

## **JVS Toronto AODA Multi-year Accessibility Plan**

Accessibility for Ontarians with Disabilities Act (AODA), 2005 – Ontario Regulation 191/11, Integrated Accessibility Standards

### **JVS Toronto’s Commitment to Accessibility**

At JVS Toronto, we are unwavering in our commitment to ensuring equal access and participation for individuals with disabilities. We recognize the diverse needs of individuals with disabilities and actively work to address these needs promptly and comprehensively.

We view equity, diversity, and inclusion not merely as principles but as integral to our mission. Recognizing these values as both a social responsibility and a strategic imperative, we foster an environment that is equitable, diverse, and inclusive for all stakeholders—clients, visitors, employees, volunteers, students, community partners, consultants, and contractors. We acknowledge and value the distinctive qualities individuals bring, enhancing our collective understanding and contributing to shared success.

JVS Toronto is steadfast in providing an environment free of discrimination. We champion a culture where all individuals, regardless of ability, are treated with respect and dignity. We believe in fostering an atmosphere where everyone can contribute fully, ensuring equal opportunities for personal and professional growth.

We are committed to upholding the standards set forth by the Accessibility for Ontarians with Disabilities Act (AODA) and Ontario's accessibility laws. We understand that compliance with AODA obligations is not just a legal requirement but a moral imperative. Our commitment extends beyond legal obligations to encompass the principles outlined in the Ontario Human Rights Code.

Our pursuit of excellence extends to all our customers, including those with disabilities. The principles of independence, dignity, and equality of opportunity underpin our accessibility policy. We recognize that fulfilling our accessibility commitments is not just about meeting legal requirements but creating an inclusive environment that reflects the values we hold dear.

We are committed to embedding these principles into every aspect of our operations. We understand that only through a steadfast commitment to these principles can we truly create an inclusive and accessible environment for all.

## Customer Service

JVS Toronto aims to provide high quality and appropriate services for all individuals in a manner that respects their abilities and dignity. We do this by:

- Considering the unique needs of each client
- Taking action to make our facilities and services accessible
- Striving to meet best practices for equity, diversity and inclusion, and
- Encouraging feedback

Information and services can be accessed in multiple formats (i.e. text, audio, video) and ensuring that online platforms are accessible. Physical spaces, including service counters and waiting areas, accessible to individuals with different abilities.

All JVS Toronto staff members, especially those in customer-facing roles, receive training on providing accessible and inclusive customer service. VS Toronto recognizes that customers have the right to the opportunity of voicing their complaints to the agency about their experience with JVS Toronto services and to have their concerns addressed in a transparent and timely manner.

Accessibility Standard	Actions	Status
Establishment of Accessibility Policies	Develop, evaluate and implement Accessibility Policy	Completed
	Post on JVS Toronto website and Employee intranet	Completed
Training	Train all new staff on an on-going basis: AODA Policy, Customer Service Standard, General Requirements, and Employment Standard	Ongoing
	Records of training certificates with dates, and kept in their personal employee file.	Ongoing

Workplace Emergency Procedure	<p>Emergency procedure training is part of our AODA policy.</p> <p>Accessible emergency information is provided to employees with disabilities.</p> <p>Individualized workplace emergency response plan is provided for employees with a disability who needs assistance during an emergency.</p>	Completed
Websites	JVS Toronto Website is WCAG 2.0, Level A compliant.	Completed
Feedback Process	Feedback process is in place and can be sent to: <a href="mailto:qualityassurance@jvstoronto.org">qualityassurance@jvstoronto.org</a>	Completed
Employment	<p>Review and update existing recruitment policies, processes and procedures.</p> <p>Specify that accommodation is available for applicants with disabilities at every stage.</p>	<p>Completed</p> <p>Ongoing</p>
Accommodation and Return to Work	<p>Return to Work/Accommodation policy and process in place.</p> <p>Short-term and long-term disability plans are available to eligible employees.</p>	<p>Completed</p> <p>Ongoing</p>



**Additional Information:**

This plan will be reviewed and updated every 3 years, or as needed.

For more information on this accessibility plan, please contact [qualityassurance@jvstoronto.org](mailto:qualityassurance@jvstoronto.org).

Our accessibility plan is publicly posted at: [www.jvstoronto.org](http://www.jvstoronto.org)

Standard and accessible formats of this document are available upon request.