



Accessibility Plan 2023 – 2025

**Revised Plan**

Policies, Training, Customer Service

Annual Plan & Multi Year Plan

**Downsview Long Term Care Centre Accessibility Plan 2023 - 2025**

**Introduction**

Downsview Long Term Care and Retirement Home is located at 3595 Keele Street North York Ontario. We provide quality health care services and offer a beautiful independent living centre to the greater Toronto area.

**Executive Summary**

Downsview Long Term Care and Retirement Home’s Accessibility Plan is designed to meet the obligations of the Ontarians with Disabilities Act, 2001 (ODA) and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The province is developing standards to achieve real results in stages including milestones to be reached every 5 years or less so that Ontario is accessible to all people with disabilities by 2025.

The plan addresses the current status of barriers, we consider a barrier to be anything that stops or makes it difficult for a person with a disability to access our programs or facility easily or restricts someone from taking part in any of our services or makes someone feel un-equal in the ability to access, roam freely or take part in any activity at our facility.

This plan covers our disabled residents, those who are hearing impaired, visually impaired, physically impaired or other impairments. Our plan is also designed to meet the needs of our visitors, volunteers, staff and members of our community who are visually impaired, hearing impaired, physically impaired or other impairments.

The plan identifies measures and actions to be undertaken or planned to meet the standards of the Accessibility Act in the following areas:

1. Customer Service
2. Communications
3. Attitude and Knowledge
4. Physical Mobility, Visual and Hearing Impairments and other Impairments.
5. Architectural Design
6. Information Technology and Systematic Practices

**Purpose:**

To identify, remove and prevent barriers to people with disabilities who live, work and use or visit our home and use our services. Downsview Long Term Care Centre and Retirement Home will endeavor to remove barriers from people with disabilities or impairments within the confines of available human and financial resources.

**Our Goals:**

* Establish an Accessibility Standards Committee.
* To identify our priorities in addressing barriers in each of the key areas of the Accessibility Standards Act.
* To develop and implement policies, procedures and practices to comply with the Accessibility Act.
* To promote and encourage the removal of barriers for all who reside, work, visit and or use Downsview Long Term Care Centre programs and facility.
* To implement training for all staff to increase awareness amongst all of our staff.
* To increase awareness of all our accessibility accomplishments within our facility and make our plan, policies and practices both with our residents, and visitors and also our staff.
* To implement the Accessibilities Act into to our current hiring practices.
* To use web technology to assist in the promotion of our accessibility plan.
* To improve overall accessibility at our facility for all those who are affected by disabilities.

Obtaining goals will be implemented through annual planning and multi-year planning.

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| Facility | **DOWNSVIEW LTCC** | | | | **POLICY & PROCEDURE** | | | | | |
| Department | Administrative | Category | Accessibility Standards | | | | Policy Number | | ACS - 0001 | |
| Subject | Accessibility for Ontarians with Disabilities | | | | | Issuing Authority | | GEM Board of Management | | |
| Effective Date | February 2024 | Supersedes | | February 2023 | | | | | | Pages 1 of **1** |

**POLICY:**

Downsview Long Term Care Centre and Retirement Home is committed to improving accessibility for persons with disabilities. An annual accessibility plan will be developed and communicated.

**PROCEDURE:**

An Accessibility Planning Committee with representation from various departments of Downsview Long Term Care Centre, senior management, and any available persons with disabilities will be established.

The Accessibility Planning Committee is responsible for meeting the requirement of the Ontarians with Disabilities Act (ODA), 2001 and the Accessibility for Ontarians with Disabilities Act 2005 (AODA).

The Committee will develop an annual accessibility plan that includes:

* Measures that Downsview has taken to identify, remove, and prevent barriers to persons with disabilities.
* Measures that Downsview will take in the coming year to identify remove and prevent barriers to persons with disabilities.
* Documentation of the progress made to remove and prevent barriers to persons with disabilities.

