



Saint Luke's Place

Multi-Year Accessibility Plan

INFORMATION GUIDE



Enriching lives in our vibrant seniors community through excellent service and care



Visionary leader in seniors health and wellness



Dignity and Respect
Innovation and Quality
Community and Service
Trust and Integrity
Accountability and
Transparency

Land Acknowledgment



We acknowledge that the lands on which our campuses are built are on the traditional territories of many nations.

These include the Haldimand Tract, and the traditional territory of the Neutral, Anishinaabe (uh-NISH-ih-NAH-bay) and Haudenosaunee (Hoe-dee-no-SHOW-nay) peoples. These lands are part of the Dish with One Spoon Covenant Wampum between the Haudenosaunee and Anishinaabe peoples.

We also acknowledge the enduring presence of all First Nations, Inuit, and Métis peoples, who continue to live here.

Saint Luke's Place respect that Indigenous people have rich cultural and traditional practices and are the traditional stewards of the lands and water upon which our campuses are built.

Saint Luke's Place acknowledge the historical and ongoing injustices that Indigenous Peoples continue to endure in what we now call Canada.

We commit ourselves to gain knowledge, forge new, culturally safe relationships, and contribute to reconciliation.



TABLE OF CONTENTS



I. INTRODUCTION

<i>Background</i>	1
<i>Commitment of Accessibility</i>	2
<i>Accessibility Plan</i>	3

II. REQUIREMENTS

<i>Mission, Vision and Values Statement</i>	4
<i>Accessibility Committee</i>	5
<i>Regulatory Requirements and Proposed and Completed Actions</i>	6-11

III. DESIGN OF PUBLIC SPACES

<i>Design of Public Spaces</i>	12-13
<i>Accessible Parking- Off-Street</i>	14-15
<i>Accessible Parking On-Street</i>	16
<i>Obtaining Service- Maintenance</i>	17
<i>Notice of Temporary Service Disruption</i>	18

IV. ACCESSIBILITY PLANNING

<i>Progress to Date and Ongoing Initiatives</i>	19
<i>Proposed Accessibility Initiatives</i>	
<i>Consultation of the Plan</i>	
<i>Communication of the Accessibility Plan</i>	

V. INFORMATION

<i>Contact Information</i>	20
<i>References</i>	21

Background

In Ontario, two key pieces of legislation address accessibility: the Ontarians with Disabilities Act, 2002 (ODA), and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The ODA aims to enhance the quality of life for persons with disabilities by identifying, preventing, and removing barriers that limit their opportunities to fully participate in society. The AODA builds on the ODA by requiring public, private, and non-profit organizations to take proactive steps to identify, remove, and prevent accessibility barriers. Its overarching goal is to make Ontario fully accessible for persons with disabilities by 2025.

Through the AODA and the Integrated Accessibility Standards Regulation (IASR) (Ontario Regulation 191/11), the Government of Ontario has established key areas for developing common accessibility standards. These standards are designed to ensure that all sectors and organizations provide fully accessible services and environments, enabling the full participation of persons with disabilities in society.

The key areas identified under the AODA include:

Customer Service
Information and Communication
Employment
Transportation
Design of Public Spaces

These areas form the foundation of Ontario's efforts to create a more inclusive and barrier-free society for all.



Commitment

In alignment with Saint Luke's Place's mission to be a center of excellence, we are committed to providing barrier-free access to our goods and services, communication and information, and employment opportunities for our employees, residents, and clients. This commitment is in full compliance with the Accessibility for Ontarians with Disabilities Act (AODA).

We strive to deliver excellent public service for all Ontarians, reflecting the diverse communities we serve in everything we do. By fostering an inclusive and accessible organization, we aim to attract talented individuals to join our team and to create an environment where everyone can thrive. Building a dynamic and barrier-free organization is essential to achieving these goals.

Saint Luke's Place is committed to:

- Transforming our culture: Embedding accessibility into our everyday practices to foster an inclusive environment.
- Adhering to core principles: Upholding the values of independence, dignity, integration, and equality of opportunity to address the needs of people with disabilities.
- Policy development and implementation: Establishing, maintaining, and applying policies, practices, and procedures to meet accessibility needs in a timely and effective manner.
- Delivering excellent service: Ensuring all clients, including those with disabilities, are served with respect and consideration for their unique needs.
- Promoting inclusive values: Supporting relationships between people with disabilities and the organization through understanding and respect.
- Providing comprehensive training: Equipping all employees, volunteers, and individuals involved in the development and approval of Saint Luke's Place policies, practices, and procedures with knowledge of the Integrated Accessibility Standards Regulation (IASR) and the Ontario Human Rights Code as they relate to persons with disabilities.
- Ensuring equitable employment opportunities: Offering individuals with disabilities the same access to employment opportunities and related services as all prospective employees.

This commitment reinforces our dedication to creating a barrier-free, inclusive community for all.

Accessibility Plan

Since 2004, municipalities across Ontario have been legally required under the Ontarians with Disabilities Act (ODA) to prepare annual accessibility plans. With the introduction of the Accessibility for Ontarians with Disabilities Act (AODA), this requirement has evolved to mandate multi-year accessibility plans. These plans must outline an organization's strategy to prevent and remove barriers while meeting the standards set out in the Integrated Accessibility Standards Regulation (IASR).

