



# Multi-Year Accessibility Plan

2023-2028

## **Statement of Commitment**

Primacare Living Solutions supports its affiliated and managed homes in meeting applicable accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and O. Reg. 191/11: Integrated Accessibility Standards. This plan applies to our owned homes, Henley Place, Henley House, Burton Manor, as well as our managed home, King Nursing home. This plan applies to each home affiliated with or managed by Primacare Living Solutions.

The homes are committed to meeting the accessibility needs of persons with disabilities in a timely manner. The home will identify, remove, and prevent barriers to accessibility and ensure that accessibility is integrated into its policies, practices, and operations. The home is committed to treating all people in a way that allows them to maintain dignity, independence, integration, and equal opportunity. Accessibility supports the ability of all individuals to fully participate in the home's services, programs, and community life.

## **Purpose**

This Multi-Year Accessibility Plan outlines the home's strategy to prevent and remove barriers and to meet current and future requirements under the AODA.

## **Scope**

This plan applies to all services, programs, facilities, employment practices, and interactions with residents, families, staff, volunteers, and visitors.

## **Review and Update**

The home will review and update this plan at least once every five (5) years and will prepare updated plans in consultation with relevant stakeholders, including persons with disabilities where appropriate.

## **Availability and Feedback**

This plan will be made publicly available and provided in accessible formats upon request. The home will maintain an accessible feedback process for receiving and responding to accessibility concerns and identifying barriers.

## **Accessibility Standards and Actions**

## ***General Requirements***

The home will:

- Maintain accessibility policies and ensure compliance with AODA requirements
- Provide training on accessibility standards, the Ontario Human Rights Code, and inclusive practices
- Ensure training includes communication techniques and interaction with persons with visible and non-visible disabilities
- Maintain records of accessibility training

## ***Information and Communication***

Home Plan:

- New staff, volunteers' orientation to include modules on communication with those requiring assistance due to disabilities that may not be readily visible as well as those that are.

Information on communication techniques for everyone:

- Face to face communication
  - Telephone communication
  - Communication devices
  - Hearing impaired devices and ways to communicate
  - Language barriers etc.
- Provide the communities with readily available translation services
  - Staff members, volunteers have access to information in accessible formats
  - Provide the communities with information that is available in different languages or font size for those requiring assistance
  - Policies and emergency procedures are to be available in different formats, font size or translation as required
  - Introduction to TTY phone capabilities over the next few years that will allow us to be more accessible for those calling into our community

Website in 2024 will include an accessibility widget

- In 2024 screen-reader and keyboard navigation was added and to be maintained or upgraded annually as required. Users can adjust colour, font size or animations
- Improve our website for those with epilepsy, vision impaired, cognitive disability, ADHD friendly website,

visually impaired user friendly, motor impaired disabilities.

### ***Employment***

Home Plan:

- During the recruitment process notice to those individuals who require accommodation will be initiated. This may include the font size of our emails etc., or the way we communicate depending on their disability
- On hire all staff and volunteers will be given a letter that allows them to disclose any disability or accessibility issue that may require accommodation  
Information will be shared with their managers in order to develop emergency plans etc., for assistance as required but also for modifications that may need to occur to assist them in their role. Workplace Safety Plan to be implemented
- Employment will be solely based on skill and not related to disabilities or accommodations that are required. Those applying will be given the opportunity to self-disclose their need for accommodation but will not hinder the hiring process
- Performance reviews will be inclusive and if required accommodation during that process will occur as per the need

### ***Customer Service***

Home Plan:

- Provide a formal complaint and feedback process for staff and stakeholders to identify any barriers that may not be readily seen or dealt with
- Customer services training for all staff
- Our communities welcome service animals and training to staff on service animals to be done accordingly  
Our communities welcome support persons and there will be no barrier for them to enter our premises
- No person with disabilities will be denied entry to our communities, and if required we will assist them to ensure they get the best experience with accommodation that is required
- Education on procedures for dealing with temporary disruptions to accessible spaces when accessible elements required to be improved or have repairs made on them
- In the event of disruption to services for our stakeholders, clients, staff with disabilities we will notify them immediately with the reason, the potential length of time and alternatives that are now available. The notices

will be placed in areas that all those requiring accommodation would be able to see and read easily

### ***Design of Public Spaces (Built Environment)***

#### **Home Plan:**

- Our communities to have dedicated spaces for those with disabilities and is monitored to ensure those spaces are utilized appropriately
- Accessible washrooms with plan to add automatic doors with locking features on public washrooms  
Wheelchairs and walkers are available for those requiring assistance
- Grab bars available in all washrooms including public washrooms
- Lifting devices are to be accessible and kept in good repair with a replacement plan as required
- Accessibility needs are to be considered when implementing the orientation process for individuals who have disclosed a requirement for accommodation
- Signage in the community that is clear and easy to read and accessible
- Ramp access to the main doors for those requiring accessibility accommodation
- Automated door openings to be maintained and kept in good working order
- Elevators will be kept in good order and inspected as per legislation
- Ensuring compliance with the Ontario Building Code and its existing standards for accessibility when making improvements or new builds
- Procedures for preventative and emergency maintenance of accessible elements in public spaces
- Procedures for dealing with temporary disruptions when accessible elements require repair

### ***Transportation***

#### **Home Plan:**

- Accessible transportation to be available for all activities that require residents/staff to attend offsite
- Accessible transportation education on how to board and off board appropriately for those assisting
- All transportation utilized must be accessible and meet needs
- More transportation may be required to ensure equal opportunities
- Staff assisting with transferring individuals

### ***Ongoing Commitment***

The home is committed to continuous improvement in accessibility and will monitor progress, address barriers, and update practices to ensure an inclusive and accessible environment for all. Primacare Living Solutions is committed to supporting the homes in ensuring implementation of this accessibility and accommodation plan.