



APANS
Health Services

ACCESSIBILITY PLAN

Grace Villa

2024/2025

Accessibility Quality Improvement Worksheet

Suggested barriers to be addressed: Environmental, Architectural, Attitudinal, Financial, Employment, Communication, Transportation, etc.
 Working to meet the needs of persons served, personnel, other stakeholders

Challenge/Barrier	Applicable IASR Standards Section	Solution	Priority	Cost	Funding Source	Due Date	Actual Date	Person Responsible
Architectural								
Lack of storage		Ensure it is in the redevelopment plans. Reviewed & Realigned Programs storage. Will review offsite storage options Adding Sea Can storage as soon as possible to help with storage issue.	HIGH	Unknown	MOH OA	Unknown	Unknown Park Lane Terrace for offsite chart/file storage On going	Head Office, Facilities Manager Dir. Of Business Dir of Business & Facilities Manager
More Visiting Space		Ensure it is in the redevelopment plans. Created outdoor parking area for visitors in 2023 Opening up all doors for staff to use.	Med	Unknown	MOH OA	Unknown	Unknown	Head Office ED
More Office Space		Ensure it is in the redevelopment plans. Continue to look for	High High	Unknown		Unknown	Unknown	Head Office ED

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		opportunities to adjust space for needs in the moment. IPAC being reallocated to another office.						
Building updating is required	80.44 -Procedures for preventative and emergency maintenance of the accessible elements in public spaces and Procedures for dealing with temporary disruptions when accessible elements required are not in working order.	Overall redevelopment of building New owners are actively working on developing a plan to redevelop.	High	Unknown	MOH OA - redevelopment, funding	2026	Unknown	Head Office
Design of Public Spaces Standard	80.2 (1) Except as otherwise specified, this Part applies to public spaces that are newly constructed or redeveloped on and after the dates set out in the schedule in section 80.5 and that are covered by this Part. O. Reg. 413/12, s. 6. (2) Except as otherwise specified, this Part applies to obligated organizations. O. Reg. 413/12, s. 6. (3) In this Part where in a standard or requirement	No known re-development planned for 2025 If project is decided, the home will follow the guidelines associated with standard for Design of Public Spaces	Low	Not known	Unknown	n/a	n/a	n/a

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	there is a reference to an obligated organization, it is a reference to the obligated organization that constructs or redevelops any public space to which this Part applies and not to any other obligated organization that may have provided a permit, approval or other authorization or that may have an interest in the land where the thing to which the standard or requirement applies is located. O. Reg. 413/12, s. 6.							
Environmental								
Parking Shortage		Additional parking extended into green space at side of property (behind garbage)	Low	Unknown	Environmental Services	Unknown	Deferred to time of new build/redevelopment	ED Head Office
Improve aesthetics		Facility Painting 2 nd & 3 rd floor	Med	Unknown	OA	Dec. 2025		DES ED Facilities Manager – Head Office
New reception area		Move CSC desk for better security	High	Unknown	OA	Dec. 2025		

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<p>More home like feel to home. Less institutional feel.</p> <p>Staff congregating and being noisy at front door during shift change</p> <p>“Spa” rooms to be more inviting</p>		Add plants and décor items to make the home feel “homey”	Med	Unknown	OA	Dec. 2025		
		Move time clock to another location away from front entrance	Med	Unknown	OA	Dec 2025		
		Renovate tub rooms to provide a more inviting experience for residents	High	Unknown	OA	De 2025		
Attitudinal								
Improve Satisfaction of Stakeholders and staff		<p>Continue with regular Staff Appreciation functions. Provide +ve feedback by Managers</p> <p>Provide Educational opportunities for profession growth.</p> <p>Review/share survey results and planned improvements/follow up where able.</p>	Med	Unknown	Budgets	On going	<p>On-going</p> <p>Improved satisfaction throughout the home</p> <p>May 31st</p>	<p>Management Team</p> <p>APANS Health Services Directors</p>

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		<p>Staff Awards Ceremony</p> <p>Staff Appreciation BBQ</p> <p>Staff Surveys in SURGE</p> <p>Wellness Committee started. Events to be planned.</p>					<p>2025</p> <p>May 31st 2025</p> <p>Annually</p> <p>Quarterly</p>	
Continue to Offer Customer Service Training.		Provide Customer Service Training upon hire and annual refreshers. Completed on SURGE	MED	Unknown	Budgets	On-going	On-going	<p>All Managers</p> <p>ED provides at orientation.</p>
Financial								
Maintain 97% Occupancy		<p>Marketing</p> <p>Promote Tours</p> <p>Maintain Website</p> <p>Watch outbreaks</p>	HIGH	Unknown	<p>Advertising/Marketing</p> <p>Continue positive community partnerships - LHINs</p>	On-going	Review annually - Currently on track	All Staff
Ensure Resident accounts are paid in		Monitor Accounts Stay in contact with	MED	Unknown	OA	On-going	On-going	ED