This accessibility plan for Saint Luke's Place includes:

- Measures taken: A review of actions implemented in previous years to remove barriers and improve accessibility for people with disabilities.
- Barrier identification process: An overview of how barriers are identified, removed, and prevented to ensure ongoing accessibility.
- Ongoing and new initiatives: A summary of actions planned for the coming year to address accessibility challenges and enhance inclusivity.
- Communication strategy: A description of how the plan will be communicated to stakeholders to ensure transparency, engagement, and accountability.

This plan reaffirms Saint Luke's Place's commitment to fostering an inclusive, barrier-free environment for all individuals, reflecting our dedication to accessibility and equity.





At Saint Luke's Place

Our mission is our reason for existence

Our vision is what we want to achieve

Our values are our core principles that guide and direct Saint Luke's Place and its culture.

Saint Luke's Place mission, vision, and values emphasize inclusiveness and belonging, respecting factors such as age, culture, gender, gender identity, sexual orientation, disability, spiritual beliefs, language, Aboriginal status, economic status, and literacy.

This is achieved by:

- Responding to the changing needs of clients.
- Serving clients with respect, integrity, competence, and honesty.
- Embracing diversity and fostering inclusiveness to meet emerging needs.
- Providing resident-centered care.

Our unwavering commitment to health equity and accessibility ensures that vulnerable populations receive the additional resources they need to achieve outcomes comparable to the general population. Equity involves recognizing and addressing unique barriers, providing tailored support, and empowering everyone with the tools necessary to succeed and thrive.

WHEN YOU'RE HERE, YOU'RE HOME



ACCESSIBILITY COMMITTEE

An Accessibility Workgroup/Committee will be established to develop and monitor an annual accessibility plan. The workgroup will provide semi-annual reports to the leadership team, ensuring ongoing progress and accountability.

Saint Luke's Place has established an Accessibility Committee to provide leadership and guidance in the organization's ongoing commitment to being barrier-free.

The committee is comprised of managers representing key areas, including:

- Nursing
- Maintenance
- Environmental/IPAC
- Recreation-Life Enrichment
- Human Resources
- Foodservice
- Housing and Community
- Chief Executive Officer (CEO) and/or Administrator

In addition, issues identified during compliance inspections and the annual resident/family satisfaction survey will be tabulated, with any accessibility concerns referred to the CEO and/or Administrator for further action.

Throughout the year, the Resident Council, Family Council, and any employee group or committee are encouraged to raise accessibility concerns or recommendations directly to the CEO and/or Administrator.

This collaborative, community-driven approach ensures accessibility and inclusion are embedded in our policies, programs, and services, while focusing on the identification, removal, and prevention of barriers faced by persons with disabilities.

The CEO and/or Long-Term Care Administrator will provide an annual report to the Board of Directors, summarizing the accessibility initiatives and actions undertaken during the previous year



REGULATORY REQUIREMENTS AND PROPOSED AND COMPLETED ACTIONS

Saint Luke's Place remains dedicated to developing and implementing accessibility initiatives in accordance with the Ontarians with Disabilities Act (ODA) and ensuring compliance with the accessibility requirements and timelines outlined in the Integrated Accessibility Standards Regulation (IASR) under the Accessibility for Ontarians with Disabilities Act (AODA).

A) Customer Service

Saint Luke's Place is committed to fostering an inclusive environment where all employees and customers, regardless of ability, are supported with accessible goods, services, and accommodations delivered in a timely and respectful manner.

We will achieve this by:

- **Regularly reviewing and updating policies:** Ensuring policies are continually evaluated and updated to maintain the delivery of high-quality, accessible customer service.
- **Incorporating accessibility into training:** Embedding accessibility requirements into employee training and orientation materials to build awareness and competency across the organization.
- **Responding to customer feedback:** Actively reviewing customer feedback and taking appropriate action to address concerns, enhance services, and improve overall accessibility

Our Accomplishments:

- Saint Luke's Place is committed to providing appropriate services that empower seniors from diverse backgrounds and with varying needs to live their lives to the fullest—promoting health, independence, and dignity. This commitment aligns with the objectives of the Accessibility for Ontarians with Disabilities Act (AODA).
- We will continue to provide comprehensive training and reinforcement of practices that uphold the principles of the Human Rights Code for all employees, volunteers, and service providers

REGULATORY REQUIREMENTS AND PROPOSED AND COMPLETED ACTIONS

B) General

The General Requirements under the Integrated Accessibility Standards Regulation (IASR) are regulatory obligations that apply across all three standards outlined in the regulation: Information and Communication, Employment, and Transportation. We will achieve this by:

- **Developing a multi-year accessibility plan:** Outlining strategies to prevent and remove barriers to accessibility, with a commitment to reviewing and updating the plan every five (5) years.
- **Incorporating accessibility into procurement:** Ensuring that accessibility criteria and features are consistently considered when procuring or acquiring goods, services, or facilities.
- **Providing ongoing training and education:** Continuously training and educating employees, volunteers, individuals involved in policy development, and those providing goods and services on behalf of Saint Luke's Place about the requirements of the Integrated Accessibility Standards Regulation (IASR) and the Human Rights Code as they pertain to people with disabilities.

