MULTI-YEAR ACCESSIBILITY PLAN 2025 - 2029 No. ADPL-001

This document is updated annually to ensure effectiveness and competency with the evaluated plan.

Our Accessibility Plan is publicly posted on our website, www.elliottcommunity.org.

Prepared by:	The Senior Leadership Team
Department:	Cross-Functional
In Consultation With:	Staff
Date Last Reviewed:	February 2026

Architectural

Description of Barrier	Strategy/ Solution	Implementation Date	Person Responsible	Status	Comments

Environmental

Description of Barrier	Strategy/ Solution	Implementation Date	Person Responsible	Status	Comments
Elevator modernization- Ellington.	Making controllers more accessible	2026/27	Director of Environmental Services	Capital Plan	Full modernization
Elevator modernization- Ellridge.	Making controllers more accessible	2026/7	Director of Environmental Services	Capital Plan	Full modernization
Café counter is too high for wheelchair service.	Renovate the café: lower the counter to be wheelchair accessible for service; integrated display case so offerings are visible at various heights	2026	Director of Environmental Services / Director of Dietary	Design and installation in progress	Planned completion for spring 2026.

Attitude

Description of Barrier	Strategy/ Solution	Implementation Date	Person Responsible	Status	Comments
Residents with Dementia or otherwise not understanding the disability make comments.	Provide one one-on-one counselling and small group home area education with residents	Ongoing	Director of Care LTC / Director of Care Retirement / Associate Director of Professional Practice and Education	Ongoing	Education is provided depending on the acuity of the residents living in LTC, retirement, and life lease.
Difficulty choosing appropriate programs that appeal to a variety of residents.	Diverse Program Calendar: Offer a variety of activities catering to different interests and abilities. Customization Options: Provide choices within programs to accommodate individual preferences. Flexibility in Scheduling: Offer programs at various times to suit residents' schedules. Promote Variety: Introduce new activities and events to keep programs engaging. Empower Resident Councils: Involve resident councils in planning and organizing activities. Provide Training: Train staff to effectively facilitate programs for diverse residents.	Ongoing	Recreation Supervisor / Communiy Engagement Manager / Associate Director of Professional Practice and Education / Resident Experience Lead	Ongoing	All staff in our long-term care home are being trained in the Butterfly Approach so everyone can engage residents in meaningful activities and supportive interactions. Education training has been provided to new Recreation staff on DementiAbility to help with program ideas utilizing Montessori-based programs. Recreation staff are using the Canadian Centre for Diversity and Inclusion's annual diversity calendar to plan a diverse and inclusive range of activities and programs. Recreation Supervisor, Community

| | | | | | Engagement Manager, and Associate Director of Professional Practice and Education are part of the interdisciplinary Community Engagement team that ensures diverse, inclusive, and equitable events and education throughout the year. |

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| | Evaluate and Adapt: Regularly assess program success and make adjustments as needed.

Implement and deliver an individualized Music and Memory program to residents through Music Therapy Services. | | | | Engagement Manager, and Associate Director of Professional Practice and Education are part of the interdisciplinary Community Engagement team that ensures diverse, inclusive, and equitable events and education throughout the year. |

Financial

Description of Barrier	Strategy/ Solution	Implementation Date	Person Responsible	Status	Comments
Rent/ Care Needs exceed income.	Refer to the finance department for strategies. Offer alternate accommodations (move from Private Accommodation to Basic Accommodation. Provide forms to apply for "rate reduction." Provide financial forms/ tax papers.	Ongoing	CEO / Chief of Resident Care/ Director of Care LTC / Director of Care Retirement / Chief of Finance and Operational Services	Ongoing	The Director of LTC maintains an internal waitlist for residents waiting for basic accommodation.
Non For Profit /budget constraints.	Resident and Family-Driven Fundraisers-throughout the year to maintain a balanced budget. Such as Easter Egg Hunt, and Holiday Market. Organizational Fundraising: • The Great Harvest • Holiday Campaign • In memorial • Bequests • Grants for specific program activities • Grants for accessibility and organizational priorities.	Ongoing	Recreation Supervisor / Community Engagement Manager CEO / Senior Leadership Team	Ongoing	Working with the Community Engagement Team, fundraising initiatives are offered on or near special days and celebrations throughout the year. A grants working group aligns identified priorities with grant opportunities.

