

Accessibility Plan 2023 - 2023

Potential Barrier: Environment

Barrier	Previous Action	Current Action Plan	Person Responsible	Timeframe	Current Status
Odours that may aggravate respiratory conditions (i.e. Asthma) or allergies	<p>Implemented HS38 Scent Sensitive Workplace Policy in October 2016</p> <p>Scent Free Zone signage posted on entrance to the residence.</p> <p>Purchase scent-free cleaning products</p>	<p>Make all new staff aware of the scent sensitivity workplace policy.</p> <p>Ensure that residents rooms are maintained for cleanliness and are kept odour free (i.e.: incontinence issues, etc.).</p> <p>Address any complaints from staff or residence re: unhealthy odour issues.</p>	Management	Ongoing	Good
Signs – That are readable by people with visual impairments or restrictions for people in wheelchairs	Signs posted include pictures and larger font	There have not been any comments brought forward that this is an issue, but we continue to be mindful when posting signage to use larger font and pictures, where possible.	Management	Sept 2023 review and replace as required	Good
Lighting – external	Addressed past identified issues by replacing all lighting under eaves around the residence with brighter LED lighting. Installed additional lighting in the parking lot and front garden area to increase lighting at front entrance to allow for staff to feel safer, especially at 12 midnight staffing change.	Monitor regularly for any lights that are not working. Respond to any feedback or concerns expressed about lighting issues.	Management	ongoing	<p>Good</p> <p>We currently replacing a bathroom fixture in a residents room due to flashing issue.</p>
Lighting – internal	Changed all light fixtures within the residence to LED	Monitor regularly for any lights not working	Management	ongoing	<p>Good</p> <p>We are currently replacing a bathroom fixture in a residents room due to flashing issue</p>
Noise	Not had an issue with noise complaints in the past	Residents are aware to report any noise issues to the Manager for follow-up action	Management	ongoing	Good

Accessibility Plan 2023 - 2023

Physical	Leveled all floors in the residence; enlarged doorway openings; installed high-rise toilets and accessible sinks in residents' units; installed two new roll-in shower rooms; replaced entrance doors with sliders, installed heating under cement pad at front entrance for improved safety and mobility in wheelchairs in winter	Continue to monitor for physical barriers within the facility and on the grounds	Management	ongoing	Good
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Potential Barrier: Attitudes

Attitudes toward accommodating people with any form of issue impacting their accessibility are positive.

Barrier	Previous Action	Current Action Plan	Person Responsible	Timeframe	Current Status
Assumptions based on age, ethnic background, socioeconomic status or disability	Introduced training for all staff: AODA - Customer Service Standard, AODA - Integrated Standard (includes Human Rights Code Requirements), PCH Policies on Diversity, Abuse, Discrimination and Harassment, Accessibility to Services for People with Disabilities, Rights of Person's Served	Train new staff on diversity issues and customer service and retraining on a regular basis for existing staff	Management	Annual training and at time of hire	Good
	Incorporated requirements for accessible customer service and non-discriminatory attitudes and behaviour into job descriptions and employee performance standards and performance appraisals	On-going performance management with staff; immediately identify and address any issues of discriminatory attitudes or behaviours, ongoing training	Management	Annually	Good
	Screen for desired attitudes during recruitment process for new employees, etc. incorporate into interview questions.	Continue to ask questions at time of interview that help to determine the candidate's attitudes toward	Management	At time of interview	Good

Accessibility Plan 2023 - 2023

Potential Barriers: Finances and Government Regulations

PCH is limited by funding and regulation to only provide a certain level of care; as our residents continue to age in place this has posed a significant challenge to the Agency and to our residents. The majority of our residents are dependent upon the Ontario Disability Support Pension (ODSP) and have difficulty meeting all of their financial obligations.

Barrier	Previous Action	Current Action	Person Responsible	Timeframe	Current Status
Insufficient funding to pay for training time	Partnered with HR Downloads to develop customized medication training module. Purchase HR Downloads on annual basis to provide numerous online training opportunities for staff. Scheduled training so that staff can complete the required training while on shift to avoid the extra costs of backfilling shifts.	Continue to focus as much training as possible through HR Downloads. Continue to research free training opportunities and apply for any training grants that become available. Purchase HR Downloads training package on an annual basis each April.	Executive Director	April 2023 review	Good
Insufficient funding for PCH to support our aging clients who may fall out of scope of service due to medical and/or age-related impairments.	Brought the issue to the attention of the funder as we had to request emergency one-time funding several times to meet changing needs. In March 2021, the funder advised they would do a full financial and clinical review. This review was only completed in March 2023, with the Agency being granted additional financial support. Also, the Agency strengthened its In Scope and Out Of Scope policies and four residents were assisted to transition to more appropriate settings.	Continue to closely monitor residents' care plans to ensure their care level remains in scope of services. Alert HCCSS and Ontario Health immediately when an issue arises and start transitional planning sooner than later. New funding for 2023 – 2024 will help address many of the issues that we have been struggling with for the past 4 to 5 years, which became more difficult to manage during the pandemic.	Residential Operations Manager	Ongoing	Good
Insufficient personal funding for residents to access community programs, attend community activities, pay for transportation and common fees associated with living at Cheshire	Assisted three residents with intellectual disability to access individualized funding for community participation and activities. Secured bulk buying plan for telephone and cable tv and low cost internet for residents as previously they had to purchase individually.	Assisted residents to secure free legal support to challenge the ODSP tribunal regarding their ODSP pensions as they are receiving the minimum rate of pension when in fact they should be receiving the maximum rate (approx. an extra \$ 250 per month). Challenge has been ongoing for over two years and may have to progress to the Ontario Rights Tribunal dependent upon the decision of ODSP Tribunal which expected within the next month.	Executive Director	July 2023 review	Fair

Accessibility Plan 2023 - 2023

Potential Barrier: Disabilities

PCH currently strives to have a workplace that does not discriminate against individuals who have physical or mental disabilities that impact on accessibility. Cases are addressed case by case in accordance with Ontario Human Rights Code.

