

Accessibility Statement, Feedback and Format Request Process

Our Commitment to Accessibility

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 includes Henley Place, Henley House, Burton Manor, and King Nursing Home. Each Home is responsible for meeting the accessibility needs of persons with disabilities in accordance with the legislation.

The Homes are committed to providing an inclusive, accessible environment that respects the dignity, independence, integration, and equal opportunity of all individuals. Accessibility is integrated into the Home's services, programs, and operations to support full participation in community life.

Accessibility Documents

Our Accessibility Policy, Multi-year Accessibility Plan, and Accessibility Compliance Report are available on this website and will be provided in accessible formats upon request.

Accessibility Feedback Process

The Homes welcome feedback regarding the accessibility of their services, programs, and environment. Feedback may be provided by email, telephone, online form, or in person with staff assistance. When providing feedback, please include:

- A description of the barrier, concern, or suggestion
- The location or service involved (if applicable)
- Any recommendations for improvement (if known)
- Your contact information, if you would like a response

Accessible Formats and Communication Supports

The Home will provide accessible formats and communication supports upon request. The Home will work with you to provide a method that meets your needs. This applies to:

- The feedback process
- Information available to the public
- Emergency procedures, plans, and public safety information

Please contact the Executive Director/Administrator using the contact information provided below to request an accessible format for any of the above information.

Individualized Emergency Response Information

Individualized emergency information and other accessibility-related information will be provided upon request and may be requested in a format that meets your needs. Please contact the Executive Director/Administrator using the contact information provided below to request an accessible format for individual response information.

Contact Information and Response

Accessibility feedback, and requests for accessible formats, communication supports, individualized emergency information, emergency plans/procedures or any other accessibility-related information may be directed to the Executive Director/Administrator of the Home you wish to contact using the contact information below. All feedback and requests for accessible formats will be addressed in a timely manner. The Home will consult with the person making a request to



determine the most appropriate accessible format or communication support needed.

Henley Place

Executive Director: Rae Ajayi

1961 Cedarhollow Boulevard
London, ON
N5X 0K2

Phone: 519-951-0220, ext. 220

Email: RAjayi@primacareliving.com

Henley House

Executive Director: Danielle Kirkpatrick

20 Ernest Street
St. Catharines, ON
L2N 7T2

Phone: 905-937-9703, ext. 220

Email: DKirkpatrick@primacareliving.com

Burton Manor

5 Sterritt Drive
Brampton, ON
L6Y 5P3

Executive Director: Bidarekere Swamy

Phone: 905-455-1601, ext. 502

Email: BSwamy@primacareliving.com

King Nursing Home

49 Sterne St.
Bolton, ON
L7E1B9

Administrator: Hinaben Patel

Phone: 905-857-4117, ext. 224

Email: hinaben.patel@kingnursinghome.com

Service Animals and Support Persons

Service animals are welcome in the Home. Individuals accompanied by a service animal are permitted access to areas open to the public, in accordance with applicable requirements.

Support persons are also welcome in the Home. Home staff will ensure that individuals with disabilities are able to be accompanied by a support person where required.

Notice of Temporary Disruptions

In the event of a planned or unexpected disruption to services or facilities for persons with disabilities, the Home will provide notice including the reason for the disruption, its anticipated



duration, and any alternative services or facilities available.

Corporate Support

Accessibility initiatives may be supported and coordinated by Primacare Living Solutions as applicable. As the licensees, the Home remains responsible for ensuring compliance with applicable accessibility requirements and for responding to accessibility-related requests and feedback. If for any reason, however, that you wish to contact our corporate team for feedback or any other request related to disability, you may do so at the following contact:

Matthew Melchior, President
200 Ronson Drive, Suite 203
Toronto, ON M9W 5Z9
416-243-9019
mmelchior@primacareliving.com

Document Type:	OPERATIONAL DOCUMENT
Classification:	Organizational Governance
Connected Policies:	POL-0037-Accessibility Policy
