

# MULTI-YEAR ACCESSIBILITY PLAN 2020 - 2024

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](http://www.elliottcommunity.org).

Prepared by:	The Senior Leadership Team
Department:	Cross-Functional
In Consultation With:	Staff
Date Last Reviewed:	May 2024 – next review May 2025

## Architectural

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

## Environmental

Description of Barrier	Strategy/ Solution	Implementation Date	Person Responsible	Status	Comments
Wheelchair 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. It is hard for walkers and wheelchairs to roll through the doorway.	Installed aluminum threshold ramps	June 2020	Director of Environmental Services	Completed	
Carpet replaced in screening entrance – COVID-19 IPAC prevention.	Replace with laminate hardwood flooring	Fall 2020	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	Work is scheduled for the Fall of 2024.
Accessibility of washrooms at Ellington – doors too heavy to open with walkers and wheelchairs.	Apply accessible openers to the resident washrooms on the main floor and basement.	2024	Director of Environmental Services	Completed	
Elevator modernization- Ellridge.	Making controllers more accessible	2024	Director of Environmental Services	Planned	Work is scheduled for the Fall of 2024.

## 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 with residents/education 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>Diverse Program Calendar: Offer a variety of activities catering to different interests and abilities.</p> <p>Customization Options: Provide choices within programs to accommodate individual preferences.</p> <p>Flexibility in Scheduling: Offer programs at various times to suit residents' schedules.</p> <p>Promote Variety: Introduce new activities and events to keep programs engaging.</p>	Ongoing	Supervisor of Recreation	Ongoing	Education training has been provided to new Recreation staff on Dementiability to help with program ideas utilizing Montessori-based programs.

	<p>Empower Resident Councils: Involve resident councils in planning and organizing activities.</p> <p>Provide Training: Train staff to effectively facilitate programs for diverse residents.</p> <p>Evaluate and Adapt: Regularly assess program success and make adjustments as needed.</p> <p>Implement and deliver individualized Music and Memory program to residents through Music Therapy Services.</p>				
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-throughout the year to maintain a balanced budget. Such as Community Easter Egg Hunt, Poinsettia sales, and Holiday Market.  Organizational Fundraising: <ul style="list-style-type: none"> <li>• The Great Escape</li> <li>• Christmas Campaign</li> <li>• In memorial</li> <li>• Bequests</li> <li>• Grants for specific program activities</li> </ul>	Ongoing	Supervisor of Recreation / Community Engagement Manager  CEO / Senior Leadership Team / Fund and Community Development Coordinator	Ongoing	Working with the Community Engagement Team, fundraising initiatives have returned with themed fundraisers.
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 Holiday Market 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 iPads to help 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.
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.

					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	Supervisor of Recreation	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	Ongoing	Troy LFS completed installation at 170 Metcalfe in March 2024. Installation at 168 Metcalfe began in April 2024.
Communication of information – annual experience surveys: residents do not have access to or knowledge of the internet/computers to complete online surveys or gather information.	Offer communication in a variety of forms: written, 1-1 with staff assistance, email, via the website, printed and posted around the community.	Ongoing	CQI and Risk Management Lead	Ongoing	Identify what forms of communication are required to ensure the maximum number of residents/families are reached and the information is shared.

## 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	Completed	
Lack of security cameras in hallways, exits, exteriors for improved Resident and staff safety, monitoring for wandering residents and unwanted visitors.	Install video cameras in hallways, exits, entrances and TVs for staff monitoring and the ability to playback for viewing.	2023	Information Technology Coordinator	Completed	
Residents who are not savvy with technology and/or don't have access to a computer or tablet.	We've integrated computers acquired through a United Way grant, notably featuring one fully accessible with specialized hardware (such as a special optical Mouse, Large Print and high-contrast Computer Keyboard) and software (including screen magnification	2024	Supervisor of Recreation / Director of Care LTC / Director of Care Retirement	Ongoing	

	and screen reading functionality). These resources are central to our 1:1 computer lessons within our Recreation programs, ensuring inclusivity and accessibility for all residents.				
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### 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					

### 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, as well as 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,	2020	Administrator / Director of Care	Completed	

	dental, hearing specialists, OT, physiotherapy and podiatrists.		LTC / Director of Care Retirement		
Disruption in service-goods or disrupted or unavailable services (Outbreak, Café/Tuck Shop closed).	Alternative services/options include Elliott General Store, online ordering, room service, and prepared frozen meals.	2020	Supervisor of Recreation / Director of Dietary Services / Community Sales Supervisor	Ongoing	<p>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.</p> <p>During outbreaks, items could be ordered online, by families, or via paper ordering sheets. These items were then delivered to each Resident.</p>