

Accessibility Plan 2025-2026

Potential Barrier: Environment

Barrier	Applied TO	Previous Action	Current Action Plan	Person Responsible	Timeframe/Priority	Current Status
Odours that may aggravate respiratory conditions (i.e. Asthma) or allergies	Person served, personnel, and stakeholders	Implemented HS38 Scent Sensitive Workplace Policy in October 2016 Scent Free Zone signage posted on entrance to the residence. Purchase scent-free cleaning products	Make all new staff aware of the scent sensitivity workplace policy. Ensure that residents rooms are maintained for cleanliness and are kept odour free (i.e.: incontinence issues, etc.). Address any complaints from staff or residence re: unhealthy odour issues.	Management	MEDIUM Ongoing	Good
Signs – That are readable by people with visual impairments or restrictions for people in wheelchairs	Person served, personnel, and stakeholders	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. Resident board is at wheelchair level	Management	HIGH	Good
Lighting – external	Person served, personnel, and stakeholders	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. Outdoor lighting was updated in 2024/2025	Monitor regularly for any lights that are not working. Respond to any feedback or concerns expressed about lighting issues.	Management & JHSC	HIGH ongoing	Good
Lighting – internal	Person served, personnel, and stakeholders	Changed all light fixtures within the residence to LED	Monitor regularly for any lights not working	Management & JHSC	HIGH ongoing	Good
Noise	Person served	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. No current concerns note	Management	LOW ongoing	Good

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Physical	Person Served	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	Plan in place to Install ceiling lifts in 9 resident bedrooms Continue to monitor for physical barriers within the facility and on the grounds	Management & JHSC	HIGH ongoing	Good
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Potential Barrier: Attitudes

Attitudes and unconscious bias can influence how people with disabilities and diverse accessibility needs are perceived, supported, and accommodated.

Barrier	Applied To	Previous Action	Current Action Plan	Person Responsible	Timeframe/Priority	Current Status
Unconscious Bias and assumptions by staff may influence how services are offered or communicated, particularly for persons served from different cultural backgrounds, indigenous communities, or those who identify as LGBTQIA2S+, leading to inconsistent experiences of respect, inclusion , and choice		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	staff participated in Cultural Safety Training The Executive Director has completed all the required training for this reporting period (Anishinaabe Mino’ayaawin – Foundations in Cultural Safety & San’yas-Ontario ICS Training), human Library seminars & Black Health Education Collaborative training Develop an EDI committee Managers have taken an online cultural mindful class	Management	HIGH Annual training and at time of hire By March 31, 2026	Good Ontrack
		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	HIGH 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	HIGH At time of interview	Good

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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	Applied To	Previous Action	Current Action	Person Responsible	Timeframe/Priority	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	HIGH April 2026	HR Downloads annual packaged purchased
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. New funding in 2023 – 2024 has helped in addressing many of the issues that we have been struggling with in years past which became more difficult to manage during the pandemic. We have had residents who were out of scope move into long-term care and in 2024-2025 unfortunately we had a resident pass away Clients in the Outreach Program must be able to direct their own care. As clients age and cognitive decline occurs, services are required to end	Continue to closely monitor residents’ care plans to ensure their care level remains in scope of services. Alert Ontario Health atHome partner through regular monthly meetings and Ontario Health funding provider immediately when an issue arises and start transitional planning sooner than later. Currently we have two residents who are on a long-term care waitlist. Looking to expand a fourth shift Monitor clients, talk to clients and/families about LTC. Executive Director to look into expanded services through OH initiatives /funding and share resources with the manager	Executive Director Residential Operations Manager/Supervisor Workplace Resource Manager	HIGH Ongoing	Good OnTrack

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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). A number of residents reached a settlement	Through yearly care planning discuss resident goals/action plans. Inform residents/families to access passport funding for those that receive ODSP. Currently Several residents use their passport funding to access day support programs in the community. Post resources & support on the resident board Still have a secured bulk buying plan with Rogers. For those residents that do not wish to purchase internet PCH does have guest WIFI that the residents can use and have access to a TV in the shared living room	Residential Supervisor Executive Director	HIGH	Good
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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	Applied To	Previous Action	Current Action	Person Responsible	Timeframe/ Priority	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	Good- accommodations have been reviewed with the employee and the Union

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		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 – Job Descriptions have been reviewed March 31, 2025	Good
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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	Applied To	Previous Action	Current Action	Person Responsible	Timeframe/Priority	Current Status
Plain language information	Person supported	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	Ongoing	Good
Alternative forms for communication	Person supported	Acquired a tool that provides simple instructions in numerous different languages that can be used by staff with clients.	We currently have language pecs that the Outreach Staff have access too. Staff need to be trained and provided with information in alternative formats when requested by clients to do so.	Manager	Upon Hire & Annually	Fair
Alternative forms for communication	Person supported	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)	Website is accessible and we can be reached via written submission	Executive Director/Managers	ongoing	Fair
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

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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	Applied To	Previous Action	Current Action	Person Responsible	Timeframe/Priority	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 was for the Executive Director and supervisor who are responsible for keeping the website up to date is being organized through Hammer IT WeConnect was created as an employee platform to access agency information etc.	Executive Director/ Residential Supervisor	ongoing	Good
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. Aetonix was added for client documentation in the Outreach Program	Monitor the system to ensure it is working to its full capacity and assist residents when needing to add contacts onto their system. Monthly meetings with Aetonix to troubleshoot issues Set up Connect teams for staff/client scheduling visits	Executive Director/ Support Manager	ongoing	Good

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	Applied To	Prior Action	Current Action	Person Responsible	Timeframe/Priority	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

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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
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Potential Barrier: Community Integration

Peel Cheshire Homes Brampton can link residents and clients to community agencies that offer assistance to residents 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.