Downsview will make the Accessibility Plan available to the public.

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| Facility | **DOWNSVIEW LTCC** | | | | **POLICY & PROCEDURE** | | | | | |
| Department | Administrative | Category | Accessibility Standards | | | | Policy Number | | ACS - 0002 | |
| Subject | Accessibility – Customer Service | | | | | Issuing Authority | | GEM Board of Management | | |
| Effective Date | February 2024 | Supersedes | | February 2023 | | | | | | Pages 1 of **3** |

The purpose of this policy is to establish procedures and practices that will facilitate the implementation of the Accessibility for Ontarians with Disabilities Act 2005 (AODA) and Ontario Regulations 429/07, Accessibility Standards for Customer Service. Nothing in this policy diminishes in any way the legal obligations of Downsview Long Term Care Centre and Retirement Home with respect to persons with disabilities that are imposed under any other Act or otherwise imposed by law.

**POLICY:**

Services provided by Downsview Long Term Care Centre and Retirement Home will be accessible to persons with disabilities in a manner that is consistent with the principles of independence, dignity, integration, and equal opportunity as set out in the Accessibility Standards for Customer Service.

**Guide Dogs and Service Animals**

A person with a disability who is accompanied by a guide dog or other service animal shall be permitted to enter the premises with the animal and keep the animal with him/her unless that animal is otherwise excluded by law from the premises. If the guide dog or service animal is excluded by law from the premises, Downsview Long Term Care Centre and Retirement Home will provide other measures to enable the person with the disability to obtain, use or benefit from the services.

**Support Person**

A person with a disability who is accompanied by a support person shall be permitted to enter the premises together and not be prevented from having access to each other while accessing services on the premises.

**Disruption of Services**

Notice of a disruption of facilities or services used by persons with disability to access services provided by Downsview Long Term Care Centre and Retirement Home shall be communicated to the public. The notice will include the reason for the disruption, the anticipated duration of the disruption and alternatives that may be available. This information will be posted in a conspicuous place in the premises or by other methods considered reasonable. If the disruption is expected, a reasonable amount of advance notice will be given. If the disruption is unexpected, notice will be provided as soon as possible.

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| Facility | **DOWNSVIEW LTCC** | | | | **POLICY & PROCEDURE** | | | | | |
| Department | Administrative | Category | Accessibility Standards | | | | Policy Number | | ACS - 0002 | |
| Subject | Accessibility – Customer Service | | | | | Issuing Authority | | GEM Board of Management | | |
| Effective Date | February 2024 | Supersedes | | February 2023 | | | | | | Pages 2 of **3** |

**Assistive Devices**

A person with disability who requires assistive devices to access the services of Downsview Long Term Care Centre and Retirement Home shall be allowed to use such devices while accessing goods and services on the premises. Downsview Long Term Care Centre and Retirement Home provides some assistive devices for use by clients who require them while accessing services on the premises such as on loan wheel chairs and walkers where required.

**Communication**

Staff will communicate with people with disabilities in ways that take into account their disability.

Teletypewriter (TTY) and Bell Relay Services

A teletypewriter is a device that allows users to send typed messages across phone lines. Many people with hearing disabilities use a TTY. TTY users can communicate directly with another TTY user or they can call a Relay Service. The Relay Service operator will receive the messages on a TTY and relay the messages, by standard phone, to a person who does not have a TTY. A standard phone user can also place a call through the Relay Service operator to a TTY user.

Downsview Long Term Care Centre and Retirement Home does not have a TTY device however the Bell Relay Service can be utilized calling The Following;

The Bell Relay Service (BRS) allows deaf, deafened and hard of hearing customers or those with speech disabilities to communicate with hearing persons or non-TTY users by phone. Bell has specially trained operators who act as intermediaries and who are available 24 hours a day, 7 days a week.  
  
There is no charge for using the BRS. However, there are toll charges for long distance calls placed using BRS. Note that for TTY users, **there is a 82% rebate** on calls within Canada.

