

ACCESSABILITY MULTI-YEAR PLAN

2021 - 2026

Kensington Health



Kensington Health Accessibility Multi-Year Plan 2021 – 2026

This 2021-2026 accessibility plan outlines the policies and actions that Kensington Health will put in place to improve opportunities for people with disabilities.

STATEMENT OF COMMITMENT

Kensington Health 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 (AODA).

COMMUNICATION: ACCESSIBLE EMERGENCY INFORMATION

Kensington Health is committed to providing the residents, patients, and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

- The Resident Handbook was updated with an Accessibility section to share our commitment and availability of emergency response information in an alternate format on request - Completed in 2015.
- At orientation, the Human Resource component includes accessibility information for information in an accessible format on request - Completed in 2015.

COMMUNICATION: TRAINING

Kensington Health provides training to employees and volunteers on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training is provided in a way that best suits the duties of employees and volunteers - Completed for all staff in 2014/15 and still ongoing for new staff before orientation starts.

Kensington Health took the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws:

- Accessibility training is mandatory for all staff and available on the organization's on-line training site. 100% of staff have completed this training.
- All new staff must complete the AODA education before orientation is completed. This process is current and completed for all new hires.

COMMUNICATION: ACCESSIBLE WEBSITE AND COMPLAINT FORM

Kensington Health is committed to meeting the communication needs of people with disabilities. We consult with our Resident and Family Council to determine their information and communication needs.

Kensington Health took the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A.

- Kensington Health website has been revised and it includes all the current requirements for website accessibility and any new requirements going forward. This was completed in September 2016 with a revision of the website.

Kensington Health took the following steps to ensure existing feedback processes are accessible to people with disabilities upon request:

- The Home's complaint form and policy is available in alternate format upon request. Complaints can also be readily submitted online through our web page.

Kensington Health took the following steps to make sure all publicly available information is made accessible upon request.

- Alternate formats were developed i.e. have a person available to read the material if required.
- Use of the website to post public information.

Kensington Health will ensure that all websites, new development, and any revision of content conforms with WCAG 2.0 Level AA.

CUSTOMER SERVICE STANDARD:

Kensington Health is committed to providing the residents, patients, and clients with access to all the services provide by Kensington Health. We will also provide employees with disabilities individualized accommodations as necessary.

CUSTOMER SERVICE STANDARD: TRAINING

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CUSTOMER SERVICE STANDARD - ACCESSIBILITY

Kensington Health is committed to meeting the customer service needs of persons with disabilities.

Visitors are allowed for patients with mental health needs, neurodevelopmental disorders, translation and in cases where the patient required mobility support (wheelchair). Service animals are permitted.

An animal is a service animal for a person with a disability if,

- (a) the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
- (b) the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:

- (i) A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
- (ii) A member of the College of Chiropractors of Ontario.
- (iii) A member of the College of Nurses of Ontario.
- (iv) A member of the College of Occupational Therapists of Ontario.
- (v) A member of the College of Optometrists of Ontario.
- (vi) A member of the College of Physicians and Surgeons of Ontario.
- (vii) A member of the College of Physiotherapists of Ontario.
- (viii) A member of the College of Psychologists of Ontario.
- (ix) A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario. O. Reg. 165/16, s. 16.

EMPLOYMENT: ACCOMMODATION POLICY AND TRACKING

Kensington Health is committed to fair and accessible employment practices. We took the following steps to notify the public and staff that, when requested, we will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- The Accommodation policy was changed to reflect the AODA requirements - Revised in April 2017
- A new form was developed to track requests for Accommodation
- Job postings online have a statement attached to communicate our commitment to accommodation for the hiring process - Completed in January 2017.
- A new process during hiring was implemented where the interview questions are available for the interviewee to read as the interview progressed if this was helpful to the candidate.

Kensington Health has taken the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- An accommodation policy was implemented to include accommodation for employees on a case-by-case basis.

- A revised Work Integration policy was developed and includes accommodation requirements of the Act.

The following steps were taken to ensure the accessibility needs of employees with disabilities are taken into account if requested

- Policies were revised and developed to meet the Act.
- A process and form for employees requesting accommodation was developed to track the process.
- Text messaging is used to communicate with hearing impaired employee(s)/applicants. Sign Language interpreter utilized for interviews.

ENVIRONMENT: DESIGN OF PUBLIC SPACES

Kensington Health will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals - The organization is completely accessible inside and outside.
- Accessible off-street parking - The organization has an accessible parking garage.
- Service-related elements like service counters, fixed queuing lines and waiting areas - The organization has accessible counters and waiting areas.
- The new 2015/16 interior design refresh of the Gardens north and south buildings, as well as the Hospice expansion, has taken into consideration accessibility requirements.

