

MULTI-YEAR ACCESSIBILITY PLAN 2019 - 2023 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:	June 2023 – next review June 2024

Architectural

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

Environmental

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 navigate safely.	Widen Ramp for safe access	July 2019	Director of Environmental Services	Completed	
Trim branches from the back garden walkway.	Residents are having trouble walking on the walkway.	July 2019	Director of Environmental Services	Completed	
Re-lay walkway paver stones. Residents have trouble with wheelchairs and walkers.	Contractor levelled and re-laid pavers.	August 2019	Director of Environmental Services	Completed	

Wheel Chair access is required for the 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 wheelchairs to roll through the doorway.	Installed aluminum threshold ramps	June 2020	Director of Environmental Services	Completed	
Washrooms in the main lobby of 170 Metcalfe do not have accessible door openers.	Install two automatic door openers on main floor washrooms.	September 2019	Director of Environmental Services	Completed	
Wheel Chair access is required for washroom doors by Community Centre Chapel.	Contractor installed automatic door openers in both washrooms	December 2019	Director of Environmental Services	Completed	
Nottingham residents have trouble rolling wheelchairs and walkers across the carpeted hallway.	Contractor to replace the rug with flooring	January 2021	Director of Environmental Services	Completed	
Residents have 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	Completed	
Replace the main entrance lock stone sidewalk at the Ellridge with concrete to reduce trip hazards when entering the building.	Contractor to pour a concrete walkway	Spring of 2022	Director of Environmental Services	Completed	
Adding more lighting to the Nottingham hallway as it is dark for the visually impaired.	Contractor to install 69 pot-lights	Spring of 2022	Director of Environmental Services	Completed	
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	

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 on one counselling with residents/ educations sessions	Ongoing	Director Of Care - LTC / Director Of Care - Retirement	Ongoing	Education is 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 a detailed visual description of programs.</p> <p>Program selection (i.e., musical programs) offers diverse genres to please all residents.</p> <p>Implement and deliver individualized Music and Memory program to residents through Music Therapy Services.</p>	Ongoing	Supervisor of Recreation	Ongoing	Education training was provided to new Recreation staff on Dementiability to help with program ideas utilizing Montessori-based programs.
Female residents refuse care from male PSWs.	Re-structure care teams to accommodate the Resident's request.	Ongoing	Director Of Care - LTC / Director Of Care - Retirement	Completed	

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/ 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 Driven Fundraisers-4-6/year to maintain a balanced budget. Such as Fall fair, family BBQ, and a Christmas bazaar.	Ongoing	Supervisor of Recreation	Ongoing	Working with the Community Engagement Team, fundraising initiatives have returned with themed fundraisers.

	<p>Organizational Fundraising:</p> <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 		CEO/Senior Leadership Team Fundraising Coordinator	Events have occurred online during COVID: direct mail and email communication with donors.	Fundraising focused on reducing social isolation of residents by increasing access to technology, including virtual reality equipment and virtual bikes and funding the establishment of a virtual reality room for residents.
Residents with low financial means are 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 help fund activities for those unable to pay so that all residents have equal opportunity to participate in programs of choice.	Ongoing	Supervisor of Recreation	Ongoing	Funds being raised through the Community Engagement Team can be utilized to allow all residents to have equal opportunity to participate in programs of 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	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 the community	Ongoing	Director of Care - Retirement	In Process	
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.
Aphasic residents.	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.

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	Supervisor of Recreation	Ongoing	
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Technology

Description of Barrier	Strategy/ Solution	Implementation Date	Person Responsible	Status	Comments
Lack of WIFI in the Ellington, the Ellridge and community centre- residents cannot 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	CEO / Chief of Finance & Operational Services/ Information Technology Coordinator	Complete	
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 at seniorsconnect@elliottcommunity.org with the assistance of recreation staff. Recreationists facilitate the program and respond to emails as needed. LTC and Retirement nurses, PSW and Recreation staff use Ipad and iPhones to connect residents to their families via Facetime, Skype or Zoom as needed.	2020	Supervisor of Recreation Director of Care, LTC and Retirement.	Ongoing	Increase communication between residents and their families and reduce social isolation.

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					

Transportation

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

Community Integration

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 disrupted or unavailable services (Outbreak, Café/Tuck Shop closed).	Alternative services/options Elliott General Store, online ordering, room service, prepared frozen meals.	2020	Supervisor of Recreation Director of Dietary Services Community Sales Supervisor	Ongoing	Have set up a new General Store so residents can access personal 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 online, by families, or via paper ordering sheets. These items were then delivered to each Resident.