**By phone** 1 800 268-9243 **For TTY/teletypewriter users** Ontario: 1 800 268-9242

**Hours of operation**  
Monday to Friday, 8:30 a.m. to 5 p.m. (ET)

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| Facility | **DOWNSVIEW LTCC** | | | | **POLICY & PROCEDURE** | | | | | |
| Department | Administrative | Category | Accessibility Standards | | | | Policy Number | | ACS - 0002 | |
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| Effective Date | February 2024 | Supersedes | | February 2023 | | | | | | Pages 3 of **3** |

**Training**

Training on the provision of offered services to persons with disabilities shall be provided to all employees, volunteers, agents, contractors and others who deal with the public and to every person who participates in the development of policies, practices and procedures governing the provision of services to members of the public.

Training for current employees will be provided and included in the orientation of new employees through surge learning reviewed on an annual basis. Downsview Long Term Care Centre will also provide ongoing training in respect to changes in its policies, practices and procedures to those individuals who require such training as soon as practical.

The basic training will include:

* a review of the purposes of the AODA and requirement of the customer service standard
* how to interact and communicate with persons with various types of disabilities
* how to interact with persons with disabilities who use assistive devices or require the assistance of a guide dog, other service animals or a support person
* how to use and or access equipment or devices available in the organization, such as wheelchairs, elevators, lifts, etc. that may help a person with a disability access our services
* what to do if a person with a particular disability is having difficulty accessing our services

**Feedback**

The public can provide feedback on the accessibility of services available at Downsview Long Term Care Centre and Retirement by:

* Submitting a request in person at reception.
* Submitting a complaint as per the Downsview complaint policy.
* Sending a letter addressed to the Administrator, 3595 Keele St, Toronto ONT M3J1M7
* Contacting the Administrator in person, by phone at 416.633.3431 or by email at general@downsviewltcc.com
* Other feedback processes will be established in consultation with individual persons with a disability, upon request.

**Note**: a copy of the ODA, 2001 and AODA, 2005 are available in the Accessibility folder on the shared drive and a copy of the Act is also available on Surge Learning and available upon request from the Environmental Department.

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| Facility | **DOWNSVIEW LTCC** | | | | **POLICY & PROCEDURE** | | | | | |
| Department | Administrative | Category | Accessibility Standards | | | | Policy Number | | ACS - 0003 | |
| Subject | Accessibility – Committee | | | | | Issuing Authority | | GEM Board of Management | | |
| Effective Date | February 2024 | Supersedes | | February 2023 | | | | | | Pages 1 of **1** |

**Purpose:**

To develop a committee at Downsview who will monitor, make recommendations and implement changes to Downsview which will increase accessibility to Downsview for those with disabilities.

**Policy:**

Downsview Long Term Care will establish a committee to oversee the compliance of the Accessibility Standards Act within Downsview Long Term Care Centre, develop new policies, procedures and practices with relation to Accessibility Standards, create, and implement goals and document progress.

The Committee will meet annually and document minutes for accessible viewing. Minutes shall be posted for residents, staff and the public to view in a conspicuous place.

**The Committee will:**

* Provide leadership in steering the Accessibility Program at Downsview Long Term Care and Retirement Home.
* Establish policy related to Accessibility.
* Review and endorse key documents related to Accessibility (e.g. policies, education materials).
* Raise awareness of accessibility legislative requirements, initiatives, and issues.
* Review reported accessibility related issues and provide recommendations to the appropriate department/owner/Administrator.
* Identify barriers to services and the facility and develop plans to remove these barriers.
* Review accessibility related leading practices and implement as appropriate.
* Ensure accountability for legislated requirements by assigning responsibility for deliverables, monitoring progress and evaluating outcomes.

