



**Accessibility Plan  
2020-2025**

Sprucedale Care Centre is committed to providing Accessibility for all persons with Disabilities, as described in the **Accessibility for Ontarians with Disabilities Act, 2005 (AODA)**.

- Services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- Services to persons with disabilities and others will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the services of the Home.
- When communicating with a person with a disability, the Home will do so in a manner that takes into account the person's disability.

#### **GUIDELINE TO DEVELOP ACCESSIBILITY PLAN**

- Sprucedale Care Centre will develop an accessibility plan that is to be reviewed annually. The leadership of the organization needs to have a working knowledge of what needs to be done to promote accessibility and remove barriers.
- Barriers include architecture, environmental factors, attitudes of people around accessibility and persons with disabilities, finances, employment, communication, transportation and community integration.
- The plan needs to include the barriers, the actions to rectify the barrier, time lines, annual progress and areas requiring further improvements.
- Please refer to the 2018 CARF standards manual, Section 1L-Accessibility, Pages 96-97 for further guidance on what to include.
- The Accessibility Plan may also help form Capital Budget requests each year.
- You are encouraged to seek input from persons served across the organization. For the development of this plan, opportunity was given to the LTC Home's Family Council and Resident Council.

**Please note:** In making decisions related to removing accessibility barriers for persons served, there are competing factors i.e. accessibility versus safety which are taken into consideration that may impact the organization's approach to implementation.

## Sprucedale Care Centre- Accessibility Plan-2020-2025

Domain	Barrier	Action Plan	Updates Completed
<b>Architecture</b>	➤ Transition strips into areas are high need to lower or replace them for easier access	➤ All areas to be completed prior to end of plan	<b>HH has been replaced 2019-2020 MG and CG 2021</b>
	➤ <b>Handicap button needs installed in Café to and from balcony</b>	➤ <b>Quote to replace to \$18500.00</b>	➤ Completed 2020
	➤ Doors into Courtyards Areas are not accessible i.e. not on an automatic door opener. Difficult for residents to open the door and maneuver wheelchair or walker through the doors.	➤ Quotes have been obtained to install a time delay on auto opener on all 3 RHA for \$55,500	➤ <b>Re visit - plan with capital funding</b>
	➤ Parking- limited parking and access to parking. Family members, staff become frustrated. ➤ During special events this becomes a big frustration for all parties.	➤ Re-line upper parking lot and lower 2018 . Narrow the spaces to accommodate more spots. Monitor area for vehicles not connected to Sprucedale	➤ Lines completed 2018
	➤ Nursing Stations in RHA- doors into entrance- residents are able to enter into these areas.	➤ Explore other ways to restrict access.	<b>Completed 2020</b>

## Sprucedale Care Centre- Accessibility Plan-2018-2020

Domain	Barrier	Action Plan	Updates Completed
<b>Environmental</b>	➤ Carpet on Resident Home Areas makes it difficult for residents to maneuver and challenges related to infection control.	➤ <b>Replace all carpeting in RHA's</b>	➤ Completed HH 2019-2020 Completion of CG and MG 2021

	➤ Noise- doors slamming, carts in Center Court can be noisy	<ul style="list-style-type: none"> <li>➤ Reminders to staff that noise travels and to be mindful.</li> <li>➤ When replacing carts maybe look at purchasing to trial with larger, rubber wheels for noise reduction.</li> </ul>	➤ Ongoing
	➤ Temperature- challenging to regulate the temperature on change of season as temperature fluctuate	➤ Education to all parties.	➤ Ongoing
	➤ Storage is limited and doors to these areas need to be wider to accommodate storage of large items such as beds	➤ Buy equipment to tip equipment and de-clutter	➤ ongoing

### Sprucedale Care Centre- Accessibility Plan-2020-2025

Domain	Barrier	Action Plan	Updates Completed
	➤ Lights in dining areas - complaints on to dim	<ul style="list-style-type: none"> <li>➤ Will look at environmental enhancements to make these areas more welcoming.</li> </ul>	➤ ongoing
<b>Care</b>	➤ As organizations progresses towards dementia care, residents /family members of residents without a diagnosis of dementia have expressed concerns related to their loved ones and ensuring their needs are met.	<ul style="list-style-type: none"> <li>➤ Ongoing transparency about the type of services we provide and reassurance that we will meet needs of our residents through relationship centred care.</li> <li>➤ BSO staff</li> </ul>	<ul style="list-style-type: none"> <li>➤ Mandatory requirements through the Ministry</li> <li>➤ ONGOING</li> </ul>