Description of Barrier	Strategy/ Solution	Implementation Date	Person Responsible	Status	Comments
Residents with low financial means are unable to partake in paid recreation activities.	Residents can partake in all activities offered. Funds raised through recreation-led fundraising events such as the Community Easter Egg Hunt and Holiday Market help fund activities for those unable to pay so that all residents have equal opportunity to participate in programs of choice.	Ongoing	Recreation Supervisor	Ongoing	Funds raised through the Recreation and Community Engagement Teams can be used to ensure all residents have an equal opportunity to participate in programs of their choice.

Information and Communications

Description of Barrier	Strategy/ Solution	Implementation Date	Person Responsible	Status	Comments
Language Barriers between Residents/ Staff- difficulty communicating, especially at mealtimes.	Implement language cards for residents and staff to use. Use software that translates voices, typed text, and pictures of text such as Google Translate app.	Ongoing	Director of Care Retirement / Associate Director of Professional Practice and Education	In Process	Use of technology, such as cell phones and iPads, to enhance communication. Use of evidence-based picture cards to support communication.
Difficulty with word finding and the ability to speak in residents who have Aphasia.	Offer the use of written communication or the use of a computer/ tablet SLP referral from the community.	Ongoing	Director of Care Retirement	In Process	Use of evidence-based picture cards to support communication.
Language Barriers.	Pictures with the specific language written underneath, using staff of the same culture to interpret. Use of technology/tablets.	Ongoing	Director of Care LTC / Director of Care Retirement	Ongoing	Upon admission, residents' needs are identified, and resources are put in place.
Residents with aphasia.	We are using an alphabet board, whiteboard, and restorative communication program.	Ongoing	Director of Care LTC / Director of Care Retirement	Ongoing	Needs are identified during the admission process, and resources are put in place if needed. Use of evidence-based picture cards to support communication.

Residents with loss of hearing.	To ensure proper communication between program facilitators and residents during recreation programming, voice amplifiers are available to staff and residents.	Ongoing	Recreation Supervisor	Ongoing	
Call Bell System outdated.	Install new systems into 170 and 168 Metcalfe Street buildings with Wi-Fi technology and integrated pendant systems that indicate to staff where the Resident's location is.	Ongoing	Director of Environmental Services / IT Coordinator	Complete	Troy LFS completed installation at 170 Metcalfe in March 2024. Installation at 168 Metcalfe began in April 2024 and was completed in September 2024.
Communication of information – annual experience surveys: residents lack the knowledge of the internet/computers to complete online surveys or gather information.	Offer communication in a variety of forms: written, 1-1 with staff or volunteer assistance, email, via the website, printed and posted around the community.	Ongoing	CQI and Risk Management Resource Nurse	Ongoing	Identify what forms of communication are required to ensure the maximum number of residents/families are reached and the information is shared. Computers were installed in each home area using United Way grant funding for resident use independently or with staff support.
Written communication – printed and electronic. Ensure printed communications can be accessed and understood by people with diminished visual acuity and/or visual impairment.	Basic strategies could include: • Use an accessible font size, and style – Sans serif font, minimum 14 pt in size • Ensure adequate contrast between print and background • Use bold text for emphasis and avoid	Ongoing		Ongoing	Presentation to SLT and Leadership Forum by the Associate Director of Professional Practice & Education, Fall 2025. Refresher in 2026.

	the use of CAPS and underlining • Offer assistance with understanding written communications as requested • In electronic communications, such as Word, PDF, jpeg, and png files, include alternate text descriptions of images or ensure what is communicated visually is also described using text.				

Technology

Description of Barrier	Strategy/ Solution	Implementation Date	Person Responsible	Status	Comments
Residents who are not savvy with technology and/or don't have access to a computer or tablet.	Computers acquired through a United Way grant are in each home area, one is fully accessible with specialized hardware (such as a special optical Mouse, Large Print and high-contrast Computer Keyboard) and software (including screen magnification and screen reading functionality). These computers are used during 1:1 lessons within our Recreation programs, ensuring inclusivity and accessibility for all residents.	2024	Recreation Supervisor / Director of Care LTC / Director of Care Retirement	Ongoing	

Employment Standards

Description of Barrier	Strategy/ Solution	Implementation Date	Person Responsible	Status	Comments
All employment-related accessibility and or barriers are addressed in our HR policies.					