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| Facility | **DOWNSVIEW LTCC** | | | | **POLICY & PROCEDURE** | | | | | |
| Department | Administrative | Category | Accessibility Standards | | | | Policy Number | | ACS - 0004 | |
| Subject | Accessibility – Integrated Standards | | | | | Issuing Authority | | GEM Board of Management | | |
| Effective Date | February 2024 | Supersedes | | February 2023 | | | | | | Pages 1 of **6** |

**PURPOSE:**

To outline the policies and actions that Downsview Long Term Care Centre will put in place to improve opportunities for people with disabilities and comply with the Integrated Accessibility Standards Regulations.

**STATEMENT OF COMMITMENT**

Downsview Long Term Care Centre is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

**POLICY:**

**Annual Planning**

Downsview Long Term care Centre will establish, implement, maintain and document a multi-year Accessibility Plan, which outlines the organization’s strategy to prevent and remove barriers and meet the Integrated Accessibility Standards Regulations. We will consult with people with disabilities and Downsview’s Accessibility Committee.

The Plan will be available on our website, shared drive, posted within the facility and in an accessible format upon request.

The Plan will be reviewed and updated annually. A status report will be prepared to provide information on the progress of measures taken to implement the strategy identified in the yearly plan upon completion of each year’s accomplishments.

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| Department | Administrative | Category | Accessibility Standards | | | | Policy Number | | ACS - 0004 | |
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**Multi-Year Plan**

Downsview Long Term care Centre will establish, implement, maintain and document a multi-year Accessibility Plan, which outlines the organization’s strategy to prevent and remove barriers and meet the Integrated Accessibility Standards Regulations. We will consult with people with disabilities and Downsview’s Accessibility Committee.

The Plan will be available on our website and in an accessible format upon request.

The Plan will be reviewed and updated at least every 5 years. An annual status report will be prepared to provide information on the progress of measures taken to implement the strategy identified in the multi-year plan.

**Procuring or Acquiring Goods or Services.**

In addition to criteria such as quality, cost and timing, the Downsview will consider accessibility criteria and features when procuring or acquiring goods and services, where practicable. Accessibility criteria can include, but are not limited to, technical features, structural features and accessibility training features. If not practicable to comply, Downsview will provide an explanation upon request.

**Training**

Training on Ontario’s accessibility laws and on the Human Rights Code, as it relates to people with disabilities, will be provided to all employees, volunteers, persons who participate in the development of policies, and all other persons who provide goods, services or facilities on behalf of Downsview Long Term Care Centre and Retirement Home.

Training will be provided:

* As soon as practicable directly in orientation or through our online training program.
* In a way that best suits the duties of employees, volunteers and other persons.
* Whenever changes in the policies occur on an ongoing basis.

Records of the training provided, including dates of training and the number of people trained, will be maintained.

Downsview will take steps to ensure that employees are provided with the training needed to meet Ontario’s accessibility laws.

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| Effective Date | February 2024 | Supersedes | | February 2023 | | | | | | Pages 3 of **6** |

**Information and Communication Standards**

Downsview is committed to meeting the communication needs of people with disabilities. All staff will consult with people with disabilities to determine their information and communication needs.

**Feedback**

Downsview will take steps to ensure that existing feedback processes are accessible to people with disabilities upon request.

**Accessible Formats and Communication Supports**

Downsview will, upon request, provide or arrange for the provision of accessible formats and communication supports for people with disabilities, in a timely manner, that takes into account the person’s accessibility needs due to disability.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. The accessible format will be provided at a cost that is no more than the regular cost charged to other persons.

Downsview will notify the public about the availability of accessible formats and communication supports and when unable to convert the information in an accessible format will explain the reasons and provide a summary of the information.

Downsview will take steps to make sure all publicly available information is made accessible upon request.

**Emergency Procedures Plans or Public Safety Information**

Downsview will provide emergency procedures, plans or public safety information that is available to the public, in an accessible format or with appropriate communication supports as soon as practicable, upon request.

