

# The Glebe Centre Multi-Year Accessibility Plan



## Contents

Message from the Executive Director.....	2
Introduction .....	2
Community Programs and Support Services.....	2
Accessibility policy overview .....	3
Purpose.....	3
Definitions .....	4
Scope .....	5
Statement of Commitment.....	5
Principles.....	6
Policy.....	6
Accessibility Plan.....	6
Education & Training.....	7
Communication.....	7
Website & Web Content.....	8
Assistive Devices .....	8
Support Persons .....	8
Service Animals .....	8
Notice Of Temporary Disruption.....	9
Site/Building Design .....	9
Employment Standards .....	9
Recruitment Assessment/Selection .....	10
Notice To Successful Applicant.....	10
Informing Employees Of Support.....	10
Accessible Formats and Communication Supports .....	11
Workplace Emergency Response Information .....	11
Documented Individual Accommodation Plans .....	11
Return To Work Process .....	11
Performance Management, Career Development and Advancement & Redevelopment .....	12
Continuous Quality Improvement.....	12
Notice Of Availability .....	12
Responsibility .....	12
Administrator .....	12
Directors/Managers .....	13

---



Staff .....	13
Past Achievements to Remove and Prevent Barriers .....	13
Customer Service .....	13
Employment .....	14
Environmental Accessibility .....	14
Questions About This Policy .....	15
Related Documents .....	15



## **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 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.

Emma Tibbo  
Executive Director  
The Glebe Centre Inc.

## **Introduction**

The Glebe Centre has been the cornerstone of care for older residents of the Glebe and surrounding Ottawa area for over 130 years. Beginning in 1886 as Ontario's first Glebe Centre for the Aged, the Glebe Centre has continued its dedication to seniors through the provision of services, facility-based care, and personal support.

The Glebe Centre is a CARF accredited, not for profit, community-based organization dedicated to providing the highest quality of programs and services. Programs and services are designed to respond to the individual's physical, emotional, social, cultural, and spiritual needs while encouraging and facilitating the maximum degree of independence possible.

### **Community Programs and Support Services**

The Glebe Centre's Community Programs at Abbotsford offer a comprehensive range of programs and services to seniors living in the community. These are all located at 950 Bank Street, a historic building with a rich history. All of our community support services are dedicated to helping people remain in their own Glebe Centres.

The community programs that are run out of Abbotsford House offer fitness, recreation and artistic programming and clubs as well as lectures and special events.



The Glebe Centre recognizes and promotes the active participation of older adults in the development and modification of policies and programs that affect them. The Centre also works in partnership with other organizations and institutions involved in the field of aging to improve programs and services and respond to the needs of our aging population.

## **Accessibility policy overview**

The Accessibility for Ontarians with Disabilities Act (AODA) was passed into law in 2005. The purpose of the AODA is to achieve accessibility for Ontarians with disabilities on or before January 2025 through the development, implementation and enforcement of accessibility standards. The Accessibility Standards for Customer Service, Ontario Regulation 429/07 (also known as the Accessible Customer Service Regulation), came into force on January 1, 2008. It was the first accessibility standard created under the authority of the AODA and was a significant step toward a GOAL of accessible ONTARIO.

The Integrated Accessibility Standards, Ontario Regulation 191/11 (IASR), which came into force in June 2011, created standards in the areas of information and communications, employment, transportation and the design of public places. The requirements under this regulation are being phased in over time. The IASR requirements are to be phased in from 2011 to 2025, with specific compliance deadlines for various sections of the regulation.

The AODA and its standards do NOT diminish the Glebe Centre's legal obligation towards persons with disabilities that arise under the Human Rights Code or any other Act or are otherwise imposed by law (AODA Section 3). Rather, both sets of obligations will apply to the Glebe Centre, and will have to be complied with. If two laws conflict, the provision that provides the highest level of accessibility for persons with disabilities with respect to goods, services facilities, employment, accommodation, buildings, structures or premises is the law that must be followed (AODA, Section 38).

All organizations and businesses which provide goods and services in Ontario are obligated to comply with the provisions outlined under the Act and Regulations and therefore, they must continually identify, remove and prevent barriers so that people with disabilities are able to more effectively integrate and enjoy equal job opportunities.

## **Purpose**

To outline the Glebe Centre's responsibilities for providing accessible goods and services to persons with disabilities as required by the regulatory requirements.



To break down barriers and increase accessibility for persons with disabilities, in the area of information, communication, employment, building design and site environment.

## **Definitions**

As defined by the AODA and/or Human Rights Code:

### **Disability:**

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal, or on a wheelchair or other remedial appliance or device;
- (b) a condition of mental impairment or a developmental disability;
- (c) a learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workers' Safety & Insurance Act, 1997.