Our Accomplishments:

- **Establishment of an Accessibility Committee:** Saint Luke's Place has formed an Accessibility Committee to provide leadership and guidance in the organization's ongoing commitment to becoming barrier-free.
- **Development of IASR Policies and Guidelines:** Policies and guidelines specifically related to accessibility have been established under the Integrated Accessibility Standards Regulation (IASR). We continue to review and update other organizational policies and practices to incorporate accessibility principles.
- **Comprehensive Training and Education:** Employees and volunteers are trained and educated on how to provide inclusive services to our residents and clients with disabilities. Training includes education on IASR requirements, Customer Service Policies, and the Human Rights Code as they relate to accessibility.
- **Long-Term Focus and Annual Planning:** A comprehensive review has been conducted to identify key areas for long-term accessibility improvements. An annual accessibility plan has been developed to outline specific areas for action along with expected timelines for completion (refer to the Accessibility Plan). The Board of Directors is updated annually on the status of these initiatives.

REGULATORY REQUIREMENTS AND PROPOSED AND COMPLETED ACTIONS

C) Information and Communication

Information and communication are integral to the daily operations of Saint Luke's Place. For this reason, it is essential that all information and communications are designed and delivered in a manner that prioritizes accessibility and inclusivity. Saint Luke's Place is committed to following best practices in the development, implementation, and maintenance of information and communication strategies. We are dedicated to ensuring that all information and communications are accessible and available to people with disabilities.

We will achieve this by:

- **Providing accessible emergency information:** Ensuring that emergency procedures, plans, and public safety information are available to the public and can be provided in alternate formats upon request.
- **Developing accessible document guidelines:** Creating best practices for producing accessible documents using common desktop applications, such as Microsoft Word, Excel, and PowerPoint.
- **Notifying the public:** Informing the public about the availability of accessible formats and communication supports to ensure inclusivity.
- **Ensuring WCAG compliance:** Adhering to Web Content Accessibility Guidelines (WCAG) 2.2 Level AA standards to enhance digital accessibility.
- **Publishing accessible web content:** Continuously working to ensure all web content published on the Saint Luke's Place website is in an accessible format whenever possible.
- **Providing access to accessible library materials:** Facilitating access to or arranging for accessible library materials where they exist.
- **Communicating availability of library resources:** Informing the public about accessible library materials and providing information in an accessible format.

Our Accomplishments:

Saint Luke's Place utilizes a variety of communication tools in our daily care practices to effectively support our residents and clients.

This includes:

- **Written Materials:** Providing handbooks or brochures tailored for residents, clients, and their families to ensure clarity and accessibility of information.
- **Responsive Assistance:** Ensuring employees are available and prepared to respond to inquiries and provide assistance as needed.

REGULATORY REQUIREMENTS AND PROPOSED AND COMPLETED ACTIONS

C) Information and Communication (continued)

- **Website Accessibility:** Monitoring the Saint Luke's Place website through an external contractor to ensure compliance with Web Content Accessibility Guidelines (WCAG).
- **Accessibility in Training:** Embedding accessibility requirements into employee training, education, and orientation materials to foster awareness and competency.
- **Tailored Life Enrichment Activities:** Designing activities that align with the cognitive and physical abilities of our residents and clients, ensuring meaningful engagement.
- **Feedback Channels:** Encouraging feedback through diverse channels, including:
 - Group forums like Resident and Family Councils
 - One-to-one meetings
 - Written submissions and comment cards
- **Visual Aids:** Employing appropriate visual aids to improve communication and enhance understanding.
- **Regular Meetings and Transparency:** Hosting regular face-to-face meetings with residents, clients, and employees. Meeting minutes are documented and made available to relevant parties for review and feedback.



REGULATORY REQUIREMENTS AND PROPOSED AND COMPLETED ACTIONS

D) Employment

Saint Luke's Place is committed to ensuring that the process of finding, obtaining, and retaining employment at the Home is as inclusive as possible, fostering a diverse and effective workforce.

We strive to be an employer of choice by enabling and encouraging individuals with disabilities to have equal access to employment opportunities and related services. Our goal is to ensure that people with disabilities can fully participate in all aspects of the organization, contributing meaningfully to our mission and values.

We will achieve this by:

- **Ongoing Policy Review:** Regularly reviewing Human Resources policies, practices, and procedures to ensure accessibility for individuals with disabilities throughout the employment process, including recruitment, retention, career development, and return-to-work.
- **Accommodation in Recruitment:** Notifying job applicants invited to participate in recruitment, assessment, or selection processes that accommodations for disabilities are available upon request to support their participation.
- **Employment Offer Notifications:** Informing successful applicants about Saint Luke's Place policies for accommodating employees with disabilities when offering employment.
- **Employee Awareness:** Ensuring new and existing employees are informed of Saint Luke's Place policies for supporting employees with disabilities, including the provision of employment-related accommodations.
- **Consultation on Accessible Formats:** Consulting with employees who have disabilities to provide accessible formats and communication supports required to perform their jobs effectively and to access workplace information available to all employees.
- **Return-to-Work Support:** Establishing and maintaining a documented process to support employees returning to work after an absence related to their disabilities.
- **Performance Management Accessibility:** Considering the accessible needs of employees with disabilities during performance management processes, including annual performance reviews.