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| Department | Administrative | Category | Accessibility Standards | | | | Policy Number | | ACS - 0004 | |
| Subject | Accessibility – Integrated Standards | | | | | Issuing Authority | | GEM Board of Management | | |
| Effective Date | February 2024 | Supersedes | | February 2023 | | | | | | Pages 4 of **6** |

**Accessible Website and Web Content**

Downsview will take steps to make all new internet websites and web content accessible.

**Employment Standards**

Downsview is committed to fair and accessible employment practices.

**Recruitment**

Downsview will notify its employees and the public about the availability of accommodation for applicants with disabilities in our recruitment processes.

We will notify applicants when they are individually selected to participate in an assessment or selection process that accommodations, in relation to the materials or processes to be used, are available upon request. If a selected applicant requests an accommodation, we will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant’s accessibility needs due to disability.

When making offers of employment, successful applicants will be notified of our policies for accommodating employees with disabilities.

**Informing Employees of Supports**

Downsview will inform all employees of our policies to support employees with disabilities.

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| Department | Administrative | Category | Accessibility Standards | | | | Policy Number | | ACS - 0004 | |
| Subject | Accessibility – Integrated Standards | | | | | Issuing Authority | | GEM Board of Management | | |
| Effective Date | February 2024 | Supersedes | | February 2023 | | | | | | Pages 5 of **6** |

**Accessible Formats and Communication Support for Employees**

When an employee with a disability requests accessible formats and/or communication supports, we will consult with the employee to provide or arrange for the provision of suitable accessible formats and/or communication supports for information needed in order to perform the employee’s job and information that is generally available to employees in the workplace.

**Workplace Emergency Response Information**

Downsview will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and we are aware of the need for accommodation due to the employee’s disability. This information will be provided as soon as practicable after we become aware of the need for accommodation due to the employee’s disability.

If an employee who receives individualized workplace emergency response information requires assistance and with the employee’s consent, the workplace emergency response information will be provided to the person designated to provide assistance to the employee.

Individualized workplace emergency response information will be reviewed:

* When the employee moves to a different department at Downsview.
* When the employee’s overall accommodations needs or plans are reviewed.
* When Downsview’s general emergency response policies are reviewed.

**Individual Accommodation Plans**

The individual accommodation plans shall:

* If requested, include any information regarding accessible formats and communication

Supports provided.

* If required, include individualized workplace emergency response information.
* Identify any other accommodation that is to be provided.

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| Effective Date | February 2024 | Supersedes | | February 2023 | | | | | | Pages 6 of **6** |

**Return to Work Process**

Downsview will maintain a written return-to-work process for employees that will follow guidelines for accommodation under WSIB instruction and RTWS Plans if related to work injury and accommodate based on any employee accessibility needs when able to accommodate and recommended by physician.

**Performance Management**

Downsview will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using performance management, career development and advancement, and redeployment processes.

Downsview will take steps to ensure that employment related policies and practices to meet Ontario’s accessibility laws.

**Downsview Long Term Care Centre**

Addressing Accessibility Barriers for Ontarians with Disabilities.