Challenge/Barrier	Applicable IASR Standards Section	Solution	Priority	Cost	Funding Source	Due Date	Actual Date	Person Responsible
full		families ASAP; when in arrears. Pre-Authorized Deposit for 70 % of residents Successful transition of residents to PGT assistance Ensure that financial abuse is being appropriately reported (PGT, Police, CI – Financial Abuse)	HIGH				Annual review of accounts to write off outstanding dept HO review of E-transfer Need capacity assessment done Jan. 2025 and ongoing	Director of Business Services Monthly letters sent for collections Director of Clinical Services, ED & Director of Business Services
To manage finances in a fiscally responsible/sustainable manner.		Ensure variances are accounted for Managers to receive budgets monthly. Home to receive financial info in a timely manner from HO & Directors to use Tracking Tool at home-level	Med				2024 - monthly	Controller – improvements ED Directors
Employment								
Recruitment of Suitable employees		Utilize Grace Villa website. Currently utilize	HIGH	\$200-300 per month estimated	Advertising Budget	December 2025	Ongoing	Leadership Team

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		<p>Indeed</p> <p>Legislation allowed emergency hiring ; restrictions to single-site health service provider agency</p> <p>Hire temporary foreign workers in nursing</p> <p>Obtaining staff through Colleges</p> <p>Advertisement outside the home</p> <p>Job Fairs</p> <p>HR support from Head Office</p>					Unknown	
Staff Retention		<p>Provide adequate orientation program</p> <p>Monitor retention</p> <p>Ensure staff receive mandatory training through Surge Learning in a timely manner</p>	HIGH	Orient. Costs	Department Budgets	Ongoing		ED All Directors

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		New orientation checklist and new orientation “champions” for new staff						
Job Specific Fire Training		<p>Develop a process for training (education) related to emergency fire procedures that covers both hiring orientation and annually.</p> <p>Job Specific to SURGE</p> <p>Drills conducted on each shift monthly</p> <p>Weekly orientation sessions scheduled</p>	HIGH	Unknown	Orientation	Ongoing	Ongoing	JHSC Directors
Employment standards	<p>22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes. O. Reg. 191/11, s. 22.</p> <p>Recruitment, assessment or selection process</p> <p>23. (1) During a recruitment process, an employer shall notify job applicants, when they are</p>	<p>External 3rd party Human Resources for hiring to ensure compliance with standards</p> <p>Ex. Alternative interviews process for individuals needing accommodations</p>	High	Unknown	OA	Ongoing	Ongoing	ED and/or Designate

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	<p>individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used. O. Reg. 191/11, s. 23 (1).</p> <p>(2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability. O. Reg. 191/11, s. 23 (2).</p> <p>Notice to successful applicants</p> <p>24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities. O. Reg. 191/11, s. 24.</p>							
Communications								
Enhance overall Communication with Stakeholders.		Monthly Family Newsletter Encourage family members to become involved in	HIGH	Unknown	Administration/ Nursing	Ongoing	Ongoing	All Managers

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		<p>Family Forum.</p> <p>Encourage Residents to become involved in Residents' Council (& Food Committee). Memos, departmental meetings "Team Meetings" Ensure Communication boards are kept Up to date and "In-touch Link" TV screens are current.</p> <p>Trial communication platform with stakeholders "Evoke"</p> <p>Communication Tab in Point Click Care.</p> <p>Residents informed at Council meeting</p>	MED	Unknown	Nursing	Unknown	Pending	Head Office

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		& Public Health notices sent to all stakeholders -- in staff room or via OneCall. Staff Stat						
Access to staff and management by families is impede by poor telephone system		Investigate opportunity to install new telephone system	HIGH	\$150,000 approx.	OA	Dec. 2025		ED, and Head Office
		Continue to maintain existing system as needed	HIGH			Dec. 2025		ED and Head Office
Information and Communication standards	<p>11. (1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request. O. Reg. 191/11, s. 11 (1).</p> <p>12. (1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and</p>	Updated website to meet standards	HIGH	\$150/monthly	OA	Spring 2024	Ongoing	Head Office

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	<p>communication supports for persons with disabilities,</p> <p>(a) in a timely manner that takes into account the person's accessibility needs due to disability; and</p> <p>(b) at a cost that is no more than the regular cost charged to other persons. O. Reg. 191/11, s. 12 (1).</p> <p>(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support. O. Reg. 191/11, s. 12 (2).</p> <p>(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports. O. Reg. 191/11, s. 12 (3).</p> <p>(4) Every obligated organization that is required to provide accessible formats or communication supports by section 3, 4, 11, 13, 19, 26, 28, 34, 37, 44 or 64</p>							