REGULATORY REQUIREMENTS AND PROPOSED AND COMPLETED ACTIONS

D) Employment (continued)

- **Career Development and Advancement:** Ensuring the accessibility needs of employees with disabilities are considered when providing career development and advancement opportunities
- **Accessible Redeployment Process:** Considering the accessible needs of employees with disabilities during redeployment to ensure their accommodation needs continue to be met in new positions.

Our Accomplishments:

- **Commitment to Equal Access:** Saint Luke's Place is dedicated to ensuring that individuals with disabilities have equal access to employment opportunities and related services, fostering an inclusive and equitable workplace for all.
- **Employment Policies and Practices:** Employment policies and practices are established, implemented, and regularly reviewed to ensure all individuals are evaluated based on merit without discrimination.
- **Reasonable Accommodations:** Reasonable accommodations are provided for individuals with disabilities upon request, in a timely and considerate manner, taking into account their specific needs. Accommodations are regularly reviewed and adjusted as necessary to ensure continued support.
- **Inclusive Job Postings:** Saint Luke's Place job postings and employment offer letters include the following statement to emphasize our commitment to accessibility:
 - *"Saint Luke's Place is an equal opportunity employer and will accommodate the needs of qualified applicants under AODA legislation. Should accommodation be required, please notify the Director of Human Resources and/or Long-Term Care Administrator."*

These accomplishments demonstrate our ongoing commitment to accessibility, equity, and inclusion in the workplace



WHEN YOU'RE HERE, YOU'RE HOME



REGULATORY REQUIREMENTS AND PROPOSED AND COMPLETED ACTIONS

E) Transportation

The Transportation Standard of the AODA requires transportation service providers to ensure that features and equipment on routes and vehicles are accessible to passengers with disabilities.

While Saint Luke's Place does not provide transportation services at this time, we are fortunate to have a city bus stop conveniently located in front of our building. Additionally, we maintain a partnership with Grand River Mobility, which offers reliable pick-up and drop-off services for our residents with accessibility needs



DESIGN OF PUBLIC SPACES

Design of Public Spaces

Saint Luke's Place is committed to meeting the Accessibility Standards for the Design of Public Spaces (Ontario Regulation 191/11) by ensuring compliance when constructing new public spaces or undertaking major modifications to existing ones.

Public Spaces include:

- Recreation Trails
- Beach Access Routes
- Outdoor Public Eating Areas
- Outdoor Play Spaces (playgrounds)
- Outdoor Paths of Travel (sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals)
- Accessible Off-Street Parking
- Service-related elements (service counters, fixed queuing lines and waiting areas)

a) Recreation Trails

Saint Luke's Place does not have recreation trails on the premises and is therefore not subject to regulation under the Accessibility Standards for the Design of Public Spaces for recreation trails.

b) Beach Access Routes

Saint Luke's Place does not have beach access routes on the premises and is therefore not subject to the regulations outlined in the Accessibility Standards for the Design of Public Spaces pertaining to beach access routes.

c) Outdoor Public Eating Areas

Saint Luke's Place does not have outdoor public eating areas on the premises and is therefore not subject to the regulations outlined in the Accessibility Standards for the Design of Public Spaces for outdoor public eating areas.

d) Outdoor Play Spaces

Saint Luke's Place does not have outdoor play spaces on the premises and is therefore not subject to the regulations outlined in the Accessibility Standards for the Design of Public Spaces for outdoor play spaces

DESIGN OF PUBLIC SPACES

Design of Public Spaces (continued)

e) Outdoor Paths of Travel

This section pertains to the exterior paths of travel that Saint Luke's Place intends to maintain. These include outdoor sidewalks or walkways designed and constructed for pedestrian travel, serving a functional purpose rather than providing a recreational experience.

Saint Luke's Place will achieve this by:

- **Adhering to technical requirements:** Ensuring compliance with specific technical standards for exterior paths of travel.
- **Ramps on paths of travel:** Meeting all applicable requirements when a path of travel includes a ramp.
- **Stairways on paths of travel:** Meeting all applicable requirements for stairs that connect to exterior paths of travel.
- **Curb ramps:** Ensuring curb ramps provided on exterior paths of travel align with the direction of travel and meet all regulatory standards.
- **Depressed curbs:** Meeting all applicable requirements where a depressed curb is provided on an exterior path of travel.
- **Rest area consultation:** Consulting with the public, persons with disabilities, the Board of Directors, and the Accessibility Committee on the design and placement of rest areas along exterior paths of travel.

This approach ensures Saint Luke's Place provides safe, functional, and accessible paths of travel for all individuals.

Our Accomplishments:

In many ways, Saint Luke's Place has already demonstrated that a barrier-free organization is a stronger organization through our various achievements. We have made a conscious effort to incorporate accessibility into our architectural design, striving to meet and exceed building standards to ensure the safety and accessibility of our employees, residents, clients, and visitors.

- **Weather Protection:** Weather protection is provided at the administration entrance, and routes of travel are designed to be wide enough to accommodate mobility devices and lift-equipped vehicles.