**Annual Plan 2023 - 2025**

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| **Identified Barrier** | **Plan of Action & Responsibility** | **Expected Completion Date** | **Status** |
| Training for staff to promote awareness. | Continued Online Annual Training based on accessibility standards. Include accessibility standards as a part of general orientation for all new staff. | Annually. | Currently online training is provided for all staff.  **Completed** |
| Smooth surface access at all entrances. | Maintenance will ensure all entrances have smooth surface access to the facility. | Dec 2024 | **Work to be done parking lot and side walk** |
| Automatic door openers for 1 North and 2 North | ABC security will provide quotations and once approved install automatic door openers at identified locations. | Dec 2024 | Incomplete for North Wing both floors  **Completed for LTC Side** |
| A designated accessibility standards information board is not present. | Downsview will designate a location to install an information board specifically for information related Accessibility Standards, our plan and our policies. Created but will be revised and relocated. | Sept 2024 | Policies and plans have been created and are available online and upon request, a new board will be posted by Aug 2024 |
| Courtyard has unlevel tree rooting which restricts mobility. | Downsview will complete courtyard walkway levelling and redesign to increase mobility with the courtyard. | March 2023 | Courtyard plans have been drawn and partial implementations will take effect this spring. **Complete** |
| Add additional automatic openers to the new section entrance doors and courtyard doors. | Downsview will plan to install to openers on the entrance areas and courtyard doors to the new section. And washroom doors in common areas. And reception entrance. | Dec 2025 | ***Under review and pricing*** |
| New wing construction 2 East to include wing handle faucets throughout. | Downsview will ensure all taps are wing handle | Feb 2023 | **Done** |
| Lower call bell lighting and increase brightness LED lighting in corridors | New wing renovations 2 East will include better lighting for over bed and common spaces | Jan 2023 | **Done** |

**Multi Year Plan**

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| **Customer Service** | |
| **Year** | **Identified Barrier / Plan of Action** |
| **2023** | **1. Barrier:** Training for staff to promote awareness.  **Plan of Action:** Implement an online training based on accessibility standards. Include accessibility standards as a part of general orientation for all new staff. |
| **2025** | 1. **Barrier:** Reception desk higher than normal to accommodate wheel chair accessibility.   **Plan of Action:** Downsview will investigate, and plan for the addition or reconstruction of the reception area to accommodate lower level access for those who are in wheelchairs. – **Reconstruction Postponed Until a later date possibly end of 2025** |
| **2023** | 1. **Barrier:** Call bell system is not currently equipped with two-way communication functionality or identifiable zones.   **Plan of Action:** Downsview will investigate cost and develop a plan of action to implement a new call bell system equipped with a two way communications function to make the system more equipped to accommodate those with limitations. **Under review for 2023** |

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| **Communication** | |
| **Year** | **Identified Barrier / Plan of Action** |
| **2023** | 1. **Barrier:** Fire warning system is lacking visual displays such as strobes to assist persons with hearing impairments become aware of fire emergency situations.   **Plan of Action:** Downsview will investigate, and plan for the addition strobe lighting to be connected and intergraded to our current fire system. – **Ongoing incomplete may take place in 2023 Some installed in Generator Building – New Building Design Coming 2025 to 2030** |

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| **Attitude & Training** | |
| **Year** | **Identified Barrier / Plan of Action** |
| **Annually** | 1. **Barrier:** Training for staff, residents and visitors is currently only accessible online on Surge learning.   **Plan of Action:** Downsview will make all information available in several formats. **Paper formats and direct individual training is now available upon request.** |
| **2023** | 1. **Barrier:** To educated all staff fully on the importance of the accessibility policy and plan and to make staff, volunteers and other aware and adopt a culture of awareness.   **Plan of Action:** Downsview will continue education and training increasing annually. **To Fulfil by 2023. - Complete** |

