

# **ACCESSIBILITY PLAN**

## **Grove Park Home**

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## **I. Overview**

In 2005, the Ontario Government passed the Accessibility for Ontarians with Disabilities Act (AODA) with the objective of making Ontario accessible by 2025.

Accessibility Standards have been created which will require organizations to be barrier free and inclusive.

These standards which are addressed in this Accessibility Plan include;

- Built Environment
- Customer Service
- Transportation
- Information and Communication
- Employment
- Community Integration

This Multi-Year accessibility plan provides an overview of Grove Park Home's commitment to become a barrier free organization including current and future actions to each accessibility standard.

## **II. Our Commitment**

In support of our Mission to "continuously provide excellent care in a secure environment with family and community support," we are committed to providing service in a manner that respects the dignity and independence of persons with disabilities. Grove Park Home believes that access to services should be assured in a manner designed to maintain the dignity, privacy, independence and the self-determination of the residents, staff, visitors, families, and members of the community (stakeholders).

Grove Park Home believes in maintaining the highest quality of life and services for our stakeholders, including, physical, emotional, intellectual, social and spiritual needs. This can be achieved through a comprehensive program of services designed for the population we serve. We strive to ensure residents maintain their quality of life by encouraging and engaging them in activities of daily living, programming and community involvement.

We believe that providing an appropriate environment requires persons to be able to access services and programs independently or with assistance as appropriate. As such, Grove Park Home is committed to identifying and removing barriers to services and programs. Once a barrier has been identified, Grove Park Home is committed to working with interested stakeholders to endeavor to eliminate the barrier and provide an environment conducive to their needs.

Grove Park Home is committed to maintaining an Accessibility Plan designed to identify and provide timely action to best assure access to services and programs within the Home. Grove Park Home holds that such a plan should seek to identify barriers including, but not strictly limited to architecture, environment, attitudes, finances, personnel, communications, technology, transportation and community integration when appropriate. The Home is committed to continually updating the status of plan elements.

### **III. Architecture:**

Grove Park Home consists of one building. The original building consists of two units on one level. A three-level addition was completed in 2003. All resident home areas have access to secure outdoor gardens and sitting areas. The second and third floors have large balcony areas overlooking the gardens.

Resident rooms feature a variety of safety and comfort amenities including grab bars, emergency contact systems and wheelchair level light switches. Raised toilets are available as needed.

Elevator access is available to ensure ground level access without using stairs.

Access to the resident home areas is via electronic key pads, Proximity Cards are available to staff.

An accessible public washroom is available on the second floor.

Entrances are accessible and provide direct access to the main floor, lobby or elevator without having to access stairs.

The main entrance is equipped with automated doors which are locked in the evening; entry into the Home is available to all stakeholders via an intercom system and/or keypad access. Our office hours are from 9am to 8pm daily.

Each entrance has curb cuts at driveway entrances/ drop-off locations. Parking is available on site. Designated accessible parking is available close to the main entrance and staff parking area.

#### **Barrier Identification:**

- The Maple and Aspen wing resident rooms, classified by the Ministry of Health and Long Term Care as "C Beds" are small and it is becoming increasingly difficult to provide care for the diversified needs of our frail population.
- Limited parking available for visitors and limited accessibility spots. No accessibility parking available for visitors at the Retirement entrance location.
- Accessibility public washroom is located on the second floor only, in the event that the elevators are not operational, the stairs will create a barrier in accessing this washroom.

#### **Action Plan:**

Grove Park Home remains willing to investigate and provide corrective action, as appropriate, when barriers are related to space, access and where unique health issues are identified. Room allocation may be based on individual resident needs. Resident room furniture may be re-arranged or removed to provide safer accessibility when resident needs demand higher level of care (e.g. lifts, larger w/c's or more staff).

**Expected Completion Date:** on-going

**Person Responsible:** Director of Care/Manager of Environmental Services/Health and Safety Committee

For parking, staff designated parking lots allow available parking at the front entrance for visitors to the Home. When the Home is accepting large numbers of students, arrangements are made with Grace United Church to use their parking lot at these times.

**Expected Completion Date:** on-going      **Person Responsible:** Management

Visitors to the Retirement Living area can access the Home through the main entrance. Parking spots in front of the Retirement Living area are assigned to those individuals living in the Retirement area.

