

ACCESSIBILITY PLAN 2019 - 2021 No. ADPL-001



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

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Department:	Cross Functional
In Consultation With:	Staff
Date Last Reviewed:	October 6, 2020 – Annual Review – next review Fall 2022

ACCESSIBILITY PLAN

Architectural Barriers



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

ACCESSIBILITY PLAN



Environmental Barriers

Description of Barrier	Strategy/ Solution	Implementation Date	Person Responsible	Status	Comments
Carpet replaced in screening entrance – COVID-19 IPAC prevention.	Replace with laminate hardwood flooring	Fall 2020	Director of Environmental Services	Completed	
Access ramp by rear Elliott exit too small for walks to safely navigate.	Widen Ramp for safe access	July 2019	Director of Environmental Services	Completed	
Trim branches from back garden walkway.	Residents having trouble walking on walkway.	July 2019	Director of Environmental Services	Completed	
Re-lay walkway paver stones. Residents having trouble with wheelchairs and walkers.	Contractor leveled and re-laid pavers.	August 2019	Director of Environmental Services	Completed	
Wheel Chair access required for new Community Centre patio.	Contractor installed automatic door openers on both	May 2020	Director of Environmental Services	Completed	
Community Centre patio has a lip from the patio to the floor. Hard for walkers and wheel chairs to roll through doorway.	Installed aluminium threshold ramps	June 2020	Director of Environmental Services	Completed	
Washrooms in main lobby of 170 Metcalfe do not have accessible door openers.	Install 2 automatic door openers on main floor washrooms.	September 2019	Director of Environmental Services	Completed	
Wheel Chair access required for washroom doors by Community Centre Chapel.	Contractor installed automatic door openers on both washrooms	December 2019	Director of Environmental Services	Completed	
Nottingham residents having trouble rolling wheelchairs and walkers across the carpeted hallway.	Contractor to replace the rug with flooring	January 2021	Director of Environmental Services	Completed	
Residents having trouble rolling wheelchairs and walkers across the carpeted floors in the Community Centre.	Contractor to replace the rug with flooring	Spring 2021	Director of Environmental Services	Ongoing	
Elliott main entrance concrete ramp extension for wheel chair access when ambulance or bus is picking up at main entrance.	Contractor to extend ramp by 10'	Spring 2022	Director of Environmental Services	Planned	After COVID restrictions make entrance usable again.
Elevator modernization- Ellington.	Making controllers more accessible	2023	Director of Environmental Services	Planned	

Elevator modernization- Ellridge.	Making controllers more accessible	2024	Director of Environmental Services	Planned	
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Attitude Barriers

Description of Barrier	Strategy/ Solution	Implementation Date	Person Responsible	Status	Comments
Residents with Dementia or otherwise not understanding the disability making comments.	Provide one on one counselling with residents/ educations sessions	Ongoing	Director Of Care - LTC / Director Of Care - Retirement	On-going	Education provided depending on the acuity of the residents living in LTC.
Difficulty choosing appropriate programs that appeal to a variety of residents.	<p>Offering a variety of programs that benefit all age groups, cognitive and physical function.</p> <p>Providing extra encouragement, frequent reminders from staff and an engaging activities calendar with detailed visual description of programs.</p> <p>Program selection (i.e.: musical programs) offer diversity in genres to please all residents.</p> <p>Implementation and delivery of individualized Music and Memory program to residents through Music Therapy Services.</p>	On-going	Director of Recreation and Volunteer Services	On-going	
Female Residents refusing care from male PSW's.	Re-structure care teams to accommodate the Residents request.	On-going	Director Of Care - LTC / Director Of Care - Retirement	Completed	

Financial Barriers

Description of Barrier	Strategy/ Solution	Implementation Date	Person Responsible	Status	Comments
Rent/ Care Needs exceed income.	Refer to 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.	On-going	Chief Executive Officer/ Director Of Care - LTC / Director Of Care – Retirement / Director Of Finance	Ongoing. The Director of LTC maintains an internal waitlist for residents waiting for basic accommodation.	
Non For Profit /budget constraints.	Resident Driven Fundraisers-4-6/year to maintain a balanced budget. Such as bake sales, Fall fair, family BBQ, resident calendars and a Christmas bazaar. Organizational Fundraising: <ul style="list-style-type: none"> • The Great Escape • Christmas Campaign • In memorial • Bequests • Grants for specific program activities i.e.: Ipad for enhanced communication between residents & families to reduce social isolation during COVID 	On-going	Director of Recreation and Volunteer Services Chief Executive Officer/Senior Leadership Team Fundraising Coordinator	On hold due to COVID restrictions. Events have occurred online during COVID. Direct mail and email communication with donors.	Recreation driven fundraisers to resume once Pandemic restrictions are lifted. Fundraising focused on reducing social isolation of residents by increasing access to technology; including virtual reality equipment, virtual bikes and funding the establishment of a virtual reality room for residents.
Residents with low financial means unable to partake in paid recreation activities.	Residents can partake in all activities offered. Funds raised through recreation fundraising events such as the Christmas bazaar and bake sales help fund activities for those who are unable to pay so that all residents have equal opportunity to participate in programs of choice.	On-going	Director of Recreation and Volunteer Services	On-going	

