



## **Bennett Centre Long Term Care Multi-Year Accessibility Plan**

<b>Compliance Standard</b>	<b>Action Item</b>	<b>Compliance Deadline</b>	<b>Status</b>
Accessibility Compliance Report	File an Accessibility Compliance Report	January 1, 2021	
Accessible Website and Web Content	Ensure that the organization's website and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA	January 1, 2021	When current update to website is completed, will be compliant. Expected date of compliance is January 2020.
Annual Report to the Board on status of accessibility	The Executive Director provides an annual report to the Board identifying the areas addressed during the previous year.	February 2020	Has been scheduled on the Board Agenda
Complete compliance with Accessibility Legislation in Ontario		2025	

### **Information and Communication**

#### **Where We Are At**

- statement of commitment to Accessibility is contained in the Accessibility policy
- have implemented a public Wi-Fi system at the request of families
- all staff has access to an email system
- accessible standard format is established as Arial, font size of 12



### **What's Next**

- we are working on a change of practice for staff who are not regularly using the existing email system so that communication can be improved
- develop a policy on interpreter services

## **Employment**

### **Where We Are At**

- reference to accessibility during interview process
- job analysis (physical demands analysis) has been completed for Personal Support Workers, Food Services and Housekeeping positions for comparison to capabilities when accommodation is required
- training is provided for safe operating procedures for equipment

### **What's Next**

- formalize reference to accessibility for booking interviews and closing comments at end of interviews
- update policy on accommodation of employees with disabilities
- update policy on Return to Work

## **Transportation**

### **Where We Are At**

- recently sold the home's van due to the age of the vehicle and the liability associated with volunteer drivers. We are making use of community transportation for weekly outings for the residents.

### **What's Next**

- looking for transportation sources that are affordable and available during evening and weekend hours

## **Design of Public Spaces**

### **Where We Are At**



- try to accommodate large posts in the dining rooms and assign seating taking into account the larger wheelchairs
- limited storage space causing cluttered hallways
- hallways are very long; try to place residents who need greater access to nursing staff closer to the nursing station
- not all residents are able to afford a private room; challenge to provide privacy to couples who wish it including LGBTQ+

### **What's Next**

- in the process of planning to make the secure outdoor space behind the home through the dining rooms more accessible. This involves changing the practice of keeping the dining room doors locked between meals, and purchase of replacement motors for the accessible doors. We are calling this initiative "Let's Share the Sun" project.
- remove any excess items in storage so that some of the laundry carts and equipment can be placed into a room rather than in a hallway
- will comply with Accessibility standards when planning for redevelopment if/when approved by the Ministry

### **Customer Service**

#### **Where We Are At**

- annual staff education is provided on customer service.
- communication with families when there is an infection control outbreak (voice mail announcement, individual calls, signage)
- we are open to permitting devices needed for accessibility
- service animals are welcome in the parts of the premises that are open to the public or other third parties
- support persons are welcome as needed
- we have a suggestion box system for receiving and responding to suggestions and complaints
- AODA training is provided for new employees, new volunteers and annually
- because Bennett Centre is located on hospital property, customers sometimes mistakenly think we are the hospital, causing service delays or misinformation or loss in donations



### **What's Next**

- continue to communicate that the Bennett Centre is organizationally separate from the hospital