



UNIVERSALCare

**MULTI-YEAR
ACCESSIBILITY
PLAN
2022-2027**

ACCESSIBILITY STATEMENT OF COMMITMENT

Tilbury Manor is committed to making the Homes accessible to individuals with disabilities by compassionately caring for our residents, staff, volunteers and visitors in meeting or exceeding the standards set out in the Accessibility for Ontarians with Disabilities Act, 2005.

This commitment will be integrated wherever possible and will ensure that persons with disabilities will benefit from the same level of care and/or services available to our residents, staff, volunteers, visitors and contractors without disabilities.

Tilbury Manor is committed to being responsive to the needs of all staff and visitors. To do this, Tilbury Manor recognizes the diverse needs of all residents, staff, volunteers and visitors by striving to provide services and facilities that are accessible to all. All goods and services are provided in an accessible manner.

Tilbury Manor will promote accessibility through policies, practices and procedures that consider people with disabilities. To do this, Tilbury Manor will make reasonable efforts to ensure the policies, practices and procedures address **dignity, independence, integration, and equal opportunity.**

This 2022 - 2027 accessibility multiyear plan outlines the policies and actions that Tilbury Manor will maintain or put in place to improve opportunities for people with disabilities.

This Multi-Year Accessibility Plan lays out **Accessibility Statement of Commitment** and illustrates how attention to accessibility is embedded into our organizational policies, practices and procedures.

Tilbury Manor employees are familiar with and comply to the policy statements, resources and procedures outlined in this Multi-Year Accessibility Plan.

Pillars of Success: Our Culture and Our People

Compassionately caring for our residents, families and teams

Uncompromising value to our Partners

Leadership – We are stronger together; go beyond industry standards

Trust – Always transparent, honest and forthcoming

Unwavering delivery of quality and safety

Respect – Earn and demonstrate it everyday

Entrepreneurial Spirit – Empowering our People!

The Accessibility for Ontarians with Disabilities Act (the “AODA” or the “Act”) addresses individuals with disabilities by ensuring that individuals with disabilities have equal access to goods, services, facilities, accommodations, buildings, structures and premises. The Act requires that Ontario be accessible to individuals with disabilities by 2025. The following five key areas of the related standards were developed with involvement of Ontarians with disabilities and are phased in over a 20-year period:

- Information and communication
- Employment
- Transportation
- Design of public spaces
- Customer service

Tilbury Manor **AODA Action Plan** outlines our plan to meet the accessibility standards of the Act.

Policy Integrated Accessibility Standards Requirements (IASR) - summarizes Tilbury Manor commitment to an accessible environment and compliance with standards for Information and Communications, Employment, Transportation, Design of Public Spaces and Customer Service

Policy Customer Service - summarizes Tilbury Manor commitment to support an accessible Home where the independence and integration of those with disabilities is promoted; providing copies of any documents required to be provided under the Accessibility for Ontarians with Disabilities Act (AODA) to any persons to whom they are required to be provided; use of assistive devices; use of service animals and support persons; Notice of Temporary Disruptions in Services and Facilities and Customer feedback Process

Policy Planning Accessible Events Venue is key to make the event accessible to persons with disabilities. Venue must address accessibility for parking, transportation, surfaces (outdoors and indoors), doors, washrooms, lighting and acoustics.

Policies related to employment addresses accessibility for employees and include accommodation and return to work processes

The Integrated Accessibility Standard includes: Information and Communication, Employment, Transportation, Design of public spaces and Customer Service.

INFORMATION AND COMMUNICATION

Tilbury Manor is committed to leading the way in accessible communications for persons with disabilities. We incorporate accessibility into our communication tactics, materials and processes to ensure that we can efficiently provide communication and information to individuals with disabilities.

Our goal is to provide effective and efficient access to information for all of our clients, patients, residents, staff, volunteers and visitors to our sites.

Tilbury Manor follows accessibility design principles and best practices when developing, implementing and maintaining information and communications. We strive to ensure that information is available and accessible to persons with disabilities. This includes websites, intranet sites, communications materials, telephone communications and face-to-face interactions:

- New staff and volunteer orientation includes information on communicating with disabled persons, highlighting a number of physical, cognitive and personal assistive communicative techniques
- Communications staff are available to provide face-to-face or telephone support for accessing communication materials
- Client feedback process is available in accessible formats and/or with communications supports upon request
- Alternate language guidelines include how we provide access to translation services
- Print guidelines that recommend accessible font size, type, layout, plain language and contrast
- Public notices on our website, including emergency procedures, are available in a variety of alternate formats such as large print, and/or with communication supports upon request
- Staff have resource material to use as reference when developing and revising documents with accessible content in alternate formats

EMPLOYMENT

At Tilbury Manor, we practice non-discriminatory, inclusive and accessible employment standards to attract and retain talented employees. These employment practices enable staff with disabilities to fully participate in all facets of the organization. We are committed to fostering a workplace of inclusion, understanding and accommodation for staff with disabilities.