### **Assistive Devices**

Technical aids, communication devices, or medical aids that are used to increase, maintain, or improve how a person with disability can function. Examples may include, but are not limited to wheelchairs, walkers, note taking devices, portable magnifiers, recording machines, and assistive listening devices.

### **Accessible Formats**

As defined per Integrated Accessibility Standards Regulation, may include, but are not limited to , large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

### **Barrier**

Is defined in the Accessibility for Ontarians with Disabilities Act as anything that keeps someone with a disability from participation in all aspects of society. Examples of barriers include architectural or structural barriers, information or communication barriers, technological barriers, and attitudinal barriers.

### **Communications**

Is defined per Integrated Accessibility Standards Regulation as the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

### **Communication Support**

Supports that individuals with disabilities may need to access information. As defined per Integrated Accessibility Standards Regulation, these may include, but are not limited to, captioning, alternative and



augmentative communication supports, plain language, sign language, and other supports that facilitate effective communication.

### **Customer**

Is defined per the OPS Service Directive, as direct user or recipient (sometimes involuntary recipient) of a service.

### **Information**

Is defined per the Integrated Accessibility Standards Regulation as data, facts, and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

### **Service Animal**

As defined in the Accessibility Customer Service Standard:

- (a) If it is readily apparent that the animal is used by the person with a disability for reasons relating to his /her disability, or
- (b) If a person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

### **Support Person**

As defined in the Accessibility Customer Service Standard:

A “support person” means, in relation to a person with a disability, another person who accompanies him/her in order to help with communication, mobility, personal care or medical needs or with access to goods and services.

### **Temporary**

Disruption Is a short term planned or unplanned disruption to facilities or services that the public usually uses to obtain goods and services.

## **Scope**

1. This policy applies to: \* all employees \* all consultants and contractors to the Glebe Centre
2. The policy is intended to benefit the full range of persons with disabilities, as defined in the Ontario Human Rights Code and the AODA.

## **Statement of Commitment**

The Glebe Centre is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005 whenever practicable and attainable.



## **Principles**

The Glebe Centre is committed to ensuring that its policies, practices, procedures, and programs are consistent with the following principles:

- i) Goods and services are provided in a manner that respects the dignity and independence of persons with disabilities.
- ii) Goods and services are provided to persons with disabilities with the same attention to quality and timeliness that are provided to others.
- iii) Goods and services to persons with disabilities are integrated with regular services, unless an alternate measure is necessary, to enable a person with disability to obtain, use or benefit from the service. Whether a person's disability is apparent or not, everyone should be treated with courtesy, made to feel welcome, and have their needs for disability-related accommodation respected.

## **Policy**

1. The Glebe Centre shall develop policies, procedures and practices, including staff education and training, and timely enforcement of legislated requirements as they pertain to persons with disabilities.
2. The Glebe Centre shall undertake all reasonable efforts to provide goods, services or facilities in a way that respects the dignity and independence of persons with disabilities.
3. The Glebe Centre shall, to the best of its ability, provide persons with disabilities the same opportunity to access goods, services or facilities with the same attention to quality, timeliness and to allow them to benefit from the same services, in the same place and in the similar way as that provided to other persons in the Glebe Centre.

### **Accessibility Plan**

4. The Glebe Centre shall develop, implement, maintain and document an Accessibility Plan outlining the Glebe Centre's strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities. The Accessibility Plan shall be reviewed and updated at least once every five (5) years, and will be posted on designated information boards in the Glebe Centre that are easily accessible.



## **Education & Training**

5. The Glebe Centre will ensure that education and training is provided on the requirements of the accessibility standards referred to in the Regulation and continue to provide training on the Human Rights Code as it pertains to persons with disabilities, to: \* all its employees and volunteers; \* all persons who participate in the development of policies and procedures, and \* all other persons who provide goods, services or facilities on behalf of the organization.

The education will be appropriate to the duties of the employees, volunteers and other persons. Education shall be provided on an ongoing basis when changes are made to the policies, practices and procedures governing the provision of goods and services to persons with disabilities. New employees will receive proper orientation and will receive training within the first three (3) months of their employment. Record of all staff and volunteer education and training shall be maintained. The Training will include a review of the purpose of the AODA and the requirements under the Customer Service Standards, Ontario Human Rights Code and include instruction in the following:

- the Glebe Centre's policies, practices and procedures on the provision of services to the persons with disability;
- how to interact and communicate with persons with various disabilities including those who use an assistive devices or require the assistance of a guide dog, service animal or support person to access the Glebe Centre's goods and services;
- how to use equipment and/or assistive devices available/provided in the Glebe Centre that may help with the provision of goods or services to people with disability;
- what to do if a person with a disability is having difficulty accessing goods or services available in the Glebe Centre.