..\Human Resources\1 - EMPLOYMENT\22 - AODA Integrated Accessibility Standards Regulation (IASR) Accessible Customer Service Standard.doc

..\Human Resources\1 - EMPLOYMENT\23 - AODA Integrated Accessibility Standards Regulation (IASR) Employment Policy.doc

..\Human Resources\1 - EMPLOYMENT\24 - AODA Integrated Accessibility Standards Regulation (IASR) Information and Communications Policy.doc

Description of Barrier	Strategy/ Solution	Implementation Date	Person Responsible	Status	Comments
Inclusive Recruitment	**Accessible Job Postings**: Ensure job descriptions and postings are written in clear, plain language. **Non-Discriminatory Criteria**: Avoid unnecessary qualifications that exclude people with disabilities or other diverse characteristics. **Accessible Application Processes**: Provide alternative methods for submitting applications and ensure online platforms are accessible. **Reasonable Accommodations**: Offer accommodations during interviews, such as sign language interpreters if required, alternative formats, or remote options.	Ongoing	Chief of Human Resources & Community Services Employee Engagement and Development Manager	Ongoing	
Reasonable Accommodation	**Tailored Support**: Work with employees to provide accommodations like modified workstations, flexible schedules, or task reassignments.	Ongoing	Chief of Human Resources & Community Services Employee Engagement	Ongoing	

	Confidentiality: Respect privacy when managing accommodation requests. Proactive Planning: Anticipate accessibility needs rather than reacting to complaints or barriers.		and Development Manager	 	
Training & Development	Accessibility Awareness: Share information and guide managers about accessibility principles, disability inclusion, and unconscious bias. Accessible Learning Materials: Ensure training programs are accessible to all, including videos and materials in multiple formats. Career Development: Ensure career progression opportunities are accessible and inclusive.	2024 / Ongoing	Chief of Human Resources & Community Services Employee Engagement and Development Manager	Ongoing	
Inclusive Policies and Benefits	Non-Discriminatory Policies: Prohibit discrimination based on disability, age, race, gender, or other characteristics. Leave Policies: Provide leave options for employees needing medical treatments, caregiving, or disability-related needs. Wellness Programs: Make wellness programs inclusive by addressing physical, mental, and emotional needs.	Ongoing	Chief of Human Resources & Community Services Employee Engagement and Development Manager	Ongoing	
Employee Engagement and Feedback	Accessible Communication Channels: Use multiple formats for communication, such as email, video, and in-person, ensuring all are accessible.	Ongoing	Chief of Human Resources & Community Services	Ongoing	

	Feedback Mechanisms: Enable employees to provide input about accessibility barriers and workplace improvements. **Inclusive Events**: Plan organizational events to accommodate everyone by offering remote options and ensuring physical venues are accessible.		Employee Engagement and Development Manager	 	

Transportation

Description of Barrier	Strategy/ Solution	Implementation Date	Person Responsible	Status	Comments
We have limited transportation for residents with disabilities outside of Guelph city limits.	Recreation outings include shopping trips within and outside the Guelph community, as well as theatre shows, special events, and country drives outside the Guelph area, using our Elliott mobility bus.	Ongoing	Recreation Supervisor	Ongoing	

Community Integration

Description of Barrier	Strategy/ Solution	Implementation Date	Person Responsible	Status	Comments
Disruption in service-goods or disrupted or unavailable services (Outbreak, Café/General Store closed).	Alternative services/options include Elliott General Store, online ordering, room service, and prepared frozen meals.	2020	Recreation Supervisor / Director of Dietary Services / Community Sales Supervisor	Ongoing	General Store is open throughout the week at various times during the morning and afternoon. Everyone living at The Elliott Community can access personal and various food items without leaving the home. This has provided a sense of independence. Set

| | | | | days/times are available for those living in Long-Term Care to go to the Store with staff assistance.

During outbreaks, Recreationists take General Store orders, which are then delivered to those in the affected areas who placed an order. |
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