Communication Barriers

Description of Barrier	Strategy/ Solution	Implementation Date	Person Responsible	Status	Comments
Language Barriers between Residents/ Staff- difficulty communicating especially at meal times.	Implement language cards for residents and staff to use	Ongoing	Director of Care - Retirement	In Process	Use of technology and iPad to help communication
Difficulty with word finding and the ability to speak in Aphasia Residents.	Offer the use of written communication or the use of a computer/ tablet SLP referral from community	Ongoing	Director of Care - Retirement	In Process	
Language Barriers.	Pictures with the specific language written underneath, using staff of same culture to interpret. Use of technology/tablets.	On-going	Director Of Care - LTC / Director Of Care - Retirement	On-going	Upon admission resident's needs identified and resources put in place.
Aphasic residents.	Using an alphabet board, white board, restorative communication program.	On-going	Director Of Care - LTC / Director Of Care - Retirement	On-going	Needs identified during admission process and resources put in place if needed.
Residents with loss of hearing.	Voice amplifiers are available to staff and residents to ensure proper communication between program facilitators and residents during recreation programming.	On-going	Director of Recreation & Volunteer Services	On-going	

Technology Barriers

Description of Barrier	Strategy/ Solution	Implementation Date	Person Responsible	Status	Comments
Lack of WIFI in the Ellington, the Ellridge and community centre- residents aren't able to use tablets/ computers in their rooms to communicate with family.	Install WIFI in the Ellington on all floors, throughout the Community Centre and The Ellridge – independent living.	2021	Chief Executive Officer / Director of Finance & Operations/ Information Technology Coordinator	Project started in 2020 ongoing implementation	Due to COVID-19 this project became a priority to ensure residents could communicate with families and friends.
Residents who are not savvy with technology and/or don't have access to a computer or tablet.	Recreation team has developed an email program where residents and families/loved ones can connect with residents via email seniorsconnect@elliottcommunity.org with the assistance of recreation staff. Recreationist facilitate the program and respond to emails on a weekly basis. LTC and Retirement nurses, PSW's and Recreation staff use Ipad and iPhone to connect residents to their families via What's App and Facetime facilitated on an ongoing basis during COVID due to Provincial Directives to keep facility closed.	2020	Director of Recreation and Volunteer Services Director of Care, LTC and Retirement.	Ongoing	Response to COVID to increase communication between residents and their families and reduce social isolation.

Employment Barriers

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

Transportation Barriers

Description of Barrier	Strategy/ Solution	Implementation Date	Person Responsible	Status	Comments
<p>Limited transportation availability for residents with physical limitations outside of Guelph city limits.</p>	<p>Recreation outings include shopping outings within and outside of the Guelph community, theater shows and special events outside of the Guelph area using out Elliott Community mobility bus.</p>	<p>On-going</p>	<p>Director of Recreation and Volunteer Services</p>	<p>On-going</p>	<p>During COVID pandemic, community outings have been limited to country drives only. When provincial restrictions allow outings. Residents are still able to enjoy site seeing within the safety of the Elliott mobility bus.</p>

Community Integration Barriers

Description of Barrier	Strategy/ Solution	Implementation Date	Person Responsible	Status	Comments
Lack of accessibility for our residents to visit outside health care professionals.	Contracts with in-house physicians, virtual appointments with specialists, dental, hearing specialists, OT, physiotherapy and podiatrist.	2020	Administrator Director of Care, LTC Director of Care, Retirement	Completed	
Disruption in service-goods or services that are disrupted or unavailable (Covid-19 - Café/Tuck Shop closed).	Alternative services/options Elliott General Store, online ordering, room service, prepared frozen meals	2020	Director of Recreation and Volunteer Services Director of Dietary Services Marketing Coordinator	On-going	Have set up a new General store so residents can access personal items and various food items without leaving the facility. This has provided a sense of independence. Set store days for LTC, Retirement and Life Lease residents. During outbreaks items could be ordered either online, by families, or via paper ordering sheets. These items were then delivered to each resident.