### Sprucedale Care Centre- Accessibility Plan-2020-2025

Domain	Barrier	Action Plan	Updates Completed
Employment	<ul style="list-style-type: none"> <li>➤ Staffing shortages across long term care sector.</li> <li>➤ Sprucedale Care Centre experiences difficulties with RNs and PSWS.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Students are a great option for summer hours when demand is higher</li> <li>➤ Staffing Agency brought on board to assist with shortages. PLAN A</li> </ul>	<ul style="list-style-type: none"> <li>➤ Utilize on line hiring sites i.e.indeed for recruitment efforts. Response has been favourable.</li> <li>➤ Completed 2018</li> </ul>
	<ul style="list-style-type: none"> <li>➤ Many part time staff have more than one job and can create limited availability.</li> </ul>	<ul style="list-style-type: none"> <li>➤ implementation of guaranteed shifts to assist with retention and making Sprucedale Care Centre priority for employment.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Completed 2018</li> </ul>

### Sprucedale Care Centre- Accessibility Plan-2018-2020

Domain	Barrier	Action Plan	Updates Completed
	<ul style="list-style-type: none"> <li>➤ Language barriers- some residents, families and staff do not speak English as first language.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Mission statement in both English as well as Portuguese</li> </ul>	<ul style="list-style-type: none"> <li>➤ 2018 completed</li> </ul>
	<ul style="list-style-type: none"> <li>➤ Telephone system within the organization is failing. Line quality poor, dropped phone calls, etc.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Replacement of telephone communication system throughout the organization.</li> <li>➤ Quotes being obtained</li> </ul>	<ul style="list-style-type: none"> <li>➤ Completed 2020</li> </ul>
	<ul style="list-style-type: none"> <li>➤ Access to the resident WIFI</li> </ul>	<ul style="list-style-type: none"> <li>➤ Enhanced installation of WIFI access stations in noted dead spots</li> </ul>	<ul style="list-style-type: none"> <li>➤ 2018 Completed</li> </ul>
	<ul style="list-style-type: none"> <li>➤ TV Communication screens used to communicate nurse call as well as camera</li> </ul>	<ul style="list-style-type: none"> <li>➤ All resident home areas have been completed</li> <li>➤ Need enhanced WIFI to allow full functionality.</li> </ul>	<ul style="list-style-type: none"> <li>➤ <b>2018 Completed</b></li> </ul>

### Sprucedale Care Centre- Accessibility Plan-2020-2025

Domain	Barrier	Action Plan	Updates Completed
Technology	<ul style="list-style-type: none"> <li>➤ Availability of mobile technology – Ipads for documentation.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Purchased 3 on RHA</li> </ul>	<ul style="list-style-type: none"> <li>➤ <b>Completed 2020</b></li> </ul>

	<ul style="list-style-type: none"> <li>➤ Lack of personal computers for residents living in LTC.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Centralized Computer for residents uses in centre court.</li> <li>➤ Activation purchased IPADS that residents can use if needed.</li> </ul>	<ul style="list-style-type: none"> <li>➤ <b>Hx Completed</b></li> <li>➤ <b>2018- Completed</b></li> </ul>
	<ul style="list-style-type: none"> <li>➤ Pagers system for staff. The use of pagers is a success for staff communication in keeping a calm and quiet environment</li> </ul>	<ul style="list-style-type: none"> <li>➤ Explore cost for implementation of enhanced system</li> </ul>	<ul style="list-style-type: none"> <li>➤ <b>2020</b></li> </ul>
	<ul style="list-style-type: none"> <li>➤ Hand held phone system - not being used to the full capability for example, staff need to report if not working and carry at all times</li> <li>➤ Keeping charged.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Education</li> <li>➤ Policies</li> <li>➤ New systems being considered.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Plan to replace hand held devices possibly 2020</li> </ul>

Domain	Barrier	Action Plan	Updates Completed
<b>Transportation</b>	Hospital- Residents coming back frail needing Stretcher accommodating or mobility type vehicles. Very expensive to Resident and Family. Financial strain for residents/families for transportation costs related to hospital transfers that are non-emergent.	<ul style="list-style-type: none"> <li>➤ Continue to advocate for residents when this causes undue hardship.</li> <li>➤ Access to our bus with off hours as best as possible if drivers availability.</li> <li>➤ Account with Voyageur Sprucedale pays for the cost up front and then has resident pay at a later date.</li> <li>➤ Or if resident cannot pay for it either the home absorbs the cost or family council pay.</li> </ul>	<ul style="list-style-type: none"> <li>➤ . Ongoing</li> </ul>

Domain	Barrier	Action Plan	Updates Completed
	<ul style="list-style-type: none"> <li>➤ For the younger residents living in long term care lack of opportunity to access programs within the community.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Investigated community programs that may be beneficial for younger disabled population as need arise.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Alice Saddy Program implemented 2018</li> </ul>