DESIGN OF PUBLIC SPACES

Design of Public Spaces (continued)

- **Accessible Parking and Curb Cuts:** Curb cuts are installed at driveways, parking areas, and drop-off locations.
 - An adequate number of accessible parking spaces are clearly marked with the International Symbol of Accessibility.
- **Landscaping and Path Maintenance:** Landscaping is well-maintained and trimmed to ensure routes of travel are clear and unobstructed.
 - Walkways and paths are well-lit for safe and convenient travel.
- **Campus Lighting:** Lighting throughout campus parking lots and walkways ensures areas are well-illuminated, enhancing safety and visibility.
- **Security Measures:** Security cameras are installed in each parking lot to provide safety for employees, residents, and visitors.
- **Accessible Door Operations:** Doors are operable with a closed fist, and door closers are timed to allow sufficient time for safe movement between areas.
 - Clear, visible signage and lighting are provided to guide users effectively.
 - Emergency systems are regularly checked and maintained to ensure functionality.
- **Service Facilities:** Service desks and facilities are designed to accommodate both standing and seated users for convenience and inclusivity.
- **Elevator Accessibility:** All public elevators are equipped with door jambs featuring raised Braille lettering to identify floors.
- **Flexible Open Spaces:** Open public spaces are designed with flexibility to allow seamless access for mobility devices.

These accomplishments highlight Saint Luke's Place's dedication to accessibility, safety, and inclusivity for all



DESIGN OF PUBLIC SPACES

Accessible Parking Off Street Parking

Saint Luke's Place is committed to meeting the requirements outlined in the Accessibility Standards for the Design of Public Spaces when constructing new or redeveloping off-street parking facilities, ensuring compliance with the Regulation and maintaining accessibility for all users.

The following table outlines location and number of parking spaces available on the campus:

Location	Regular Parking Spaces	Accessible Parking Spaces
Administration Lot A & C	67	1
Saint Luke's Place Church Lot (right side)	54	0
E Wing Lot	47	2
D Wing Lot	58	1

Saint Luke's Place will achieve this by:

- **Providing Accessible Parking Spaces:** Offering wider parking spaces to accommodate mobility aids such as wheelchairs or scooters.
 - Providing standard-width spaces to accommodate mobility devices such as canes or crutches.
- **Meeting Minimum Requirements:** Ensuring a minimum number and type of accessible parking spaces are available as outlined in the regulations.
- **Distinct Signage:** Clearly marking accessible parking spaces with designated accessible permit parking signs to ensure they are easily identifiable for persons with disabilities.

This approach reinforces our commitment to providing safe, accessible, and inclusive parking facilities for all users

DESIGN OF PUBLIC SPACES

Accessible Parking On Street Parking

When constructing or redeveloping existing on-street parking spaces, Saint Luke's Place will consult on the need, location, and design of accessible on-street parking spaces by engaging with the public, city officials, persons with disabilities, and the Home's Accessibility Committee.

Consultation topics may include:

- The expected accessibility benefits of the proposed parking spaces.
- Any relevant concerns raised by stakeholders.
- Local traffic patterns and their impact on accessibility and safety.

This process ensures that the design and placement of accessible on-street parking spaces effectively meet the needs of all users.



DESIGN OF PUBLIC SPACES

Obtaining Services

Saint Luke's Place is committed to creating a welcoming environment for all members of the public who visit or conduct business at the Home. To ensure public spaces and service areas are accessible, Saint Luke's Place will:

- Ensure all newly constructed or redeveloped service counters, fixed queuing guides (used where people line up for service), and waiting areas accommodate mobility aids.
- Where technical specifications are outlined in Ontario Regulation 191/11, make every effort to ensure compliance with the technical requirements set forth in the regulation.

This commitment reinforces our dedication to providing an inclusive and accessible environment for all.

Maintenance

As required under the Design of Public Spaces Standard, Saint Luke's Place has established procedures for the preventative and emergency maintenance of accessible elements in public spaces.

As part of its maintenance procedures, Saint Luke's Place is committed to:

- **Applying Best Practices in Preventative Maintenance:**
 - Conducting periodic checks of accessible elements, including:
 - Annual inspections or more frequent assessments as needed.
 - Inspections following storms or events that may impact accessible elements.
 - Inspections triggered by reports of vandalism or complaints.
- **Applying Best Practices in Emergency Maintenance:**
 - Responding promptly to notifications of issues with accessible elements to ensure they are repaired or restored as quickly as possible.

This approach ensures accessible elements in public spaces are consistently maintained and functional for all users



Notice of Temporary Service Disruptions

Notice of Temporary Service Disruption

When disruptions occur that impact the accessibility of goods, services, or facilities provided by Saint Luke's Place, notice will be provided to the public.

The notice will include:

- A description of the service disruption.
- The reason for the disruption.
- The anticipated duration of the disruption.
- Information on alternate routes, facilities, or services, if available.
- Relevant contact information for inquiries or assistance.

Notice will be communicated through:

- Posting at public entry points and key locations around the service disruption.
- Updates on the Saint Luke's Place website.
- Communication screens or other reasonable methods.

This approach ensures transparency and accessibility, minimizing inconvenience to individuals affected by the disruption.



