



Annual Accessibility Review and Status Report 2025

Completed: August 2025

STATEMENT OF ORGANIZATIONAL COMMITMENT

Victoria Gardens is committed to excellence by ensuring equal access and participation for people with disabilities, including staff, residents, and visitors. Victoria Gardens is committed to treating people with disabilities in a way that allows them to maintain dignity and independence.

Victoria Gardens is committed to meeting the needs of people with disabilities in a timely manner. The Home will do so by removing and preventing barriers to accessibility and by meeting its accessibility requirements under Ontario's accessibility laws.

Victoria Gardens' core values of respect, honesty, teamwork, integrity, and trust are mirrored in the Home's commitment to accessibility.

INTRODUCTION

Victoria Gardens has established a multi-year accessibility plan to prevent and remove barriers to accessibility and to meet requirements under the *Accessibility for Ontarians with Disabilities Act (AODA)* and the Integrated Accessibility Standards.

This Annual Status Report provides an update for 2025 regarding the progress of measures implemented to enhance accessibility within Victoria Gardens. The report aims to document the organization's advancements and inform the public about the Home's ongoing accessibility initiatives.

This report is available online on Victoria Gardens' website and is also posted within the Home.

To request an alternative format of this annual report, please contact:

Cindy Coyle, Administrator
905-527-9111 ext. 3
cindy@victoriagardens.ca

ACCESSIBILITY ACCOMPLISHMENTS 2025

Since the most recent review of the multi-year accessibility plan in August 2024, the Home has achieved the following milestones related to accessibility:

- The Home provides education on AODA and accessibility to all staff upon orientation. This is provided via Surge Learning, the Home's online education platform. This education was reviewed and updated for the 2025 education year.
- The parking lot at the Home, including a designated accessible parking space, was refurbished in 2025. Additionally, the visual signage was improved to enhance clarity and visibility.
- An accessibility notice has been included in the Home's job postings, both internally and externally, indicating that: "Victoria Gardens is an equal opportunity employer and is committed to ensuring equal access and participation for people with disabilities. Accommodations are available upon request for candidates taking part in the recruitment and selection process".
- The annual Resident and Family Satisfaction Survey conducted by the Home includes questions related to accessibility to gather input for potential improvements.
- The door alarm system on the first floor of the home has been adjusted to help minimize noise disturbances and ensure a more comfortable environment.

NEXT STEPS

There are several initiatives that the Home will pursue to enhance accessibility.

- Complete an annual review of the Home's Accessibility Policy. This was completed in August 2025.
- Complete an annual Accessibility Audit of the Home. This was completed in August 2025.
- Conduct an assessment of the signage throughout the facility to enhance visibility and accessibility. This will include updating the visitor bathroom signage to incorporate braille for improved usability.
- Coordinate with the City of Hamilton to enhance the sidewalk infrastructure surrounding the facility, ensuring increased stability and evenness for improved safety and accessibility.