



## Accessibility Plan

(Updated November 2023)

### The Accessibility Plan

Unionville Home Society’s (hereinafter referred to as “UHS”) annual accessibility plan describes: (1) the measures that UHS has taken in the past, (2) the measures that UHS plans to take during this fiscal year, to identify, remove and prevent barriers for the persons served by the organization. The annual process ensures that the organization considers solutions that will benefit, impact, and improve the overall accessibility needs of UHS within our present architectural boundaries.

The Senior Leadership Team is responsible on an annual basis for the:

- Review of policies, programs, practices and services that cause or may cause barriers;
- Identification of barriers that will be removed or prevented in the coming year;
- Description of how these barriers will be removed or prevented in the coming year; and
- Preparation of a plan for these activities.

ARCHITECTURAL				
Description of Barrier	Strategy for its removal/prevention	Required Resources	Timeline	Status
PHYSICAL				
Description of Barrier	Strategy for its removal/prevention	Required Resources	Timeline	Status
Carpet in common areas and resident rooms	Prioritize removal of carpet in common rooms and resident rooms.	Funds from Foundation and availability of contractor	11 for Q4 23/24	On-going 26 rooms completed as of Oct 2023 and 11 planned for Q4 23/24 & Q1 24/25.
Physical access to building limited due to outbreak (limits in-person engagement)	Use of additional methods and availability of technology (tablets) to provide virtual contact between residents and families/visitors have increased options.	Strategies to engage residents differently	Sourcing and procurement Q3 23/24  Roll out end of Q4	Sourcing and procurement completed  On-going

Physical effort is required to open common used doors.	Automatic door openers (5 on the main floor) to improve employee accessibility.	Approved for Government grant	Q1 2023	Completed March 2023
Specific bed/mattress for tall residents	Extended beds and mattress provided, special order for extended therapeutic surface. Additional options now available and will be based on resident needs.	Foundation Funded		16 on order  On-going
Well defined traffic flow to ensure public safety with increased traffic due to new building (4310) development.	More visibility in driveway with enhanced visual division of directional flow. Installation of walkways and sidewalks to direct pedestrian flow and avoid danger to public. Clear division of property ownership with regards to traffic flow, road crossing and signage installation.	Collaboration with York Region on design	Work on flow and signage Q3&4 23/24  Wayfinding signs Q2 24/25	Directional flow enhanced with line painting; installation of walkways, and signage and property division completed Q3 & 4 2023
<b>COMMUNICATION</b>				
<b>Description of Barrier</b>	<b>Strategy for its removal/prevention</b>		<b>Timeline</b>	<b>Status</b>
Regular ongoing communication with all employees.	Technology upgrade to Office 365 including email for all designated staff. Weekly employee newsletter and dedicated staff portal.	Funding (request charitable organization pricing) and preparation for technology upgrade	Q2/Q3 2023	Completed in Q2 2023
Lack of accessible fire emergency signs to alert hearing impaired residents or staff of a fire	Purchase fire alarm lights that flash to alert hearing impaired residents and staff of a fire emergency situation. This proposal has been deferred/reconsidered and removed as flashing lights can be harmful for residents with dementia. Manual systems are in place for checking each resident room and area during fire emergencies including fire drills.	Funds to purchase accessible fire alarms deferred. Funds received for procurement of signage and installation	Q3 2022	Although alarm lights were deferred, additional signage was installed around the building - completed
Multiple languages in the workplace	Residents and staff do not speak the same language; purchase resources such as a Pictogram to facilitate communication among residents and staff. Explore on-line translation options.	Funding and Volunteer(s) to create a Pictograms in several languages	Tablets procured, rollout to take place Q4 23/2024	Pictograms and translation software are in use. Tablets will be deployed shortly with an applicable app to assist with communication for

				residents in multiple languages.  Funding for tablets received Sept 2023  On-going
Difficulty navigating website	Website reconstructed including AODA compliant	Cost effective web designer		Website is AODA compliant as of Sep 2023
Nurse Call System	Explore communication options and new technology	Funding and change to fiber optic network in 2022 as enabler	Q4 2023  Bids expected Q4 23/24	Discussions are underway with a service provider, update expected soon on feasibility, cost and compatibility with existing systems. Feasibility study completed,
Access to information on Medical Assistance in Dying	Initial Information sessions held with residents, families, physicians, housing residents and community at large Medical Director consultation and federal government ongoing discussions on Medical Assistance in Dying (MAID) and mental health have impacts on implementation. UHS would ensure residents have access to MAID but not on premises at this point.	Updated policy and communication with stakeholders	Align with federal government timelines,  Policy Q4 2023	On-going

**TRANSPORTATION**

Description of Barrier	Strategy for its removal/prevention		Timeline	Status
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**ATTITUDINAL**

Description of Barrier	Strategy for its removal/prevention		Timeline	Status
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Lack of understanding and awareness of cultural differences for residents and staff from	Leadership team to examine ethnic attitudinal barriers and impact on resident care and employee interactions. Provide cultural sensitivity education to staff on an ongoing	Investigate best practices, Management team to model expected behavior and consider		On-going
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different ethnic backgrounds	basis. The CREW leading diversity focused staff engagement and Recreation staff for resident activities. Diwali celebration for all staff	training options available		
Gender differences impact care and services for residents who prefer same gender care givers.	Provide residents and staff with education on gender bias in the workforce. E.g. to improve understanding and acceptance to care and services provided by male personal support workers and nurses.	Opportunities to educate residents and staff including during admissions and care conferences and sensitivity to individual circumstances		On-going
<b>FINANCIAL</b>				
<b>Description of Barrier</b>	<b>Strategy for its removal/prevention</b>		<b>Timeline</b>	<b>Status</b>
Residents lack resources to participate in Recreational programs and personal care needs (unfunded).	The Foundation provides support for residents in need when identified by the Social Worker/Administrator.	Consider options to pay including fund-raising.		On-going
<b>EMPLOYMENT</b>				
<b>Description of Barrier</b>	<b>Strategy for its removal/prevention</b>		<b>Timeline</b>	<b>Status</b>
Reasonable accommodation for employees and potential employees during the recruitment selection process	Provide information about reasonable accommodation in each job posting. Provide virtual options for interviews. Each successful applicant will be notified about the organization's policies for accommodating employees with accessibility needs.	Update job postings and communication with parties		On-going
Understanding of accommodation by managers and employees	Managers will assess accessibility needs of employees when conducting performance management Policy update and communication on accommodation process	Communication tools		On-going
<b>COMMUNITY INTEGRATION</b>				
<b>Description of Barrier</b>	<b>Strategy for its removal/prevention</b>		<b>Timeline</b>	<b>Status</b>
Create opportunities for residents to participate in community activities or programs	Speak with residents to understand their interest in community activities/engagement (e.g. religious, spiritual, educational) Arrange for residents to participate in activities of interest	Nursing and recreation staff getting to know our resident's interests in community activities		On-going

	within the community or bring the community/programs to our residents. Ensure funds are available for residents who have financial challenges to support their community engagement.			
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