Barrier	Previous Action	Current Action	Person Responsible	Timeframe	Current Status
Prospective employee has a disability impacting their ability to participate in the recruitment process	Advise all interested candidates who have a physical disability to advise of any need for an accommodation to be put in place during the recruitment/interview process. Accessibility statement is included in all job postings. Once notified of the specific barrier/need, the Manager coordinates arrangements to accommodate the need (i.e. ensure wheel chair accessible interview venue, interview via skype, large print of interview materials, etc.).	We have incorporated addressing accessible requirements into our Agency's requirement policy and procedures.	Executive Director	Ongoing	Good
Current employee develops a disability that requires accommodation	Developed policies regarding workplace accommodations. Trained staff so that they know to approach their Manager to discuss any need for accommodation. Management requests appropriate info from employee's treating physician on level of functional ability (physical/mental), then meets with employee and their manager to determine if accommodations can be put in place without causing undue hardship to agency or risk to clients. Developed a Disability Management/Accommodation policy and procedure that complies with AODA and with Ontario Human Rights Code.	Currently we have two members of staff who are on accommodated workplans.	Executive Director	Ongoing – Sept 2023 review	Good
	Developed a description of the physical and mental demands associated with the essential duties of each job to assist in planning appropriate accommodation plans as needed.	Maintain document up to-date and include information along with the job description to potential candidates.	Executive Director	Ongoing – Sept 2023 review	Good

Accessibility Plan 2023 - 2023

Potential Barrier: Communication

Some individuals served by PCH use alternative communication methods or technology. Improved communication and understanding will increase the ability of individuals to access their community and enhance their quality-of-life experiences.

Barrier	Previous Action	Current Action	Person Responsible	Timeframe	Current Status
Plain language information	Worked to expand plain language versions of PCH materials.	Continual review to ensure we are using plain language when updating or developing new documentation. Look into developing alternate ways to present the material (i.e. audio or DVD) as the need arises.	Manager	Sept 2023 review	Fair
Alternative forms for communication	Acquired a tool that provides for simple instructions in numerous different languages that can be used by staff with clients.	Staff need to be trained and provided with information in alternative formats when requested by clients to do so.	Manager	Upon Hire & Annually – June 2022	
Alternative forms for communication	No action previously as this issue has not arisen.	Develop accessible alternates to telephone system for those that are deaf, deafened, hard of hearing or cannot speak	Managers	Review June 2021	Good
Alternative forms for communication	Staff work to learn the communication style of each resident and assist them in communicating with others.	Staff act as interpreters for residents who are non-verbal or communicate in different ways as required.	Managers	Ongoing	Good

Potential Barrier: Technology

Peel Cheshire Homes Brampton is looking to continue to upgrade its website to be more accessible for the residents, outreach clients and the broader community.

Barrier	Previous Action	Current Action	Person Responsible	Timeframe	Progress
Website	The Agency's website was updated about one year ago to a new format to allow for ease of use but the former employee who was maintaining the site is no longer with the Agency.	Training needs to be provided to the new Residential Supervisor on how to update the website and a work plan needs to be developed for ongoing review.	Residential Supervisor	By Sept 2023	Poor/Fair
Assisted Devices	Installed the Aetonix System to allow in ease of communication for residents with their families and friends; and, as an on-call system with PSW staff.	Monitor the system to ensure it is working to its full capacity and assist residents when needing to add contacts onto their system.	Residential Supervisor	ongoing	Good

Accessibility Plan 2023 - 2023

Potential Barrier: Transportation

Peel Cheshire Homes Brampton does not use any personal vehicles to transport residents or community outreach clients. Most residents use Transhelp to transport them to community activities or at times they utilize A1 Taxi. PCH will provide Agency PSW Staff to accompany a resident dependent upon the individual situation.

Barrier	Prior Action	Current Action	Person Responsible	Timeframe	Current Status
Access to Programs	PCH seeks to ensure that residents are not limited by a lack of transportation options to services and can access programs available to those who wish to attend.	PCH staff assist residents, as required, to book transport to appointments or programs. The Residential Supervisor will assign staff to accompany those residents who require staff assistance. Supervisor will also assist residents to make sure their transportation accounts remain in paid status by accessing documentation when necessary.	Residential Supervisor	Ongoing	Good
Access to the community	PCH seeks to ensure that all residents can access the community of Brampton and connect with transportation choices in order to be able to do so.	PCH staff assist residents, as required, to book transport to community and/or family functions. The Residential Supervisor will assign staff to accompany those residents who require staff assistance.	Residential Supervisor	Ongoing	Good

Potential Barrier: Community Integration

Peel Cheshire Homes Brampton does provide agency staff on occasion to assist residents when accessing community activities/appointments. The need for advocacy is required at times while accessing the community. Staff are to make Management aware of any difficulties in accessing buildings in the community. Management will then advocate on behalf of the resident(s) as required, to make community members aware of the need for them to improve accessibility to meet the resident’s needs.