## **Communication**

6. Upon request, the Glebe Centre shall provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into consideration the person's accessibility needs due to disability. Communication may occur in a variety of ways - in person, by phone, in writing by mail, electronic email/text.

The Glebe Centre shall consult with a person making the request in determining the suitability of an accessible format or communication support.

If the Glebe Centre is unable to meet the person's request for an accessible format or communication support, the Glebe Centre shall provide an explanation to the individual making



the request as to why the information is not available and shall provide a summary of the information to the person.

### **Website & Web Content**

7. As per the AODA/IASR regulations and standards, the Glebe Centre's website and website content shall conform with the WGAG 2.0 Level A. Feedback
8. The Glebe Centre shall ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of accessible formats and communication supports, upon request. The feedback process shall allow for feedback in person, by telephone, in writing or by delivering an electronic text/email and will specify the action to be taken by the Glebe Centre if a complaint is received.

### **Assistive Devices**

9. The Glebe Centre shall ensure that staff are trained and familiar with various assistive devices that are on site or that can be provided to assist clients with disabilities while accessing services in the building, its property including parking areas.

### **Support Persons**

10. Person(s) with disability who is accompanied by a support person for health, safety or ANY other reason shall be allowed to have that person accompany them on premise. Where the assistance of a support person is required by a person with a disability they shall NOT be prevented from having access to the support person.

The Glebe Centre does NOT provide paid events and the persons with disabilities may bring a support person to attend scheduled events. In a situation where confidential information of a person with disability is to be discussed, the Glebe Centre shall request permission from that person (verbal or written) allowing their support person to be present.

### **Service Animals**

11. Persons with disabilities accompanied by a service animal shall have access to the Glebe Centre areas that are open to the public or other third parties, and may keep the animal with them except where excluded by law. Where law excludes the service animal, other options shall be made available to ensure the person with disability has access to Glebe Centre's goods and services.



Where the service animal may affect the health and safety of other persons, the Glebe Centre shall make every effort to meet the needs of both parties.

If it is not readily apparent that an animal is being used as a service animal for reasons relating to person's disability, the Glebe Centre shall request one of the following:

- a letter from a regulated health professional confirming that the person requires the animal for reasons related to disability; or
- a valid identification card signed by the Attorney General of Canada; or
- a certificate of training from a recognized guide dog school or service animal training school.

### **Notice Of Temporary Disruption**

12. The Glebe Centre shall ensure that persons with disabilities are provided with written notice, in the event of a planned or unexpected disruption to services. Notice will be placed at the front desk or at public entrance to the building. The notice will include information about the reason for the disruption, its anticipated length of time and a description of alternative facilities or services, if available.

### **Site/Building Design**

13. The Glebe Centre shall comply with the Facility Accessibility Standards for the Built Environment when undertaking new development, alteration or addition to the existing site.

The Glebe Centre shall comply with requirements set out in section 80.32 through 80.38 of the IASR when developing a new site or re-developing existing site.

The Glebe Centre shall comply with requirements set out in section 80. through 80.5 and 80.23 through 80.31 of the IASR when constructing all applicable new or redeveloped paths of travel (e.g., external walkways) that are not regulated by the Ontario Building Code.

The Glebe Centre shall assess the existing site and building design to determine the feasibility of site or structural modifications to better meet the needs of persons with disabilities. Recommended modifications, where appropriate will be outlined in Accessibility Plan

## **Employment Standards**



1. As an equal opportunity Employer, the Glebe Centre shall accommodate employees with disabilities provided the individual is able to perform the duties of the position.
2. Employees with disabilities will be informed of the supports available. An individualized accommodation plan will be developed for each employee based on identified disability.
3. The Glebe Centre shall ensure that the employment policies are developed to encompass the employment of individuals with disabilities in the following areas:
  - Recruitment, assessment & selection process;
  - Notice to successful applicant;
  - Informing employees of support
  - Accessible format and communication support for employees;
  - Documented Individual Accommodation Plans;
  - Workplace Emergency Response Information;
  - Return to work process;
  - Performance management, career development and redeployment;
  - Continuous Quality Improvement.

#### **Recruitment Assessment/Selection**

4. The Glebe Centre shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

Notify selected job applicants to participate in the assessment process in relation to the materials and processes to be used.

Consult with the applicant to provide or arrange for the provision of a suitable accommodation that takes into account the applicant's accessibility needs due to disability.

#### **Notice To Successful Applicant**

5. When making offers of employment, the Glebe Centre will notify the successful applicant of its policies for accommodating employees with disabilities.

#### **Informing Employees Of Support**

6. The Glebe Centre will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodation that takes into account an employee's accessibility needs due to disability. This information will be provided to new employees during the orientation period.



