those we serve.

Message from the Executive Director

I am pleased to present the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA") Multi-Year Accessibility Plan reflecting Victoria Park Community Homes' commitment to providing accessible services to our residents, clients, employees, board of directors, and any other members of our organization.

The principles of inclusivity and accessibility embedded in the AODA are aligned with our core values. We work to remove and prevent barriers by providing appropriate support to the people and communities we serve.

We make every reasonable effort to ensure our policies and procedures, as well as the delivery of our services to persons with disabilities, are in keeping with providing persons with disabilities equal opportunities.

Thank you for joining us in this important commitment.

Lori-Anne Gagne
Chief Executive Officer

Statement of Commitment to an Inclusive and Accessible Work Environment

VPCH is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under AODA.

Section One: Past Achievements to Remove and Prevent Barriers

I. Information and Communications Standards

a. Accessible Formats and Communication Supports

VPCH provides accessible formats and communication support for persons with disabilities by ensuring that essential company information is accessible, upon request. We consult with the person to determine the suitability of an accessible format or communication support, in a timely manner, and at a cost that is no more than the regular cost charged to other persons.

An “Alternative Format Request Form” is available to the public, online or by request, so persons with disabilities may request documentation or communication supports in a preferred accessible format.

VPCH will communicate with persons with disabilities in ways that considers their disability. We will provide information about our organization and its services in accessible formats, or with communication supports, upon request.

b. Accessible Emergency Information

VPCH is committed to providing residents and clients with publicly available emergency information in an accessible way, upon request.

We also provide customized emergency response information to assist employees, volunteers, or other members of the organization with a disability, during an emergency, where needed.

c. Accessible Websites and Web Contents

We have also ensured, in consultation with an external website developer, that our website meets internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario’s accessibility laws.

Victoria Park Community Homes 155 Queen St. North Hamilton ON L8R 2V6
P: 905.527.0221 T: 1-866-780-7275 F: 905-527-3181 E: info@vpch.com www.vpch.com

II. Employment Standards

a. Recruitment

VPCH is committed to fair and accessible employment practices.

We continuously notify the public, potential applicants and successful candidates that accommodations can be made to persons with disabilities during the recruitment and onboarding processes.

b. Informing Employees of Supports

VPCH notifies employees, volunteers and other members of the organization that supports are available during their employment for those with disabilities. Our performance management and career development processes consider the accessibility needs of all employees. Upon request, we will put in place a process to develop individual accommodation plans for employees.

We will continue to inform employees of our policies (and any updates to those policies) used to support employees with disabilities. This information will be provided to new employees as soon as possible after commencing employment.

c. Return to Work Process

VPCH maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations to return to work.

The return-to-work process outlines the steps VPCH will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return-to-work process will not replace or override any other return to work process created by or under any other statute (i.e., the *Workplace Safety Insurance Act, 1997)*.

III. Customer Service Standards

a. Establishment of Policies

VPCH has made, and will continue to make, every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles listed in the AODA.

Victoria Park Community Homes 155 Queen St. North Hamilton ON L8R 2V6
P: 905.527.0221 T: 1-866-780-7275 F: 905-527-3181 E: info@vpch.com www.vpch.com

b. Use of Service Animals and Support Persons

To ensure a person's accessibility needs are considered at all times, VPCH welcomes persons with disabilities who are accompanied by a service animal or by a support person to enter the premises, unless excluded by law from the premises. At no time will a person with a disability be prevented from having access to the service animal or support person while on the premises.

c. Training

VPCH is committed to training employees, volunteers and other members of the organization on Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

We train our employees, volunteers and other members of the organization on accessibility as it relates to their specific roles. Completion of training of all employees is tracked and recorded.

We take the following steps to ensure employees, volunteers and other members of the organization are provided with the training needed to meet Ontario's accessibility laws:

- All members of the organization are trained, when changes are made to Ontario's accessibility laws, by the required deadline.
- New members of the organization are trained during the initial orientation period.

d. Feedback

VPCH is committed to providing high quality, accessible and inclusive customer service.

We ensure feedback processes are accessible, in a timely manner, to persons with disabilities, upon request. We consult with the person making the request in determining the suitability of an accessible format or communication support.

Currently, feedback can be given in person, via phone, or in writing by email, or by completing our "Customer Service Feedback Form". Feedback received by VPCH is directed to the appropriate department manager.

A process is also in place to ensure that all feedback and communication from residents, employees, clients, and the general public is reviewed, and appropriate actions are taken, in a timely manner.

Victoria Park Community Homes 155 Queen St. North Hamilton ON L8R 2V6
P: 905.527.0221 T: 1-866-780-7275 F: 905-527-3181 E: info@vpch.com www.vpch.com

Design of Public Spaces

VPCH is committed to meeting the Accessibility Standards for the Design of Public Spaces, where applicable, when building or making major modifications to public spaces.

Preventative and emergency maintenance procedures are established for the accessible parts of our public spaces. On-site, live-in Resident Managers and/or Maintenance Attendants conduct daily preventative inspections/maintenance of the property, including accessible parking spots, and address any deficiencies they discover.

We will take appropriate measures to prevent service disruptions to accessible parts of its public spaces. In the event of a service disruption, we will notify employees, residents, clients and the public of the service disruption. The procedure includes the following:

a. Facility or service that has been disrupted
b. Reason for disruption
c. Period of unavailability
d. Alternative facilities or services
e. Contact information for alternative facilities or service accommodations

Section Two: Strategies and Actions

Moving forward, Victoria Park Community Homes plans on making every reasonable effort to accommodate persons with disabilities, in accordance with the principles listed in the *Accessibility for Ontarians with Disabilities Act, 2005*.

Contact Information

For more information on this accessibility plan, please contact Human Resources at:

Victoria Park Community Homes
Human Resources Department
155 Queen Street North
Hamilton, Ontario L8R 2V6
Phone: 905-527-0221
Toll Free: 1-866-780-7275

Fax: 905-527-3181

Email: info@vpch.com

www.vpch.com

Accessible formats of this document are available upon request.