ACCESSIBILITY PLANNING

Progress to Date and Ongoing Initiatives

See “Schedule A” Progress and Ongoing Initiatives

Proposed Accessibility Initiatives 2021–2026

See “Schedule B” Proposed Accessibility Initiatives 2021–2026

Consultation of the Plan

In the preparation of this plan, Saint Luke’s Place undertook the following consultation activities:

- **Consultation with the Accessibility Committee:**
 - Engaged with the Saint Luke’s Place Accessibility Committee to gather insights and recommendations.
- **Consultation with Residents and Clients:**
 - Conducted surveys and held general meetings with residents to collect comments and feedback.
- **Consultation with Employees and Volunteers:**
 - Facilitated surveys and general meetings with employees to gather their input and suggestions.

These consultation activities ensure the plan reflects the needs and perspectives of all stakeholders, fostering a more inclusive and accessible environment

Communication of the Accessibility Plan

The approved multi-year Accessibility Plan will be posted on the Saint Luke’s Place website and internally on the LTC bulletin board. The plan can also be provided in an accessible format upon request.

Contact Information

The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is to improve opportunities for people with disabilities by ensuring their involvement in the identification, removal, and prevention of barriers, facilitating their full participation in society. Saint Luke's Place is committed to achieving this goal.

We welcome your feedback.

Please let us know how we can serve you better. Feedback can be provided in person, by telephone, in writing, by email, or through other means.

Contact Information:

- Phone: 519-658-5183
- Fax: 519-658-2991
- Mail:
 - Saint Luke's Place
 - 1624 Franklin Blvd,
 - Cambridge, ON N3C 3P4
- Email: info@stlp.ca
- Website: www.saintlukesplace.ca

If you require assistance while on-site, please speak to the front business office or your direct service provider.

Documents and policies relating to accessibility at Saint Luke's Place are available upon request in accessible formats.



REFERENCES

References

<http://www.aoda.ca>

<https://accessibilitycanada.ca/legislation/aoda/>

<https://www.ontario.ca/laws/statute/05a11>

<https://www3.ohrc.on.ca/en/online-learning/working-together-code-and-aoda>

<https://www.ontario.ca/page/accessibility-in-ontario>

Saint Luke's Place Policy and Procedures:

Policy A-E-01 Removing Barriers

Policy A-E-02 AODA Customer Service Standard

Policy A-E-02a AODA Customer Service Standard- LEGISLATION

Policy A-E-03 Service Animals

Policy A-E-04 Support Persons

Policy A-E-05 Identification of Potential Barriers During an Emergency Response

Policy A-E-06 Notice of Disruption of Services

Policy A-E-07 Parking

Scheduled "A" Progress and Ongoing Initiatives

Scheduled "B" Proposed Accessibility Initiatives for 2021-2026





SCHEDULE A

PROGRESS AND ONGOING INITIATIVES

Accessibility Initiatives	Action to be Taken	Responsibility
Customer Service		
Potential barriers in delivering goods and services to customers	Saint Luke's Place will provide training on Accessible Customer Service to all employees and volunteers to ensure they understand their responsibilities and are equipped to deliver inclusive and respectful service to all individuals, including those with disabilities Ongoing	Leadership Team
	Saint Luke's Place will regularly review and update its policies to ensure the delivery of high-quality, accessible customer service that meets the needs of all individuals, including those with disabilities. Ongoing	Administrator
	Saint Luke's Place is committed to actively reviewing customer feedback and taking appropriate actions to address concerns, improve services, and enhance accessibility. Feedback is a vital tool for identifying barriers and ensuring continuous improvement in the delivery of goods and services Ongoing	Leadership Team
	Saint Luke's Place adopted an updated Accessibility Policy in 2016, reflecting our ongoing commitment to removing barriers and ensuring inclusivity for all individuals.	Administrator



SCHEDULE A

PROGRESS AND ONGOING INITIATIVES

Accessibility Initiatives	Action to be Taken	Responsibility
General		
Accessibility Compliance Report	Saint Luke's Place will file additional Accessibility Compliance Reports as required by the Ministry of Economic Development, Trade, and Employment to ensure compliance with accessibility standards and regulations Ongoing, as required	Administrator
Training/ Education	Saint Luke's Place will provide training on the requirements of the Integrated Accessibility Standards Regulation (IASR) and the Human Rights Code as they relate to people with disabilities. This training will ensure that employees and volunteers are equipped to deliver inclusive, respectful, and accessible services Ongoing	Leadership Team
Multi-year Plan	Saint Luke's Place will develop a multi-year Accessibility Plan in consultation with key stakeholders, including employees, residents, clients, persons with disabilities, and the Accessibility Committee. This plan will outline strategies to identify, remove, and prevent barriers, ensuring inclusivity and compliance with accessibility standards 2016–2019, 2019–2021, 2021–2026	Leadership Team