### **Accessible Formats and Communication Supports**

7. When requested by the employee with disability, the Glebe Centre will consult with him/her to provide or arrange for the provision of accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other employees in the Glebe Centre.

### **Workplace Emergency Response Information**

8. The Glebe Centre will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and the Glebe Centre is aware of the need for accommodation due to the employee's disability. The information will be provided as soon as practicable after the Glebe Centre becomes aware of the need for accommodation.

Where the employee requires assistance, the Glebe Centre will, with the consent of the employee, provide the workplace emergency response information to the person designated by the Glebe Centre to provide assistance to the employee.

The Glebe Centre will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodation needs or plans are reviewed and when the Glebe Centre reviews its general emergency response policies.

### **Documented Individual Accommodation Plans**

9. The Glebe Centre will develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities. The process will include the elements outlined in section 28(2) of the IASR.

If requested, information regarding accessible formats and communications supports provided will also be included individual accommodation plans.

In addition, the plans will include individualized workplace emergency response information (where required) and will identify any other accommodation that is to be provided.

### **Return To Work Process**

10. The Glebe Centre will develop, document and have in place a return to work process for employees who have been absent from work due to disability and require disability-related accommodations to return to work.



This return to work will NOT replace or override any other return to work process created by or under any other statute (i.e., the Workplace Safety Insurance Act, 1997)

### **Performance Management, Career Development and Advancement & Redevelopment**

11. The Glebe Centre will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees with disabilities.

### **Continuous Quality Improvement**

12. As part of our quality improvement process, the Glebe Centre will encourage individuals with disabilities to provide feedback on the quality and effectiveness of service delivery.

All feedback, including complaints will be directed to the Administrator.

Individuals can expect to hear back within five (5) business days.

Corrective action plans will be developed in response to identified access deficiencies and service barriers for individuals with disabilities.

### **Notice Of Availability**

13. The Glebe Centre will notify the public that AODA policies are available upon request via web site or in printed form made available at the front office

## **Responsibility**

ALL employees, agents, volunteers or others who are responsible for delivering goods, services or facilities to persons with disabilities.

### **Administrator**

**Administrator** is accountable and responsible for the overall coordination, implementation, monitoring and enforcement of established policies, procedures and practices based on the Act and Regulation, including staff education and training at all levels of the organization.

Responsible for developing and implementing Accessibility Plan in collaboration with senior management team and representatives from the corporate office and to monitor and evaluate progress of scheduled activities compliance dates.



Responsible for communicating required information in a timely manner through committee meetings, organized presentations, Handbook, Resident or Family Council, etc.

Responsible for responding (in writing) within five (5) business days to any concerns, complaints or recommendations filed and or expressed by a person with disabilities or any other person.

Must ensure each Director/Manager is fully trained and oriented to the requirements under the Act/Regulations and the Glebe Centre's policy, procedures and practices, and that systems in place are adhered to by each Director/Manager.

### **Directors/Managers**

**Directors/Managers** are accountable and responsible for ensuring that this policy is communicated to staff and carried out consistently. They are responsible for ensuring compliance with the Accessibility Standards for Customer Services, Ontario Regulation 429/07 and the Integrated Accessibility Standards, Ontario Regulation 191/11 within their department, and for reporting on compliance with Accessibility Plan for their department.

### **Staff**

**Staff** are responsible for being aware of accessibility legislation, compliance with established policies and procedures, meeting these requirements in their daily work, and ensuring that accessible customer service is provided to all persons in accordance to policy and related procedures.

All staff are required to participate and complete educational components related to persons with disability offered on line through Surge learning program.

## **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. In 2024 this newsletter was replaced by a weekly update from the Executive Director to all families.

### **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)
- Resource rack installed in main lobby (2019)
- Family Satisfaction Survey available by web link, hard copy, or another accessible format as requested. (2019)
- Resident care conferences offered as teleconference (2016), and now offered as web conference using Zoom, etc. (2020)
- 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)

### **Employment**

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





- Repairs made to the concrete surface at the front entrance in 2023 provided a safer, smoother surface to prevent trips and falls. This work included an extension of the heated glycol system under the extended surface.

## **Questions About This Policy**

This policy has been developed to break down the barriers and increase accessibility for persons with disabilities, in the areas of information and communication and employment. If anyone has a question about the policy, or if the purpose of the policy is not understood, an explanation will be provided by the Administrator/designate.

## **Related Documents**

- \* Accessibility for Ontarians with Disabilities Act
- \* Ontario Regulation 429/07 Accessibility Standards for Customer Service
- \* Ontario Regulation 191/11 Integrated Accessibility Standards
- \* Blind Persons' Rights Act
- \* The Human Rights Act
- \* Accessibility Plan