



APANS
Health Services

ACCESSIBILITY PLAN

Grace Villa

2023/2024

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	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	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	Med	Unknown	MOH OA	Unknown	Unknown Summer 2023	Head Office ED Completed
More Office Space	Ensure it is in the redevelopment plans. Continue to look for opportunities to adjust space for needs in the moment.	High High	Unknown		Unknown	Unknown	Head Office ED
Building updating is required	Overall redevelopment of building	High	Unknown	MOH OA - redevelopment,	2024	Unknown	Head Office

Challenge/Barrier	Solution	Priority	Cost	Funding Source	Due Date	Actual Date	Person Responsible
	New owners are actively working on developing a plan to redevelop.			funding			
Smoking Spaces for Staff	Investigate opportunities for safe staff smoking spaces Staff smoking area created for staff on the back grounds	Medium	Unknown	MOLTC OA	December 2023	June 26 th 2023	ED & ADOIPAC
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	New furniture replacement – 1 st , 2 nd and 3 rd Floor Medication Rooms refurbishment Updating Nurses Station	Med Med Med	Unknown	OA OA OA	Dec 2023 Feb. 2023 Dec. 2024	Feb 2023 Mar. 2023	DES ED Facilities Manager – Head Office

Challenge/Barrier	Solution	Priority	Cost	Funding Source	Due Date	Actual Date	Person Responsible
	Facility Painting	Med		OA	Dec. 2023	Dec. 2024 Added to MC for weekly duties until completed	
Attitudinal							
Improve Satisfaction of Stakeholders and staff	Continue with regular Staff Appreciation functions. Provide positive feedback by Managers Provide Educational opportunities for profession growth. Review/share survey results and planned improvements/follow up where able. Gift Card Program Staff Awards Ceremony	Med	Unknown	Budgets	On going	On-going Improved satisfaction throughout the home 2023 Quarterly allotment received May 31 st 2023 May 31 st 2023	Management Team APANS Health Services Directors

Challenge/Barrier	Solution	Priority	Cost	Funding Source	Due Date	Actual Date	Person Responsible
	Staff Appreciation BBQ Staff Surveys in SURGE Staff wellness days Summer weds treat days in 2023					Annually Quarterly	
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 March 31 st 2023 completed by all staff	All Managers Clinical Services Coordinator to provide at orientation.
Financial							
Maintain 97% Occupancy	Marketing Promote Tours Maintain Website Watch outbreaks	HIGH	Unknown	Advertising/Marketing Continue positive community partnerships - LHINs	On-going September 2024	Review annually - Currently on track	All Staff
Ensure Resident accounts are paid in full	Monitor Accounts Stay in contact with families ASAP; when in arrears. Pre-Authorized Deposit	MED	Unknown	OA	On-going	On-going Annual review of accounts to write off outstanding dept	ED Director of Business Services Monthly letters

Challenge/Barrier	Solution	Priority	Cost	Funding Source	Due Date	Actual Date	Person Responsible
	<p>for 75 % of residents</p> <p>Successful transition of residents to PGT assistance</p> <p>Ensure that financial abuse is being appropriately reported (PGT, Police, CI – Financial Abuse)</p>	HIGH				<p>HO review of E-transfer</p> <p>Need capacity assessment done</p> <p>Jan. 2023 and ongoing</p>	<p>sent for collections</p> <p>Director of Clinical Services, ED & Director of Business Services</p>
To manage finances in a fiscally responsible/sustainable manner.	<p>Ensure variances are accounted for Managers to receive budgets monthly.</p> <p>Home to receive financial info in a timely manner from HO & Directors to use Tracking Tool at home-level</p>	Med				2023-2024 - monthly	ED Directors
Employment							
Recruitment of Suitable employees	<p>Utilize Grace Villa website.</p> <p>Currently utilize Indeed</p>	HIGH	\$200-300 per month estimated	Advertising Budget	December 2023	Ongoing	Leadership Team

Challenge/Barrier	Solution	Priority	Cost	Funding Source	Due Date	Actual Date	Person Responsible
	<p>Hire temporary foreign workers in nursing</p> <p>Maxwell Management recruitment</p> <p>Obtaining staff through Colleges</p> <p>Advertisement outside the home</p> <p>Job Fairs</p> <p>HR support from Head Office</p>					<p>Arrived Oct. 2021 and throughout the year into 2023</p> <p>2023 into 2024</p>	
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	December 2024		ED All Directors
Job Specific Fire Training	Develop a process for training (education) related to emergency fire procedures that covers both hiring orientation	HIGH	Unknown	Orientation	December 2023	Ongoing	JHSC Directors

Challenge/Barrier	Solution	Priority	Cost	Funding Source	Due Date	Actual Date	Person Responsible
	<p>and annually.</p> <p>Job Specific to SURGE</p> <p>Drills conducted on each shift monthly</p> <p>Weekly orientation sessions scheduled</p>						
Communications							
<p>Enhance overall Communication with Stakeholders.</p>	<p>Monthly Family Newsletter Encourage family members to become involved in 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>	HIGH	Unknown	Administration	December 2023	Ongoing	All Managers

Challenge/Barrier	Solution	Priority	Cost	Funding Source	Due Date	Actual Date	Person Responsible
	<p>Communication Tab in Point Click Care.</p> <p>Residents informed at Council meeting & Public Health notices sent to all stakeholders -- in staff room or via OneCall.</p> <p>Staff Stat</p>						
Access to staff and management by families is impede by poor telephone system	<p>Investigate opportunity to install new telephone system</p> <p>Continue to maintain existing system as needed</p>	<p>HIGH</p> <p>HIGH</p>	\$150,000 approx.	OA	<p>Dec. 2024</p> <p>Dec. 2024</p>		<p>ED, and Head Office</p> <p>ED and Head Office</p>
Transportation							
<p>Difficulty getting transportation for programs.</p> <p>DARTS reduced their number of wheelchair seats in the buses.</p>	Investigate other options for bookings	Medium	Unknown	<p>Programs & Support Services</p> <p>Residents</p>	<p>Spring 2024</p> <p>We continue to struggle to be successful</p>		DOPASS

Challenge/Barrier	Solution	Priority	Cost	Funding Source	Due Date	Actual Date	Person Responsible
					in this area		
<p>Patient transport is a financial burden for residents</p> <p>Ensure reversal of Ambulance Copayment (\$45).</p>	<p>Education for families to reduce avoidable ED visits</p> <p>Discussed with residents during disclosure at move-in</p>	Med	Unknown	Residents	Ongoing	<p>During each resident move-in a consent is reviewed</p> <p>On going</p>	Director of Business Services
Other:							
<p>Ensure compliance with AODA Legislation</p>	<p>Education for Staff regarding requirements of AODA (Surge)</p> <p>Ensure that Customer Service Training & Office accessibility are part of curriculum</p>	Med	Unknown	MOLTC -OA	April 2023 (Annual)	April 2024	<p>ED</p> <p>VP Facility Services</p>

Review date: _____