SCHEDULE A

PROGRESS AND ONGOING INITIATIVES

Accessibility Initiatives	Action to be Taken	Responsibility
Design of Public Spaces		
Ramp installation	A new exit ramp has been constructed at the C Wing Apartment Garden Path to enhance ease of access and improve mobility for all residents and visitors Completed June 2019	Leadership Team/ Maintenance
Automatic Door Opener	A push-button entrance has been installed at the C Wing Apartment entrance to improve accessibility and provide convenient access to the building for all individuals Completed May 2019	Leadership Team/ Maintenance
Outdoor Paths of Travel/ Parking Lots	The E Wing entrance walkway requires resurfacing to ensure a smooth transition for individuals walking or using mobility aids. Additionally, the E Wing, Administration, and A & C parking lots require repair, resurfacing, and line painting to provide smooth walking and driving surfaces and to reduce potential fall risks Completed April 2019, August 2024	Leadership Team/ Maintenance
Accessible Parking	Saint Luke's Place will comply with the requirements of the Integrated Accessibility Standards Regulation (IASR) when constructing new paths of travel or making major changes to existing ones, ensuring accessibility for all individuals. Ongoing	Leadership Team/ Maintenance



SCHEDULE A

PROGRESS AND ONGOING INITIATIVES

Accessibility Initiatives	Action to be Taken	Responsibility
Design of Public Spaces		
While many aspects of our facility demonstrate and enable good accessibility, we acknowledge that there are areas where accessibility improvements can be made. Saint Luke's Place is committed to identifying and addressing these areas to ensure a fully inclusive environment for all individuals	Through our redevelopment project, we will ensure that the new facility meets all accessibility requirements in compliance with the Integrated Accessibility Standards Regulation (IASR). Ongoing- Redevelopment scheduled for 2025	Leadership Team
Obtaining Services (service counters, queuing guides and waiting areas)	Saint Luke's Place will comply with the Integrated Accessibility Standards Regulation (IASR) when constructing new features or making major modifications to existing ones, ensuring accessibility for all individuals Ongoing	Administration / Maintenance



SCHEDULE A

PROGRESS AND ONGOING INITIATIVES

Accessibility Initiatives	Action to be Taken	Responsibility
Information and Communication		
Accessible Information and Communication Supports	Saint Luke's Place is committed to providing information and communication about goods, services, or facilities in an accessible manner to people with disabilities upon request. Ongoing	Leadership Team
Signage	Large, bright signage has been installed at each campus entrance, clearly indicating building entrances and parking availability, based on input from stakeholders Completed December 2019	Leadership Team/ Maintenance
Communication - Relaunch of Saint Luke's Place Newsletter	Saint Luke's Place has relaunched its quarterly newsletter, which is available in-house, on the website, and emailed to stakeholders. The newsletter provides valuable information and updates from all departments, ensuring effective communication and engagement with our community Completed January 2023- issued quarterly	Leadership Team/ Administrator
Communication Screens at entrances	Saint Luke's Place has implemented communication screens at each long-term care entrance to enhance communication. These screens display various information and updates relevant to the campus, ensuring timely and effective sharing of information. Completed November 2023	Administrator



SCHEDULE A

PROGRESS AND ONGOING INITIATIVES

Accessibility Initiatives	Action to be Taken	Responsibility
Information and Communication		
Feedback	Saint Luke's Place will ensure that receiving and responding to feedback is available in an accessible format upon request or with appropriate communication supports to meet individual needs. As requested	Leadership Team
Accessible Website	Saint Luke's Place will ensure that its website and web content conform to the World Wide Web Content Accessibility Guidelines (WCAG) 2.0 Level A to provide accessible digital experiences for all users Ongoing	Administrator
Notice of Temporary Disruptions in Service	Saint Luke's Place will ensure that notices of temporary disruptions to services or facilities used by people with disabilities to access the organization's goods and services are posted promptly and clearly. Ongoing	Leadership Team



SCHEDULE A

PROGRESS AND ONGOING INITIATIVES

Accessibility Initiatives	Action to be Taken	Responsibility
Employment		
Potential barriers in existing policies, procedures and practices	Saint Luke's Place will regularly review its policies, procedures, and practices to ensure they promote accessibility and inclusivity, addressing the needs of individuals with disabilities effectively. Ongoing	Leadership Team
Potential barriers throughout the employment process. Recruitment-general	Saint Luke's Place will notify both internal and external job applicants about the availability of accommodations for individuals with disabilities throughout the recruitment process. Ongoing	Human Resources
Recruitment, Assessment or Selection Process	Saint Luke's Place will notify job applicants invited to participate in the recruitment, assessment, or selection process that accommodations for disabilities are available upon request to support their participation. Ongoing	Human Resources
Notice to Successful Applicants	Saint Luke's Place will notify successful applicants of its policy for accommodating employees with disabilities when extending an offer of employment. Advised at orientation, in the employment offer letter and in-person communication with employees that require accommodation	Human Resources



SCHEDULE A

PROGRESS AND ONGOING INITIATIVES

Accessibility Initiatives	Action to be Taken	Responsibility
Employment		
Informing Employees of Support	Saint Luke's Place will inform employees of its policies supporting employees with disabilities and provide updated information whenever changes are made to existing policies regarding job accommodations. Advised at orientation, in the employment offer letter and in-person communication with employees that require accommodation	Human Resources
Accessible Formats and Communication Supports for employees	Saint Luke's Place will consult with employees with disabilities to provide or arrange for accessible formats and communication supports tailored to their individual needs. As required	Human Resources
Documented Individual Accommodation Plans	Saint Luke's Place will develop a written process for creating documented individual accommodation plans for employees with disabilities. This process will outline the steps for identifying, implementing, and reviewing accommodations to ensure they effectively meet the employee's needs while supporting their role within the organization. Completed 2022/ Ongoing	Human Resources