Kensington Health will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces. In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

- Signs will be posted when service is disrupted i.e. elevators are out of service. Signs will be large print and indicate projected time of repair, if known, and alternatives - Ongoing since 2002.
- If appropriate, a message will be added to the voice messaging system to indicate a service disruption.

Further accessibility activities completed beyond the **Accessibility for Ontarians with Disabilities Act**:

Issue	Actions Taken	Person Responsible	Completion Date
ARCHITECTURE: Carpet in resident hallways and public areas was difficult to keep clean and was an infection control and allergy risk	With the 2015/2016 interior refresh of the Gardens, carpet was removed, and wood-like flooring installed to decrease risk of problems with allergies/esthetics and cleanliness.	Bill O'Neill VP, Kensington Health Centre	June 2016
ENVIRONMENT: Residents who were capable of accessing their closets could not reach their clothing - this request came from resident council	To improve independence and resident satisfaction, a project was implemented to educate staff on how to move the clothing rods in resident closets to a level that worked for the resident.	Penny Squires Director of Health and Safety	December 31, 2017
ENVIRONMENT: Residents unable to activate call bell	A softtouch call bell is provided to residents who do not have the	Paula Ashley	On-going

Issue	Actions Taken	Person Responsible	Completion Date
	dexterity to push the traditional call bell	Senior Director of Facilities Management	
ENVIRONMENT: Residents who are bedbound or are unable to independently reposition themselves	Electric beds are provided to all residents to enable them to independently reposition themselves	Nuno DaSilva Manger of Resident Safety	On-going
ENVIRONMENT: Residents reported that the room temperature throughout the RHAs was not consistent and was a quality-of-life issue for them	An assessment was done, and the home has committed to replacing the computerized control system for the heating/ cooling equipment to address this problem at an estimated cost of \$60,000 - Air conditioning installed at 25 Brunswick Avenue, Funding grant to install air conditioning at 45 Brunswick approved. Air Temperatures monitored as per FLTCA	Bill O'Neill VP, Kensington Health Centre	June 2023
TECHNOLOGY: Some staff had difficulty using computers and needed help with the education Surge Learning application.	The Staff Development team have initiated 1:1 education sessions with staff who need help with computers	Supervisor of Staff Development	This began with the implementation of the Surge Learning website in 2015. Still ongoing when staff require assistance.

Issue	Actions Taken	Person Responsible	Completion Date
<p>TRANSPORTATION: The home is well serviced for transportation with the public transportation system available in Toronto (residents and staff) as well as group event transportation for residents/clients. Fully accessible van purchased for transportation of clients to attend Second Mile Club programs.</p>			
<p>COVID-19 allergies related to vaccine and mask use</p>	<p>Staff who experience serious adverse effects after a COVID-19 vaccine shot or those with medical conditions that may affect their response to the vaccine are accommodated. Staff who are allergic to a procedural mask can either wear a cloth mask underneath or a are provided with a KN95.</p>	<p>Penny Squires Director of Health and Safety</p>	<p>April 2021</p>

<p>COMMUNITY INTEGRATION: More volunteers are needed to assist residents with eating and to decrease social isolation in the Gardens and to assist in the Hospice with dietary service and companionship needs of the residents.</p>	<p>The Gardens and Hospice Coordinators of Volunteer Services worked together to visit volunteer fairs and organizations in the community to recruit volunteers for our organization.</p>	<p>Sally Blainey Manager, Volunteer Services</p>	<p>On-going</p>
<p>WORK: Accommodations- non-occupational injuries, illness and medical conditions</p>	<p>Individualized accommodated work plans have been developed. Physical demands analysis for front line positions in process of being completed by Contracted Kinesiologist to ensure assigned tasks are safe and meaningful. If required, an independent medical evaluation has been completed.</p>	<p>Penny Squires Director of Health and Safety</p> <p>Anna Slawski Director of Care</p> <p>Paula Ashley Senior Director of Facilities Management</p>	<p>PDA's scheduled November 17, 2022 Individualized accommodations-ongoing.</p>
<p>ATTITUDES: This issue was initiated by staff and residents: A few staff will speak in their native language in front of residents or other staff. This is disrespectful and not acceptable in our organization.</p>	<p>Education was provided on Customer Service expectations in the home. The issue will be addressed in staff meetings</p>	<p>Supervisor of Staff Development/ All Managers</p>	<p>On-going</p>

Office Furniture Many staff have had long term or temporary disabilities	Sit to stand desks and ergonomic adjustable chairs have been purchased		On-going.
EMERGENCY PREPAREDNESS:	Employees with disabilities have an individualized workplace emergency response plan	Penny Squires Director of Health and Safety	On-going
FINANCES: Residents who have limited financial resources are not refused Long-Term Care and associated services in Ontario and the Hospice services are free of charge. There were no issues identified in this area.			

For More Information Please Contact:

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Accessible formats of this document are available free upon request at the Reception Desks.