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| **Mobility & Access** | |
| **Year** | **Identified Barrier / Plan of Action** |
| **2023** | 1. **Barrier:** Smooth surface access at all entrances.   **Plan of Action:** Maintenance will ensure all entrances have smooth surface access to the facility.   1. **Barrier:** Courtyard rooted areas cause mobility issues.   **Plan of Action:** Downsview will complete courtyard walkway levelling and redesign to increase mobility with the courtyard. **Complete 2023**  **Some Areas Completed and New Building Coming 2025 to 2030** |
| **2024** | 1. **Barrier:** Exterior Sidewalks coming up facility driveway are unlevel.   **Plan of Action:** Downsview will investigate and plan a reconstruction or repair of the driveway and walkway areas after surrounding construction of the facility has begun and reduced drainage to our property from adjacent fields. **Incomplete – Ongoing depending on City Adjacent Construction**   1. **Barrier:** Automatic door openers at 1 North and 2 North corridor doors and North home hall access. **Ongoing**   **Plan of Action:** ABC security will provide quotations and once approved install automatic door openers at identified locations. – **North wing in Process – Oct 2024** |
| **2023** | 1. **Barrier:** Exterior Driveway and parking lot. Is unlevel in many areas making it hard for wheelchair, scooter or cane mobility.   **Plan:** Downsview will add additional parking spaces in its regular areas and increase barrier free parking spots by September 2021 - Done  **2. Barrier:** Add additional picnic benches which are wheelchair accessible  **Plan of Action:** Downsview will add additional benches and tables to its courtyard areas to accommodate wheelchairs. **Review** **To complete by 2023 Dec**  **To Purchase for 2024** |
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| **Architectural Design** | |
| **Year** | **Identified Barrier / Plan of Action** |
| **2023** | 1. **Barrier:** Seating locations in the dining rooms are typically cluttered primarily in the smaller dining areas causing mobility issues for residents and staff.   **Plan of Action:** Dietary department will investigate this issue and create a new seating plan which works more efficiently to clear obstructions in the dining rooms. **Seating has been diverted due to Covid19 and will allow for more spacing per unit due to limitation of unit sizes.**  **New tables to purchase height adjustable Oct 2023 Done**   1. **Barrier:** Not all rooms are equipped with wing handled faucets.   **Plan of Action:** Environmental department will set goals of changing out all faucets in the facility to the wing handle type. – **All Washrooms Now Have Wing Handle Faucets Any Notice Of Faucets Broken or Without should be reported for immediate change out. – 2 East Reno will change out the remaining in the building. - Done** |
| **2023** | 1. **Barrier:** Public washroom areas are not equipped with automatic hand dryers or automatic censored faucets or hands free flush toilets.   **Plan of Action:** Downsview will investigate cost and create a plan to equip all public washroom areas with the mentioned items. **Hand Dryers Installed – main public washrooms front lobby and second floor lobby – Completed with additional ongoing over the next few years. Done** |
| **2023** | 1. **Barrier:** The facility is not equipped with Braille signage and or raised lettering in all areas of room entrances or in areas of direction where signs are posted extremely high out of plain view.   **Plan of Action:** Downsview will consider replacing signage throughout the facility to accommodate visually impaired persons and make signage more visible to those at lower levels of viewing. **Complete by September 2023**   1. **Barrier:** The facility requires larger turn around access is most washrooms.   **Plan:** Downsview is planning for future renovations of all rooms within the facility to accommodate this barrier. **To be completed by 2023 to 2025 New Building** |

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| **Information Accessibility and Technology** | |
| **Year** | **Identified Barrier / Plan of Action** |
| **2023** | 1. **Barrier:** A designated accessibility standards information board is not present.   **Plan of Action:** Downsview will designate a location to install an information board specifically for information related Accessibility Standards, our plan and our policies.  **Removed due to tampering, will be updated and replaced re-hung by August 2024** |
| **2023**  **2023** | 1. **Barrier:** Facility does not have a self service Kiosk to access information about the facility, its policies or information on Accessibilities and its standards.   **Plan of Action:** Downsview will investigate cost and feasibility to put in place a self service kiosk to assist our residents, guests and staff. **Under Review for 2023 to 2024**   1. **Barrier:** Facility does not have a public use computer for residents to use to gain information and accessibility information **Under Review for 2023 to 2024** |

**Implementation Process and Conclusion:**

The leadership and Accessibility Committee will be responsible for monitoring and evaluating the facility plans, policies and procedures.

Each department head will be responsible and accountable to the Administrator for the implementation of their respective assigned objectives.

Downsview Management and the Committee will develop audit tools and conduct semi annual audits.

Downsview will implement the plans to improve accessibility throughout the facility to the best of its ability, considering financial aspects, feasibility and physical abilities, any alterations or changes to the plan will be communicated in all formats outlined in the plan.