



Accessibility Plan 2026 – 2031

Submitted to

Paul Howarth

Chief Executive Officer

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Prepared by

Accessibility Committee

This plan is available on our website: www.tvcc.on.ca.

Contact us if you need it in a different format.

Statement of Commitment

TVCC is committed to providing a barrier-free environment and access to information and services. This includes clients, families, guests, volunteers, staff, and the community. We will be accessible, inclusive, and respect the dignity and independence of all people, including those with disabilities. TVCC follows the Accessibility for Ontarians with Disabilities Act and has updated our Accessibility Plan for 2026-2031. The plan explains how we will identify, remove and prevent barriers. TVCC will focus on four of the five standards: customer service, employment, information & communication, built environment. The standards related to transportation are not applicable to TVCC.

Customer Service

TVCC is committed to customer service standards to make our services, facilities and resources accessible to everyone.

TVCC:

- Trains all staff and volunteers in accessibility, with a focus on providing customer service that is responsive and adapted for everyone. This includes the use of adapted and accessibility equipment.
- Welcomes service animals and support personnel.
- Encourages feedback to improve accessibility.

Information and Communication Technologies

TVCC is committed to meeting the communication needs of everyone. We regularly consult with clients, families and community partners regarding their information and communication needs.

TVCC:

- Provides information using plain, easy to understand language.
- Offers information in accessible formats and can provide other formats on request (e.g., different media, translation, print size).
- Strives to ensure website accessibility and content follows the latest Web Content Accessibility Guidelines (WCAG) and meets legal requirements.
- Shows capacity to deliver services in French, in all our regions served, under the French Language Services Act (FLSA).
- Provides translation or interpretations services as needed.

Built Environment

TVCC is committed to the accessibility standards for the design of all TVCC occupied spaces.

TVCC:

- Meets or exceeds accessibility standards when building, maintaining, or renovating.
- Communicates service disruptions promptly by notifying staff, clients, and public. We post signs at our entrances, and update our website, social media, voicemails, and email replies.
- Acts as a community resource by sharing accessibility information and highlighting inclusive features in our organization.

Employment

TVCC is committed to fair and accessible employment practices.

TVCC:

- Ensures hiring practices comply with AODA requirements. We provide accommodations to people with disabilities during the recruitment and onboarding processes.
- Supports accessibility needs of employees throughout the employment lifecycle.

Transportation

Not applicable.

Training

TVCC provides annual training on Ontario's accessibility laws and the Human Rights Codes, related to people with disabilities. We train employees, volunteers and contracted staff, in a format that is most appropriate to their duties.

Organizational Commitments

TVCC is committed to all areas of accessibility, not limited to the five standards outlined above.

Equity, Diversity and Inclusion (EDI)

TVCC is committed to fairness, inclusion, and health for everyone and formed the EDI committee in 2021.

TVCC:

- Strives to create a culture where people feel able to be their true selves at work.
- Works on equity, diversity, inclusion, anti-racism, and health equity in all areas of accessibility.
- Provides an advisory, policy development and review, and monitoring role. The EDI committee shares information with staff, board members, and advisory groups.

Anti-ableism

TVCC is committed to anti-ableism, recognizing disability as a natural part of human diversity.

TVCC:

- Takes guidance from the opinions, voices, and expertise of individuals with disabilities.
- Actively challenges personal and systematic biases and unfair treatment.
- Fosters relationships grounded in respect and collaboration.
- Shows our commitment through policies, practices, and training programs.
- Ensures we promote equal opportunities and reduce discrimination against people with disabilities.

Communication of the Accessibility Plan

The Accessibility Plan is posted on our website, shared in our newsletters and our Annual Report. Contact us if you need it in a different format.

For more information about this plan or Accessibility at TVCC, please contact:

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Edited with Microsoft CoPilot for readability. Final content reviewed and approved by the members of the Accessibility Committee