



## **What You Need to Know**

### **Accessibility for Ontarians with Disabilities Act (AODA)**

#### **Accessibility at The Wexford Residence**

The Wexford Residence is committed to identifying and removing barriers that may challenge an individual's ability to receive care, access our programs and services, or to work here.

We are dedicated to improving opportunities for people with disabilities and to provide for their involvement in helping to make The Wexford Residence more accessible.

#### **Wheelchair access information**

All public entrances to The Wexford Residence are accessible by wheelchair. Wheelchair accessible washrooms for visitors are located in the following areas:

- On the ground floor, east of the main entrance to The Wexford Residence
- On the basement, Activity Level, immediately behind the pool table.

The Wexford is accessible by wheelchair throughout the building.

#### **Elevators**

The Wexford equipped with elevators and are accessible to those in wheelchairs, as well as individuals with vision impairment (buttons are imprinted with braille).

#### **For Hearing Impaired Residents**

To ensure effective communication with residents and visitors who are deaf, deafened or hard-of-hearing The Wexford provides access to Pocket Talkers. Please speak with a staff member on your unit for more information.

#### **Resident Escorts**

If you need someone to help you during your visit to The Wexford, please speak with the front office staff in the main lobby. They may be able to arrange for volunteer to assist you. Please be aware that we cannot lift you or transfer you.

## Contact Us/Feedback

Please use one of the following methods to share your feedback on accessibility at The Wexford Residence:

### **Mail**

ATTN: Executive Director  
The Wexford Residence Inc.  
1860 Lawrence Ave. East  
Scarborough, On  
M1R 5B1

### **Email**

[info@thewexford.org](mailto:info@thewexford.org)

Emails are received by the Executive Assistant and forwarded to the appropriate department for response.

### **Telephone**

Call 416-701-2503

## Our policies and processes

The Wexford has established a number of policies, practices and procedures that govern the provision of goods and services to people with disabilities.

A document is available for download below, and printed copies will be sent to you on request. Call The Wexford at 416-701-2503 for more information.

[Accessibility Policy – Accessible Customer Service](#)

[Accessibility Policy – Multi Year Plan](#)

[Accessibility – Statement of Commitment](#)

[Accessibility – What You Need To Know](#)

[Accessibility Feedback Form](#)