

---

# Multi-Year Accessibility Plan

---



**Plan for Year 2024-2029**

---

**Senior Homecare By Angels**



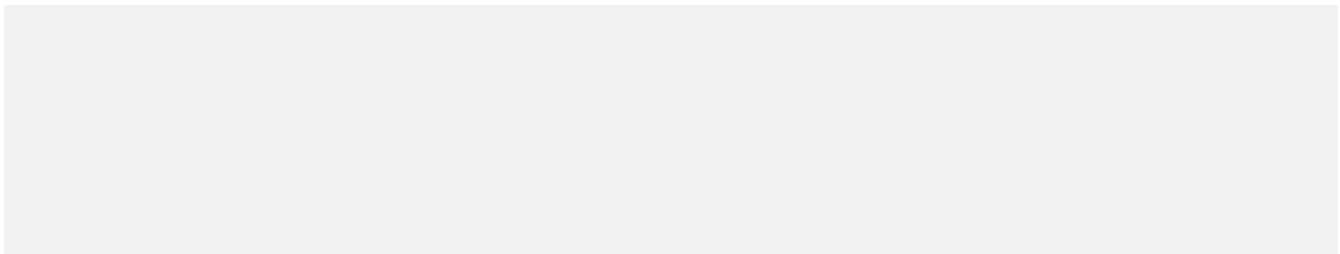
## Message from the Owner

Senior Homecare By Angels is committed to providing excellent homecare services to its employees and clients, including those with disabilities.

The policy of Senior Homecare By Angels is to function within the guideline described in the Accessibility for Ontarians with Disabilities Act (AODA), 2005. Any policy, practice, or procedure that requires modification or removal will be done promptly, in a way that promotes dignity, independence, integration, and equal opportunity for people with disabilities.

Our commitment is to review this plan at least every 5 years. Our Multi-Year Accessibility Plan shows how Senior Homecare By Angels will play its role in making Ontario an accessible province to all Ontarians.

David Milman  
Owner/Executive Director



---

# Introduction

Senior Homecare By Angels is a franchised homecare agency that is independently owned and operated. We serve clients across Canada and provides seniors and adults with the needed assistance in hospitals, private homes, retirement residences, nursing homes, and other residential settings.

Our mission is to maintain the independence and familiar surroundings for those in need of care.

Our agency is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act.

## ***General Requirements:***

Senior Homecare By Angels has created and made a statement of commitment publicly on the company's website.

Senior Homecare By Angels has created a SHBA Accessibility Policy, and it is available on the website, and can be seen on the SHBA Human Resources Policy binder located in the office premises.

A Multi-Year Accessibility Plan was created to ensure our agency will take actions to prevent and remove barriers and outlined what steps are needed for training, procedures, and policy development.

---

The plan is available and can be provided in accessible formats when requested. And is reviewed and updated at least once every 5 years.

## **Section 1: Past Achievements to Remove and Prevent Barriers**

***Customer Service-*** Senior Homecare By Angels is committed to comply with the Customer Service Standards on how the customers send their feedback, ways on how we address the feedback received and take actions on it. We value the person's right to accessible services. In June 2005, the Ontario government passed the Accessibility for Ontarians with Disabilities Act (AODA).

***Information and Communications-*** Our website was built in and coded to maximize accessibility, visibility, and search engine ranking. It is compatible with all browsers, platforms, and operation systems.

***Training-*** All employees and staff are required to complete the AODA on-line education through e-learning, on-line, paper based, or in-person orientation. Senior Homecare By Angels adopts and upholds the Ontario Human Rights Code (as it pertains to persons with disabilities).

---

## Section 2: Strategies and Actions

**Customer Service-** Senior Homecare By Angels is committed to providing accessible customer service to people with disabilities, whether for goods, services, and facilities to people with disabilities. Our agency is continuing to provide training new staff upon hire, provide assistance with formats and communication supports to individual with disabilities, and consult with them to make arrangements if there are issues. We have personal assistive devices, such as wheelchair, walker, shower chair available for someone who requires accommodation.

**Information and Communications-** Senior Homecare By Angels will communicate with persons with disability taking into consideration of their preferences to receive and transmit information. It will be provided in a timely manner at no cost. Methods of communication can be either by phone, emails, messengers, or texts.

**Employment-** Senior Homecare By Angels is committed to fair and accessible employment practices. We can provide individualized accommodation plans for employees and staff.

**Training-** Our agency provides training during orientation, at the time of hire, or ongoing through on-line modules, paper, in-person, or other methods. In addition to Health and Safety trainings, we have added an on-line training module such as the educational modules to meet the customer service training requirements under Ontario's accessibility laws, and training modules to learn more about the rights and responsibilities under the Ontario Human Rights Code and the AODA.

---

**Transportation-** We provide reimbursements for employees who have to pay double fare, such as YRT, book wheel-trans for accommodation if necessary, and it is ongoing.

For More Information on this accessibility plan, please contact at:

Senior Homecare By Angels

1111 Finch Avenue West

Suite # 453

Toronto, ON M3J 2E5

Phone: 416-398-4663

Website: [www.seniorhomecaretoronto.ca](http://www.seniorhomecaretoronto.ca)

Or fill out the **Contact Us** Form on our website.

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