



## **Multi-Year Accessibility Plan**

**2020-2022**

### **Message from the Executive Director**

In 2005, the Government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA). The goal of this act is to create and enforce standards that will make Ontario fully accessible by 2025 in order to build a climate and environment where everyone regardless of ability can contribute fully as a part of the larger community.

The Glebe Centre is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

Lawrence Grant  
Executive Director  
The Glebe Centre Inc.

### **Introduction**

The Glebe Centre strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps The Glebe Centre is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how The Glebe Centre will play its role in making Ontario an accessible province for all Ontarians.

## **Past Achievements to Remove and Prevent Barriers**

### **Customer Service**

The Glebe Centre has remained in compliance with the Customer Service Standard.

- Customer Service feedback is received during annual satisfaction surveys for both residents and families which are available in online or hard copy format.
- Assistance is available to those who wish for help to complete the survey.
- Ongoing feedback is also received via the suggestion box, by email, phone or in-person opportunities.
- All concerns and feedback from the sources above are tracked and assessed for trends which are then incorporated into organizational quality improvement goals.
- In 2020, the organization received feedback regarding communication. In follow up to this feedback, a monthly family newsletter began in May 2021 and regular email updates were increased.

### **Information and Communications**

- Bedside flashing light doorbell and fire alarm devices for Deaf or hearing impaired residents procured and installed in applicable room locations (2014-2015 and ongoing as needed)
- Volunteer Information Board installed (2017)
- Staff Communication Bulletin Boards installed (2017)
- Visual communication cards available for residents (2017)
- Resident care conferences offered as teleconference (2016), and now offered as web conference using Zoom, etc. (2020)
- Resource rack installed in main lobby (2019)
- Implementation of a monthly Family Newsletter (2021)
- Established master email list for family members and persons of importance to residents. (2020)
- Process established for maintaining the master list to keep it current (2020)
- Regular updates sent by email to Family and Friends master email list (2020)
- Regular updates posted in Resident home areas, sent by email, or communicated verbally according to the resident's preferences. (2020)
- Family Satisfaction Survey available by web link, hard copy, or another accessible format as requested. (2019)

## **Employment**

- Statement on website and that applications from persons with disabilities welcome and encouraged. Accommodations are made at all stages of the selection process.
- Statement on job postings that applications from persons with disabilities welcome and encouraged. Accommodations are made at all stages of the selection process.

## **Environmental Accessibility**

- Adjustable resident dining room tables purchased for all home areas, with all non-adjustable tables now replaced. (2015-2017)
- Resurfacing of balcony surfaces to prevent accumulation of water to ensure ongoing accessibility for residents. (2016)
- Walking pathway between the long-term care buildings and Abbotsford Seniors' Centre redeveloped (2018) with heating to ensure clear access in winter months.
- Automatic door openers installed (2015-2018) on both sides of all resident balcony doors as well as both Courtyard garden entrances.
- Home area doors requiring swipe card entry have been updated (2020) to allow an individual using a mobility device more time to enter before the locks re-engage. Change made from 5 seconds to 10 seconds and will be re-evaluated as needed.

## **Section Two: Strategies and Actions**

These are the projects and programs The Glebe Centre is actively working on to remove and prevent barriers to people with disabilities.

### **Customer Service**

The Glebe Centre is committed to providing accessible customer service to people with disabilities. This means that we will continue to provide goods and services to people with disabilities with the same high quality and timeliness as others.

### **Information and Communications**

The Glebe Centre is committed to making our information and communications accessible to people with disabilities.

- The Glebe Centre is currently working on a new version of our website which will be in compliance with WCAG 2.0 AA (anticipated completion date: Fall 2021). In the interim, any new content posted to the old site will be in compliance.

## **Employment**

The Glebe Centre is committed to the continued provision of fair and accessible employment practices.

## **Training**

The Glebe Centre is committed to continue providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

## **Design of Public Spaces**

The Glebe Centre will continue meet accessibility laws when building or making major changes to public spaces.

## **For More Information**

For more information on this accessibility plan, please contact:

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