

ACCESSIBILITY PLAN

OVERVIEW

The purpose of the accessibility plan is to identify and address accessibility barriers at Friendly Manor Nursing Home. Friendly Manor is committed to removing barriers that limit our residents, staff members, visitors and volunteers from fully participating in the life of our home. We strive to support all members of our Friendly community in accessing our home's resources in order to ensure that each individual can thrive and meet his or her highest potential.

Our accessibility plan is based on information from our Annual Accessibility Status Report, which is completed yearly by a committee of staff, residents, and family members. The committee meets each June to share ideas about accessibility after a walk-through inspection of the home. Committee membership is voluntary, and meetings are advertised within the facility. Members walk through the home surveying the entire building for accessibility issues. Throughout the year, accessibility issues that are identified are passed on to the Administrator or designate. Once issues have been identified, an action plan is brainstormed and deadlines for completion are determined.

Our Annual Accessibility Status Report includes:

1. Barriers we have identified and plan to address (Completion deadlines may or may not yet be in place).
2. Barriers we have identified but are not yet able to address.
3. Barriers we have addressed and removed in the previous year.

Types of Barriers Defined:

Our Accessibility Committee focuses on the following types of barriers:

Architectural:

Any physical aspect of our building and grounds that prevents residents, staff or family members from fully enjoying and participating in the life of the home. Examples might include, narrow hallways, bathrooms that are not physically accessible to all, or stairways or steps to outdoors.

Environmental:

Something in the home's environment that affects the ability of residents, staff or family members from being able to enjoy life in the home. An example may include signage which is difficult for a person with a visual impairment to read.

Attitudinal:

Negative attitudes or beliefs held by individuals in the home that hinder the ability of residents, staff, or family members from enjoying the home. Examples might be negative



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labels attached to persons with disabilities.

Financial:

Any restriction in finances at an organizational level that impedes the home's ability to provide quality service to residents and family members. An example might be the cancellation of accessible transportation for a program due to lack of funding.

Employment:

Any policy or practice that limits the staff from enjoying a safe, meaningful and satisfying workplace, or barriers to employment related to disabilities.

Transportation:

A barrier in transportation that restricts residents from participating fully in activities or services offered by the home. An example might include residents in wheelchairs.

Communication:

A barrier that may impede information from being passed along to all community members (i.e. staff, residents and family members). For example, emergency alert systems not having a visual alarm.

Community Integration:

A barrier that prevents residents from having opportunities to participate in community events or to engage with community organizations. An example might be a lack of accessibility at the event for wheelchairs.

RESPONSIBILITY

The annual accessibility plan will be facilitated and transcribed by the Administrator. It will then be presented at the following Quality Improvement meeting.

OUTCOMES

Our yearly Accessibility Status Report allows residents, staff, visitors, and volunteers the opportunity to bring forth any accessibility issues that they face in the home. An action plan can then be developed with timelines for completion, to ensure that Stirling Manor is a home that allows optimum participation in the life of the home.



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Accessibility Status Report

Friendly Manor Nursing Home is committed to removing barriers that limit our residents, staff members, visitors and volunteers from fully participating in the life of our home. We strive to support all members of our Friendly community in accessing our home's resources to ensure that each individual can thrive and meet their highest potential.

Barriers we have addressed and removed

CUSTOMER SERVICE

We have updated our website to meet the Web Content Accessibility Guidelines. If any further changes are made, they will meet the guidelines as well.

Our front offices are accessible, and staff are available at the front door during business hours to support visitors.

INFORMATION AND COMMUNICATION

We have an email platform for sending out communications to families.

We have a staff chat platform for sending out messages to staff.

EMPLOYMENT

Any staff members with a short-term or long-term medical issue will be accommodated.

Changes may be made to the work environment, the schedule, the duties of the employee, etc.

Friendly Manor is culturally diverse. We strive to accommodate cultural and religious practices.

We provide flexible scheduling to support staff with their educational opportunities. We support the Supervised Practice Experience Partnership (SPEP) and have had nurses complete their training with us and go on to be our employees.

PROCUREMENT

Regard for incorporating accessibility criteria when procuring/acquiring goods, services, facilities. If it is not practical to do so, an explanation will be provided, on request.

We have purchased new beds for bariatric residents, new ceiling lifts to aid staff with moving residents, adaptive dishes for the dining room.

TRAINING

Mandatory training for all staff includes modules covering AODA, 2005. Various methods are available.

All education can be provided in alternate methods, as requested.

TRANSPORTATION

Friendly Manor can provide residents and their families with a list of transportation providers as needed.



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Barriers we have identified and plan to address

(Completion deadlines may or may not be in place)

INFORMATION AND COMMUNICATION

Friendly Manor is dedicated to improving communication with staff, residents, family and community. All forms of communication may be utilized and if any new methods of communication are available, they will be explored.

EMPLOYMENT

Friendly Manor pledges to make all employment practices fair and accessible. Going forward all employment ads will include the following statement:

“Personal information is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act for the purpose of applicant selection. We thank all applicants for their interest, however, only those selected for an interview will be contacted. Please note that accommodations are available upon request to support the participation of persons with disabilities in applying for jobs and during the interview and assessment process. If you require an accommodation, please call Friendly Manor at 613-396-3438 to discuss. We will work with you to meet your needs.”

Friendly Manor will continue to ensure current staff members with short-term and long-term medical issues will be accommodated to continue their employment.

PROCUREMENT

Friendly Manor will ensure that residents and staff have the equipment required to make the facility more accessible for current and future residents.

TRANSPORTATION

Friendly Manor maintains an up-to-date list of accessible transportation available for our residents.

OTHER

Wheelchair ramps at emergency exits are in the process of being replaced.

Barriers we have identified but are not yet able to address

OTHER

Friendly Manor is committed to meeting accessibility laws when making changes to the building. We have resident bathrooms that are not physically accessible to all. We currently have a wheelchair bathroom and tub room that are accessible if needed.

The staff room at Friendly Manor is in the basement and is only accessible by stairs. We have other areas of the building where staff can take their break, if required.

February 6, 2025