Multi-Year Accessibility Plan 2026–2031

Warm Embrace Elder Care Ltd. a mother & her daughters providing meaningful assistance to seniors

ORGANIZATION	Warm Embrace Elder Care Ltd.
ADDRESS	265 Frederick St., Kitchener, ON N2H 2N2
PLAN PERIOD	2026–2031
LEGISLATION	Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR)

Our Commitment to Accessibility

Warm Embrace Elder Care Ltd. is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

Warm Embrace Elder Care is a family business: a mother and her daughters providing meaningful assistance to seniors. Family is the cornerstone of everything we do, and we believe every person deserves to be treated with dignity and respect no matter their age or ability.

Our mission is to empower the elderly to experience fulfillment today through dignified care. That mission only works if our services, our information and our team are open to everyone. We are committed to meeting the needs of people with disabilities in a way that respects their dignity and independence, and to providing our clients, their families, our caregivers and our community with equal opportunity to access what we offer. Because we specialize in serving people with disabilities, accessibility is part of our expertise and not only a legal requirement.

This Multi-Year Accessibility Plan sets out our strategy to prevent and remove barriers, including under the Integrated Accessibility Standards Regulation (IASR). It is posted on our website at www.warmembrace.ca and is available in an accessible format on request.

The most important way we remove barriers is by going to our clients. Our caregivers come to people where they are most comfortable, whether that is a private home, a retirement

home, a long-term care home or a hospital. Clients and families do not need to travel, navigate unfamiliar spaces or leave the comfort of their own surroundings to receive care.

About Warm Embrace Elder Care

Warm Embrace provides home care, dementia care, supplementary care, 24 hour care and overnight care to seniors and adults with disabilities in Kitchener, Waterloo, Cambridge and Guelph. Our caregivers also provide tender loving care in hospice, retirement and long term care settings. Because our caregivers are often the first to notice subtle changes in a client's needs, we know how important it is to listen closely, communicate clearly and adjust to each person.

We remove barriers by bringing care to the client. Warm Embrace serves our clients directly where they live, whether that is a private home, retirement home, long-term care home or hospital. Clients do not need to leave the comfort and accessibility of their own surroundings to benefit from our services.

Warm Embrace specializes in caring for seniors and adults with disabilities. We serve many people who live with disabilities, including hearing loss, vision loss, mobility limitations, memory loss and dementia, as well as families who are navigating caregiving for the first time. Accessibility is part of the care we provide every day, not an add-on.

Serving people with disabilities is at the heart of what we do. We work every day to prevent and remove barriers to accessibility for our clients, their families and our team.

How This Plan Was Developed

This plan was prepared by our management team, including our founder and our office manager, with input from the day-to-day experience of our caregivers and office staff, and the feedback we receive from clients and families. The plan will be reviewed and updated at least once every five years, and sooner if our services, our legislation or the needs of our clients change. Progress will be reviewed each year by management.

Our Accessibility Policies

Warm Embrace maintains accessibility policies that describe how we meet our obligations under the AODA, including our accessible customer service practices, our approach to feedback, and our commitment to accessible employment practices. Our caregivers are provided with our accessibility policy as part of their orientation, and signed acknowledgement is kept in each employee file. Policies are available in an accessible format on request.

Our Strategy and Actions, developed 2026

The table below sets out what we will do in each area of the IASR. Our team will track each action and report progress to management at least annually.

Area	What we will do
Customer Service	Our care comes to the client, so travel, transportation and unfamiliar buildings are not barriers to receiving our services. We will continue to provide services in a way that respects the dignity and independence of every client and family. Caregivers and office staff will welcome service animals and support persons, speak clearly and patiently, and offer to communicate in the way that works best for the person (for example, slowing down for those who are hard of hearing, as covered in our caregiver training). In-home assessments will ask about accessibility needs up front. We will offer assessments in-home or remotely to ensure that accessibility standards are met.
Training	All employees, including new hires, will complete AODA and Ontario Human Rights Code training appropriate to their role. Caregivers will also be trained in how to interact with and support clients with hearing impairment and visual impairment, and in safe physical transfers. Training will be delivered in person, through our online learning platform, practical instruction and a sign-off form so that we have proof of completion for every person. We will train every new hire as soon as practicable after being hired, and provide training whenever policies change. We will keep records of the training provided, including the dates on which it was provided and the number of individuals trained. All current staff will complete this training by mid-2027, and training will be refreshed every 3 years.
Information and Communications	On request, we will provide documents such as service agreements, care information and this plan in accessible formats (for example large print, electronic text or by phone).
Website and Web Content	We will keep our website and online content accessible and aligned with WCAG 2.0 Level AA, as required by the AODA. We will work with our web partner, REM Web Solutions, on colour contrast, headings, alternative text for images and keyboard navigation, and we will

Area	What we will do
	check new pages and blog posts before they are published. We will review our website every year.
Feedback	Clients, families, caregivers and the public can tell us about accessibility by phone at (519) 954-2480, by email at info@warmembrace.ca or by mail. If someone would like to meet in person, we will arrange a visit by appointment, or meet at the client's home. We will make sure our feedback process is accessible, respond in the format requested, and use the feedback to improve our services.
Employment	We will tell candidates that accommodations are available during recruitment and hiring, and consult with selected applicants who request them. We will let new and current employees know about our supports for employees with disabilities, work with employees to develop individual accommodation plans where needed, and support a safe return to work after an absence related to a disability.
Emergency and Safety Information	Where we have information on workplace emergency procedures or public safety information, we will provide it in accessible formats on request. Where an employee has a disability and we know an individualized plan is needed, we will provide it.
Procurement and Technology	When we purchase or upgrade goods, services, software and facilities, including scheduling and communication tools used by our caregivers, clients and families (such as our caregiver app and family portal), we will consider accessibility features and consult with our providers.
Our Office and Public Spaces	Warm Embrace delivers its services at the client's location, and our office at 265 Frederick St. is not open to the public for services. If we ever open a space to clients or the public, or change our office space, we will consider accessibility, including entrances, parking and signage.

Training

Every caregiver, office team member and manager will be trained on the AODA's accessible customer service requirements, the Integrated Accessibility Standards Regulation and the Human Rights Code as it relates to people with disabilities.

Our caregivers also receive hands-on training in the practical skills clients rely on, including:

- Communicating with clients who have hearing loss or a hearing impairment
- Supporting clients who have vision loss or a visual impairment
- Safe physical transfers and mobility assistance

We train every person as soon as practicable after being hired and provide training in respect of any changes to our policies. We maintain records of the training provided, including the dates on which the training was provided and the number of individuals to whom it was provided. Training will be reviewed and refreshed regularly so our team can continue to be warm, empathetic and patient with every client and family.

Accessible Formats and Communication Supports

If you need this plan, or any other document or information from Warm Embrace, in a different format, just let us know. We will work with you to find the format that works best and will provide it in a timely manner at no additional cost.

Review and Updates

This plan will be reviewed and updated at least once every five years. We will review our progress each year and update the plan sooner if we make changes to our services, our team or our policies, or if feedback shows us that there are additional barriers to remove.

Contact Us

Questions or feedback about accessibility at Warm Embrace Elder Care are always welcome. Please contact us by phone, email or mail, and we will arrange to meet you wherever is most comfortable.

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