Tilbury Manor has focused on an accessible workplace through the following initiatives:

- Managers training on our obligations as an employer to provide employment accommodation and on our accommodation and return to work processes that support individuals with disabilities to fully participate in the work environment
- Staff receive training on our policies for accommodating employees with disabilities and our return-to-work processes
- Individuals with disabilities participate with their managers and our Occupational Health and Safety department in the planning and development of their documented individual workplace accommodation plan
- Internal and external applicants are advised of the ability to be accommodated in the recruitment and selection processes
- Individualized plans are in place for staff members with a disability to ensure their safety in the event of an emergency
- Employees with disabilities have access to information in accessible formats and/or with communication supports upon request
- The performance management process takes into account the unique accessibility needs of individuals with disability to support them to fully participate in the process
- Accessibility needs are taken into consideration to enable staff to fully participate in training activities

TRANSPORTATION

Service disruptions and transportation: Established an internal operating procedure to make available alternate accessible arrangements to transfer people with disabilities to their programmed activity destination(s)

Review:

- Pre-board and on-board announcements and emergency procedures
- Emergency preparedness
- General responsibilities for Staff, residents and driver
- Lifting devices
- Storage of mobility aids
- Nonfunctional equipment and process for repair/replacement
- Protocol for Trans-Help or equivalent, to meet and drop off residents
- Pick-up and drop-off from Dialysis unit
- Bus where not owned the Home rents transportation that is accessible

DESIGN OF PUBLIC SPACES

At Tilbury Manor, we strive to have physical space environments that demonstrate our commitment to offer safe and barrier-free facilities for our clients, patients, residents, staff, volunteers and visitors, including those with disabilities. We work to include accessible design elements wherever possible and strive to implement greater accessibility in our built environments in the future.

Features that support accessibility at our building location include:

- Designated accessible parking close to the entrances of our Home
- Ramp access at main points of entry to our facilities, for wheelchair access
- Accessible washrooms available in our Home
- Automated door openers at main entrance and washrooms
- Compliance with the Ontario Building Code and its existing standards for accessibility when we are making improvements in our Home
- Signage that promotes visual and informational clarity, a clear sense of way finding and which uses a mix of upper- and lower-case text for ease of reading
- Staff and volunteers assist those in need to navigate within the Home
- Ramps and elevators within our Home provide accessibility within our multi-level buildings
- AODA Kit with transport wheelchairs for those in need

Development of accessible design criteria to be considered in the construction, renovation:

Tilbury Manor in any future renovations will use the guiding principles and standards that will make the environment accessible to everyone, including persons with disabilities. Persons with disabilities will provide input on key design concepts, to the extent feasible.

Renovations and redevelopments will keep into account the accessibility to goods and services
Accessible washrooms, activity/lounge areas

Attention will be paid to the outdoor environment including ease of access to entrances, nearby parking, slope and change of grades details, texture of terrain, use of safe surface materials and barrier-free walkways and paths of travel

Procedures for preventative and emergency maintenance of accessible elements in public spaces and procedures for dealing with temporary disruptions when accessible elements required under this section are revised yearly

CUSTOMER SERVICE

At Tilbury Manor, we deliver a variety of healthcare services to our clients, patients and residents, including those with disabilities. Through education, resources and ongoing strategic and process development, we strive to be a health care provider free of barriers for those we serve.

Tilbury Manor has designed and implemented a number of tools and resources that allow staff and volunteers to provide services to persons with disabilities. Below are a number of ways we work to eliminate barriers for individuals with disabilities:

- A formal complaint and feedback process for staff and our clients, patients and residents to identify accessibility barriers that require action by the organization
- New staff and volunteer education on accessibility standards and diversity at Tilbury Manor, emphasizing respect and consideration for persons with disability
- An online training module for annual training and new staff and volunteers which covers the purpose of the Accessibility for Ontarians with Disabilities Act, required standards and tips for effectively communicating with persons with a disability and supporting individuals with assistive devices, service animals or support persons
- Procurement practices that incorporate accessibility criteria and features for applicable goods, services and facilities
- Guide for Interacting With People With Various Disabilities
- AODA Kit available in a known location to access items that support customer service under AODA, transportation and complaint/feedback process to all
- AODA Brochure that is available at the entrance of Tilbury Manor
- Wheelchairs are available at the main entrance within AODA Kit
- Visitors Policy includes section to accommodate all visitors with disabilities under AODA

Assistive Devices: Tilbury Manor ensures that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

Communication: We will communicate with people with disabilities in ways that take into account their disability.

Use of internal and external interpreter services to support individuals with such disabilities as hearing and vision impairment.

Use of TTY services as needed

Service animals: We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. Service animals may accompany clients, patients, residents and visitors who require assistance; the Infection Prevention & Control Leads work to ensure that necessary infection control precautions are in place for service animals

Support persons: A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Fees will not be charged for support persons.

Support persons may remain with persons with disabilities and where they may not be allowed access for reasons of privacy and confidentiality, alternative support arrangements are available.

Notice of temporary disruption: In the event of a planned or unexpected disruption to services or facilities for customers with disabilities will notify customers promptly for Elevator, Telephone, Meal delivery, Accessible doors malfunction, Mechanical transfer lifts, No assistive devices available and Electrical beds malfunction

Notice will be posted including information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be placed at: Reception (where available), Family/Residents Communication Board, Communication Centre/Nursing Station

Training: Tilbury Manor will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.

Individuals in the following positions will be trained: Senior Managers, Registered Dieticians, Attending Physicians/RN/EC, Pharmacy, Administrator

This training will be provided to staff within 30 days from hiring and yearly thereafter.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- UniversalCare's owned/managed Home plan related to the customer service standard.
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the TTY, wheelchair lifts, available on-site or otherwise that may help with providing goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing UniversalCare's owned/managed Home goods and services
- Staff will also be trained when changes are made to UniversalCare accessible customer service plan.

Feedback Process: Customers who wish to provide feedback on the way Tilbury Manor provides goods and services to people with disabilities can e-mail, verbally, suggestion box, feedback card, by mail. All feedback, including complaints, will be directed to the Administrator. Customers can expect to hear back within 10 days.

Accessible Websites and Web Content: WCAG 2.0 Level AA, as required by the IASR, by January website revisions, as practicable, except for the exclusions set out in the IASR Standard (excluding live captioning and audio description) s.14