



ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)

Accessibility Self-audit/Assessment

The Wexford is committed to providing accessible customer service to visitors in accordance with the Accessibilities for Ontarians with Disabilities Act (AODA).

Barriers	Action Plan
<p>Attitudinal Barriers</p> <p>By effectively engaging employees, your company can use leadership skills to create a forum of discussion regarding disability issues. In addition, you can provide training to employees to increase their understanding of disabilities and correct misconceptions and attitudes they may have about disabilities.</p>	<ol style="list-style-type: none"> 1. All staff trained on both Customer Service and Integrated Assessment Standards Regulations. (Completed Dec. 31, 2014) 2. Address individual attitudinal barriers as the need arises.
<p>Communication Barriers</p> <ol style="list-style-type: none"> 1. Making printed and electronic information accessible to people with a disability. 2. Effectively communicating and consulting with people with a disability by actively involving them in the planning, development, delivery, monitoring and review of services and information and communication systems/platforms. 3. Ensuring that information is not limited to one format (i.e., written information), and providing opportunities for people to receive information in a range of ways, such as by phone or in person. 4. Asking people what their preferred method or form of communication is. 5. Training staff to assist with requests for information and respond to queries in an appropriate manner. 	<ol style="list-style-type: none"> 1. Will respond promptly to individual requests, as communication barriers are identified (eg: through on-line feedback, personal discussions, etc.)
<p>Physical Barriers</p> <p>Architectural and physical barriers are features of buildings or spaces that cause problems for people with disabilities.</p>	<ol style="list-style-type: none"> 1. Replacement of door knobs with door handles by Dec. 31, 2016. 2. Respond promptly to concerns regarding any physical barriers.

<p>Accessible Approach/Entrance</p> <p>People with disabilities should be able to arrive on the site, approach the building, and enter as freely as everyone else. At least one route of travel should be safe and accessible for everyone, including people with disabilities.</p>	<p>In place</p>
<p>Parking and drop-off areas</p>	<p>In place</p>
<p>Entrance</p>	<p>In place</p>
<p>Access to goods and services</p> <p>Ideally, the layout of the building should allow people with disabilities to obtain goods, materials or services without assistance.</p>	<p>1. Identify additional doors that may require push button/automatic opener by Dec. 31, 2016.</p>
<p>Doors</p>	<p>In place</p>
<p>Rooms and spaces</p>	<p>In place</p>
<p>Signage for goods and services and directions</p>	<p>In place</p>
<p>Seats, tables and counters</p>	<p>In place</p>
<p>Stairs/Surfaces</p>	<p>In place</p>
<p>Usability of restrooms</p>	<p>In place: 1. Add 1 tilt-type mirror in each public washroom by Dec. 31, 2015</p>
<p>Telephones</p>	<p>In place</p>