**Expected Completion Date:** on-going      **Person Responsible:** Director of Community Services

#### **IV. Environment:**

The Home provides directional signage throughout. Exterior lighting is located at all entrances, patios/balconies, and parking areas. Interior spaces feature a variety of lighting sources and extensive interior signage identifiers. A resident room directory is located at the front entrance, and all resident rooms are identified with names and room numbers. All resident rooms are equipped with an accessible individual thermostat control with both heat and air conditioning.

For security purposes and resident safety, surveillance cameras have been added to the exterior and interior of the building. Exterior lighting has been upgraded to LED for health and safety purposes as well as security.

The Home has an over-head paging system. Portable phones are carried by registered staff and managers. This allows the noise level in the Home to remain low.

Grove Park Home carries out regular maintenance and routine checks on the operation of the elevators. Service to the elevators is available 24/7. In the event that it is known in advance that the elevators will not be operational, the public will be informed in advance.

Fire drills are conducted monthly on all three shifts in compliance with applicable regulations. Other emergency drills are conducted annually or per policy. All rooms are equipped with a magnetic search sign in the event of an emergency. Staff is trained to use the Evacuscape chair to bring residents and others safely to the ground floor in the event that the elevators are out of service.

The Home strives to be a “scent free” and latex free environment. Low odour sprays and chemicals are used. Local florists are notified not to deliver lilies or other strong odour flowers. Products with latex are not purchased by the Home. Visitors to the Home are informed of our scent and latex free facility.

Guidelines have been established for wheelchair and electric wheelchair use and storage.

#### **Barrier Identification**

- Access to the outside center garden is difficult with the keypad doors from the Maple unit.

**Action Plan:** Staff are available on these units to provide assistance

#### **V. Transportation:**

Accessible transportation is available through the Accessible Transit (MVT). Grove Park Home is closely located to the bus stop for public transportation provided by the City.

#### **Barrier Identification**

- BACTS bus does not provide service to the Home when considered in “outbreak”

**Action Plan:** Inform resident and/or resident family as soon as able if transportation will be cancelled. For scheduled outings, have secondary activities planned and/or outing dates

**Person Responsible:** Director of Resident and Family Services

## **VI. Personnel:**

Grove Park Home is an Equal Opportunity Employer. The Home does not discriminate in employment practices regardless of age, gender, religion, ethnicity, creed, disability or sexual orientation. Employee accommodation can be requested during the recruitment and assessment processes and when people are hired. Submitted requests are reviewed on an individual basis.

Grove Park Home provides training and advancement opportunities for employees.

Grove Park Home provides an Employee Assistance Program which is available to staff and their family members.

### **Barrier Identification**

- Shortages of qualified staff can create barriers in the hiring process. Funding restraints compared with acute care hospitals means that we are disadvantaged in the competition with hospitals for registered staff.

### **Action Plan:**

Partnerships with local teaching facilities allow the Home to assist in the training of students who are potential new hires.

**Expected Completion Date:** on-going

**Person Responsible:** Director of Human Resources

## **VII. Attitudes:**

The North Simcoe Muskoka LHIN maintains the waiting list as per the MOHLTC standards. Grove Park Home does not discriminate in admissions based upon race, ethnicity, religion, disability, creed, gender or sexual orientation. Tools, such as best practice guidelines, training and in services, are provided to staff in regards to issues that may affect the senior population.

Staff and residents are encouraged to interact and participate when group programs are planned.

Staff is encouraged to practice the Fish Philosophy (energy, passion and a positive attitude) and Gentle Persuasive Approach (GPA). In-services and education are provided regarding individual Residents to help staff understand and meet their care needs.

### **Barrier Identification**

- Meeting the needs of individual residents/volunteers/stakeholders who display “new” disabilities.

### **Action Plan:**

Continuous training for staff is provided as resident demographic changes and new challenges develop.

