Accessibility Policies and Multi-Year Accessibility Plan

Accessibility Plan and Policies for Villa Charities Inc./ Columbus Centre

This accessibility plan outlines the policies and actions that Villa Charities Inc./Columbus Centre will put in place to improve access for people with disabilities and to identify and remove barriers.

Statement of Commitment

Villa Charities Inc./Columbus Centre is committed to providing a barrier-free environment for all stakeholders, including our clients, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (AODA), 2005*, and its associated regulations.

Villa Charities Inc./Columbus Centre understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.

Providing an accessible and barrier-free environment is a shared effort, and we are committed as an organization to working with the necessary parties to make accessibility for all a reality. For more detailed information on our accessibility policies, plans, and training programs, please contact Chevanne Simpson, Executive Assistant, Administrative Services and Special Projects.

Sincerely,



Marco DeVuono
President & Chief Executive Officer

Accessible Emergency Contact Information

Columbus Centre/Villa Charities is committed to providing customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

Villa Charities Inc./Columbus Centre will provide training on the Integrated Accessibility Standards Regulation (IASR) accessibility requirements and Ontario's *Human Rights Code* as they pertain to individuals with disabilities. This applies to all employees and volunteers, individuals who participate in developing Villa Charities Inc./Columbus Centre policies, and all other persons who provide goods, services, or facilities on Villa Charities Inc./Columbus Centre's behalf.

Training will be provided regularly to new employees and as changes to Villa Charities Inc.'s accessibility policies occur.

Information and Communications

Columbus Centre/Villa Charities is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Columbus Centre/Villa Charities will continue to ensure existing feedback processes are accessible to people with disabilities upon request.

Columbus Centre/Villa Charities will continue to ensure all publicly available information is made accessible upon request .

Columbus Centre/Villa Charities will continue to conform all websites and content to WCAG 2.0, Level AA.

Recruitment, Assessment and Selection

Villa Charities Inc./Columbus Centre is committed to fair and accessible employment practices.

Villa Charities Inc./Columbus Centre will notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants will be informed that these accommodations are available upon request for the interview process and for other candidate selection methods. Where an accommodation is requested, Villa Charities Inc./Columbus Centre will consult with the applicant and provide or arrange for suitable accommodation.

Successful applicants will be made aware of Villa Charities Inc./Columbus Centre's policies and supports for accommodating people with disabilities.

Return to Work Process

Villa Charities Inc./Columbus Centre developed and implemented return-to-work processes for employees who are absent from work due to a disability and require disability-related accommodations in order to return to work.

The return-to-work process outlines the steps Villa Charities Inc. will take to facilitate the employee's return to work and will use documented individual accommodation plans as outlined by the regulation.

Performance Management, Career Development and Advancement & Redeployment

Villa Charities Inc./Columbus Centre will consider the accessibility needs of employees with disabilities when implementing performance management processes, or when offering career development or advancement opportunities.

Individual accommodation plans will be consulted as required.

The accessibility needs of employees with disabilities will be considered in the event of redeployment.

Individual accommodation plans will be consulted as required.

Design of Public Spaces

Columbus Centre/Villa Charities will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Outdoor public eating areas like patios or picnic areas
- Outdoor play spaces, like playgrounds in local communities
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps or rest areas
- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

Service Disruptions

Columbus Centre/Villa Charities will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available (if applicable) by clearly posting notices at building entranceways and outside the affected area. Depending on the nature of the disruption, a notice will also be posted on our organization's website.

For More Information

For more information on this accessibility plan, or to request an accessible format of this document, please contact:

Anto Mathew
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Villa Charities Inc.
Email: amathew@villacharities.com
Phone: 416-789-7011 ext. 336

This accessibility multi-year plan was last updated on January 1, 2026.