

Bennett Centre Long Term Care Multi-Year Accessibility Plan

Compliance Standard	Action Item	Compliance Deadline	Status
Accessibility Compliance Report	File an Accessibility Compliance Report	June 30, 2021	Complete
Accessible Website and Web Content	Ensure that the organization's website and web content conforms to the World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA	Jan 1, 2021	Complete
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.	Aug 31, 2021	Board agenda item
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
- we have implemented a public Wi-Fi system at the request of families
- all staff have access to an email system
- accessible standards format is established as Arial, font size of 12
- website and web content conforms to the World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA

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 Service and Housekeeping positions for comparison of 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 the end of interviews
- update policy on accommodation for employees with disabilities
- update policy on Return to Work

Transportation

Where We Are At

- we are making use of community accessible transportation for resident outings

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

- adjustable tables in resident dining rooms to accommodate different size wheel chairs
- 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+
- decommissioning of old bath tub in north wing to make room for storage of laundry to reduce congestion in hall ways

What's Next

- in the process of planning to make the secure outdoor space behind the home through the dining rooms more accessible. This involved changing the practice of keep the doors locked between meals, and purchase of replacement motor for the accessible doors. We are calling this initiative "Let's Share the Sun" project.
- will comply with Accessibility Standards when planning for redevelopment

Customer Service

Where We Are At

- annual staff education is proved on customer service

- communication with families (voice mail, individual calls, signage, emails, newsletters)
- we are open to permitting devices needed for accessibility
- service animals are welcome in the parts of the premises that re 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 to 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

Updated June 2021