**Expected Completion Date:** on-going

**Person Responsible:** Management

## **VIII. Finances:**

If required; resident fees are subsidized by the MOHLTC. The Resident Agreement between the resident or his/her substitute decision maker and Grove Park Home clearly identifies each party's responsibilities. As required by the Long Term Care Homes Act 2007 and the enabling regulations, resident fees and all additional costs are clearly identified. These extras include but are not limited to trust funds, cable TV and telephone. Trust Funds are money set aside for the residents' personal discretionary use; this is compulsory for basic pay residents and optional for preferred pay residents.

### **Barrier Identification**

- Grove Park Home does not have a pool of funds available to subsidize people with financial needs. However, the Ministry of Health & Long-Term Care, in its standards for basic pay beds, devises a formula which reduces revenue earned (when compared with preferred pay beds). Government standards require that 40% of resident rooms are reserved for basic beds.

### **Action Plan:**

Residents who come into the Home in preferred pay beds may apply for basic beds after one year. This is to be communicated to resident and family members upon admission.

**Expected Completion Date:** on-going

**Person Responsible:** Director of Finance

## **IX. Communication:**

Grove Park Home communicates with its stakeholders in a variety of formats. Written communications are tailored to the visual needs of the audience. Audio equipment and large print visual aids are available to stakeholders upon request.

Grove Park Home has a website that is updated regularly with upcoming events and monthly newsletters as well as employment opportunities. Any temporary disruptions or cancellations that would affect the public may be communicated on the website. There is outside signage to update the community on any events. Grove Park Home also participates in Social Media as a means of communication with the public.

Communication to stakeholders is available via telephone and email with the Homes' Group Cast calling system, stakeholders are made aware of any outbreaks or disruptions that would affect their visiting to the Home.

Upon admission, a new resident/POA receives the Admission Package explaining Resident Rights, programs and services available within the Home in a format that is suitable to their needs.

Various committees are available for staff to participate in and facilitate effective communication throughout the Home with representation from all departments. Staff have access to the intranet for internal communication and to receive minutes and updates of policies and procedures.

Large print and assistive devices are available throughout the Home. Residents can request large print library books. Residents have access to computer and internet services, and wireless service enables them to have a computer in their own room.

Documents which are available to the public can be requested in a format that accommodates a persons' disability. New website offers the ability to increase font.

The Home continues to develop annual surveys for all stakeholders as a means to receive feedback and to identify potential barriers.

Feedback of the Homes' services policies and/or practices can be provided in different formats

including but not limited to; online, telephone, in writing, in person – verbally.

**Barrier Identification**

- Increase in different languages with Residents and families

**Action Plan:**

Make use of staff who have knowledge of multiple languages to assist in communication. Make use of user-friendly translation app for staff and resident use

**Expected Completion Date:** on-going

**Person Responsible:** Director of Resident and Family Services/Director of Care/Manager of Food and Nutrition

**X. Community Integration:**

Grove Park Home is an active member of the community. Along with Long Term Care, Grove Park Home includes a Retirement Area and Senior Encounter Adult Day Program. The Home reaches out to other community services and develops relationships which can have a positive effect on the residents. Community groups are accommodated where possible to bring their services to the Home for the enjoyment of the resident(s).

Grove Park Home has a list of volunteers. Our volunteers assist residents in actively participating in other community services i.e. social clubs and attending church services.

The Home serves as a learning environment for local educational facilities to bring their students during times of placement and hands on learning. The Home is also open to accepting students who wish to complete their volunteer hours.

The Home provides meeting office space for the use of outside organizations.

**Barrier Identification**

- Residents coming from the community may not be able to participate in the same activities once they enter Long Term Care due to decline in abilities or assistance provided for outside events.
- Constant recruitment of volunteer base needed to assist residents with daily activities.

**Action Plan:**

Efforts are made for residents living in the Home to continue their active involvement in community activities.

**Expected Completion Date:** on-going

**Person Responsible:** Director of Resident and Family Services/Director of Care

In situations where residents are unable to be accommodated outside of the Home, arrangements are made for services or similar services to come to the home i.e. spiritual programming, dental services.

**Expected Completion Date:** on-going

**Person Responsible:** Director of Resident and Family Services/Director of Care

Continue to be present within the community and provide opportunities for volunteer recruitment.

**Expected Completion Date:** on-going

**Person Responsible:** Director of Resident and Family Services

**XI. Updates:**

Annual reviews.

Revisions of the entire plan every three years.

Updated 2023