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	<p>shall meet the requirements of subsections (1) and (2) but shall do so in accordance with the schedule set out in the referenced section and shall do so only to the extent that the requirements in subsections (1) and (2) are applicable to the requirements set out in the referenced section. O. Reg. 191/11, s. 12 (4).</p> <p>(5) Obligated organizations shall meet the requirements under this section in accordance with the following schedule:</p> <ol style="list-style-type: none"> 1. For the Government of Ontario and the Legislative Assembly, January 1, 2014. 2. For large designated public sector organizations, January 1, 2015. 3. For small designated public sector organizations, January 1, 2016. 4. For large organizations, January 1, 2016. 							

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	5. For small organizations, January 1, 2017. O. Reg. 191/11, s. 12 (5).							
Transportation								
Difficulty getting transportation for programs. DARTS reduced their number of wheelchair seats in the buses.		Investigate other options for bookings	Medium	Unknown	Programs & Support Services Residents	Dec 2025 We continue to struggle.		DOPASS
Patient transport is a financial burden for residents Ensure reversal of Ambulance Copayment (\$45).		Education for families to reduce avoidable ED visits Discussed with residents during disclosure at move-in	Med	Unknown	Residents	Ongoing	During each resident move-in a consent is reviewed On going	Director of Business Services
Transportation standards	34. (1) All conventional transportation service providers and specialized transportation service providers shall make available to the public current information on accessibility equipment and features of their vehicles, routes and services. O. Reg. 191/11,	Using public transit for outings within recreation Social Work support on individual basis for those needing accessible transportation	High	Fluctuates dependent on distance/ need	POA/ Recreation	Ongoing	Ongoing	DOCS and DOPASS

Challenge/Barrier	Applicable IASR Standards Section	Solution	Priority	Cost	Funding Source	Due Date	Actual Date	Person Responsible
	<p>s. 34 (1).</p> <p>(2) Conventional transportation service providers and specialized transportation service providers shall, upon request, provide the information described in subsection (1) in an accessible format. O. Reg. 191/11, s. 34 (2).</p> <p>(3) REVOKED: O. Reg. 165/16, s. 8.</p> <p>Non-functioning accessibility equipment</p> <p>35. (1) If the accessibility equipment on a vehicle is not functioning and equivalent service cannot be provided, conventional transportation service providers and specialized transportation service providers shall take reasonable steps to accommodate persons with disabilities who would otherwise use the equipment and the transportation service provider shall repair the equipment as soon as is practicable. O. Reg. 191/11, s. 35 (1).</p>							
Other:								
Ensure compliance		Education for Staff	Med	Unknown	MOLTC -OA	ONgoing	Ongoing	ED

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with AODA Legislation		<p>regarding requirements of AODA (Surge)</p> <p>Ensure that Customer Service Training & Office accessibility are part of curriculum</p>						VP Facility Services
Customer Service Standards	<p>80.46 (1) In addition to the requirements in section 3, every provider shall develop, implement and maintain policies governing its provision of goods, services or facilities, as the case may be, to persons with disabilities. O. Reg. 165/16, s. 16.</p> <p>(2) The provider shall use reasonable efforts to ensure that the policies are consistent with the following principles:</p> <ol style="list-style-type: none"> 1. The goods, services or facilities must be provided in a manner that respects the dignity and independence of persons with disabilities. 2. The provision of goods, services or facilities to persons with disabilities must be integrated with the provision 	<p>Home provides in house training (hands on) and online training for all new hires and reviewed annually for all staff. Includes education on customer service</p> <p>Orientation in accessible formats</p>	HIGH	Fluctuates based on job description	Nursing/ OA	Ongoing	Ongoing	Multi disciplinary Team

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	<p>of goods, services or facilities to others, unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods, services or facilities.</p> <p>3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services or facilities.</p> <p>4. When communicating with a person with a disability, the provider shall do so in a manner that takes into account the person's disability. O. Reg. 165/16, s. 16.</p> <p>(3) Without limiting subsections (1) and (2), the policies must deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the goods,</p>							

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	<p>services or facilities or with the availability of other measures, if any, which enable them to do so. O. Reg. 165/16, s. 16.</p> <p>(4) Every provider, other than a small organization, shall prepare one or more documents describing the policies established under this section and, on request, shall give a copy of any such document to any person. O. Reg. 165/16, s. 16.</p> <p>(5) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the documents required by subsection (4) are available on request. O. Reg. 165/16, s. 16.</p> <p>(6) The notice required by subsection (5) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances. O. Reg. 165/16, s. 16.</p>							

Review date: _____