SCHEDULE A

PROGRESS AND ONGOING INITIATIVES

Accessibility Initiatives	Action to be Taken	Responsibility
Employment		
Return to Work Process	Saint Luke's Place will develop and implement a return-to-work process for employees who have been absent due to a disability and require disability-related accommodations to return to work. This process will outline steps for collaboration, assessment, and accommodation to ensure a smooth and supportive transition back to the workplace. Completed 2022/ Ongoing	Human Resources
Redeployment	Saint Luke's Place will consider the accessibility needs of employees with disabilities, as well as their individual accommodation plans, when redeploying them to ensure their needs are met and they can continue to perform effectively in their new roles. Ongoing	Human Resources



SCHEDULE B

PROPOSED ACCESSIBILITY INITIATIVES FOR 2021-2026

Accessibility Initiatives	Action to be Taken	Responsibility
General		
Customer Service- Remove any potential barrier relating to Human Rights, health and wellness for all customers	Saint Luke's Place is committed to fostering diversity, equity, and inclusion in all aspects of recruitment and admissions. To support this commitment, we will: • Provide education and training on cultural diversity, equity, and inclusion during employee orientation and on an annual basis. • Empower the Wellness Committee to promote a positive organizational culture through peer-to-peer training, counseling, and support initiatives. • Specific Leadership to participate in Canadian Certified Inclusion Professional (CCIP™) program. These efforts aim to create a welcoming, respectful, and inclusive environment for all employees, residents, and stakeholders.	Leadership Team/ Wellness Committee
Electronic Payment	Saint Luke's Place is exploring the implementation of electronic funds transfer (EFT) for automatic payment of accounts. This includes investigating options and cost benefits for offering preauthorized payments for rent/accommodation and supplier payments. Implementing this system could help reduce bad debts and improve financial efficiency. Participation will not be voluntary. Completed 2024	Finance Department



SCHEDULE B

PROPOSED ACCESSIBILITY INITIATIVES FOR 2021-2026

Accessibility Initiatives	Action to be Taken	Responsibility
Design of Public Spaces		
Railing or barrier along garden path to prevent falling, wheels on mobility devices being lodged	Saint Luke's Place will comply with the Integrated Accessibility Standards Regulation (IASR) when constructing new paths of travel or making major changes to existing ones, ensuring they meet accessibility standards and support the needs of all individuals	Maintenance/ Administration
Automatic Door Opener	Saint Luke's Place will install automatic door openers in apartment common areas, including laundry rooms, refuse rooms, and lounges, to enhance accessibility and convenience for all residents Installed in Laundry and Refuse Rooms 2022	Maintenance
Emergency Lighting- A Wing	Saint Luke's Place will install additional emergency lighting in the A Wings to enhance safety and ensure compliance with the Integrated Accessibility Standards Regulation (IASR) when constructing new features or making significant modifications to existing ones.	Maintenance/ Administration
Transportation	The Maintenance and Recreation teams at Saint Luke's Place will develop a comprehensive transportation plan in response to the discontinuation of the Saint Luke's Place vans. This plan will include transitioning to an external transportation agency to ensure the continued accessibility and convenience of transportation services for residents and clients	Recreation/ Maintenance



SCHEDULE B

PROPOSED ACCESSIBILITY INITIATIVES FOR 2021-2026

Accessibility Initiatives	Action to be Taken	Responsibility
Design of Public Spaces		
Smoke Free Environment	Saint Luke's Place will provide support and assistance aids to promote and maintain a smoke-free facility for all customers, ensuring a healthier and more welcoming environment.	Leadership Team
Information and Communications		
Accessible Website	Saint Luke's Place will ensure that its website and web content conform to the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.0 Level A, meeting AODA standards. The Administrator has contacted the web designer to initiate the redevelopment of the website to achieve full compliance. Completed 2022/ Ongoing	Administrator/ IT Provider
Point of Care Kiosks	Saint Luke's Place will ensure that accessibility features are incorporated into kiosks to best meet the needs of people with disabilities. Kiosks will be installed throughout each nursing unit to enhance access and usability for all individuals. Completed 2021-2022	Administrator/ IT Provider



SCHEDULE B

PROPOSED ACCESSIBILITY INITIATIVES FOR 2021-2026

Accessibility Initiatives	Action to be Taken	Responsibility
Information and Communications		
Digital Communication Boards	Saint Luke's Place will ensure that accessibility features are incorporated into digital communication boards (smart TVs) to best meet the needs of people with disabilities. These communication devices will be installed at major entrances to provide accessible and inclusive information sharing for all individuals. Completed 2023	Administrator/ IT Provider
Employment		
Performance Management	Saint Luke's Place will consider the accessibility needs of employees during the performance management process to ensure inclusivity and fairness. Policies will be updated to reflect this commitment, ensuring that accommodations and individual needs are integrated into performance evaluations. Completed 2022	Human Resources/ Leadership Team
Career Development and Advancement	Saint Luke's Place will provide career development and advancement opportunities that take into account the accessibility needs of employees with disabilities. Policies will be updated to reflect this commitment, ensuring inclusivity and equal opportunities for professional growth. Completed 2022	Human Resources/ Leadership Team