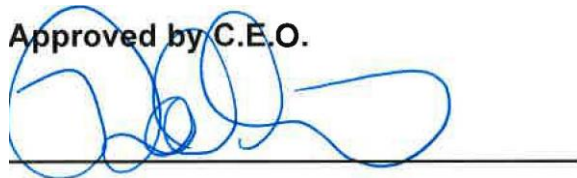


ACCESSIBILITY PLAN  
for  
Lakeland Long-Term Care  
2020, reviewed 2023

Approved by C.E.O.



**Donald Sanderson, CEO  
Lakeland Long-Term Care**

*Dependable, Supportive, Accountable,  
A Benchmark for Long-Term Care*

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## **MESSAGE FROM THE CEO**

Lakeland Long-Term Care works to encourage and sustain an organizational culture that supports equity and inclusiveness for all stakeholder groups including residents, families, staff, volunteers and visitors. Lakeland is committed to proving that it is a benchmark for Long-Term care by removing barriers that limit the way our Home gives care, nursing care is given, and care is supported.

Our core values at Lakeland are: dependable, supportive and accountable. Our values reflect our passion for helping and providing the best care possible for our residents and families. Together with our Resident Council and Family Auxiliary, we work collaboratively to maintain a Home-like environment that we are proud of.

Lakeland is a learning facility that engages in constant Quality Improvement cycles. We strive for a high level of resident and family satisfaction annually and are always here to answer questions and provide help.

Thank you for taking time to read Lakeland Long-Term Care's Accessibility Plan. Your comments are always welc

## **INTRODUCTION**

Located in the picturesque cottage country of West Parry Sound, Lakeland Long-Term Care is a newer, non-for-profit, 110 bed long-term care residence; affiliated and connected to the West Parry Sound Health Centre.

Built in 2005, our long-term care home was designed to provide a home-like environment that ensures comfort and safety for our residents. Lakeland strives to provide and maintain optimal quality of life for each of our residents by providing access to many well-appointed amenities and a variety of recreational activities that promote and maintain healthy living. In addition, our skilled and caring staff will enhance resident quality of life through our high standard of personal service.

Our individually tailored programs, suited to your lifestyle and personal needs, ensure that you can enjoy your senior years with the comfort, dignity and peace of mind that you deserve.

Lakeland strives to meet the needs of its employees, volunteers, visitors, families and friends with disabilities and is working hard to remove and prevent barriers to accessibility. Lakeland is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and the *Integrated Accessibility Standards Regulation* (IASR). This accessibility plan outlines steps we are taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years. We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom training was provided.

## **EXECUTIVE SUMMARY**

This plan was prepared by the Administrator and then reviewed and endorsed by the Quality Committee. The Administrator then seeks input on the plan from the Resident Council and Family Council (if any). The Administrator then recommends the approval of the plan by our CEO and Board of Directors.

The plan describes the measures that Lakeland will take in upcoming years to identify, remove and prevent physical and non-physical barriers to people with disabilities who live, work, visit or volunteer in the Home.

Lakeland Long-Term Care commits itself to:

1. The continual improvement of access to facilities, policies, programs, practices and services for residents and their family members, staff, health care practitioners, volunteers and members of the community.
2. Ensuring Lakeland practices, policies and procedures are consistent with the principles of accessibility.

**Special note:** Lakeland shares a close affiliation with the West Parry Sound Health Centre. Many of the physical, health human resources and myriad of services are interconnected and shared in a way that these elements cannot always be easily separated or distinguished. For this reason, this plan will at times refer to the Health Centre's plan found on the website: [www.wpshec.com](http://www.wpshec.com)

## **PAST ACHIEVEMENTS TO REMOVE & PREVENT BARRIERS**

Lakeland has completed the following accessibility initiatives.

### **Customer Service**

Over the past ten years, Lakeland has made it possible for feedback to be received in many formats (paper, telephone, online and in person). Based on feedback, the following have been addressed:

- Analogue telephone line devices to allow for adaptive telephone technology
- Upgraded courtyard surface to remove barriers for mobility devices
- Variety of mobility devices available at each entrance
- Resident beds: variety of control designs purchased to improve resident interaction
- Nurse call system with a variety of interfaces to alert staff
- Adaptive hearing devices available

### **Information and Communications**

Lakeland has routinely communicated with many residents with disabilities in ways that took into account their disability. Although seldom asked by other groups, we are prepared with the support of the West Parry Sound Health Centre, to provide information about our organization and its services, including public safety information, in accessible formats or with communication supports. We have met internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level A website requirements in accordance with Ontario's accessibility laws.

- Improved signage (larger print)
- Colour contrast services (white lettering on dark blue)
- Accessibility Plan and Accessibility policies available on website; alternate formats available upon request

Lakeland long-Term Care relies on the West Parry Sound Health Centre for Information Technology Services.

## **Employment**

Lakeland Long-Term Care is committed to fair and accessible employment practices, including meeting the accommodation needs of employees with disabilities. This includes providing job accommodations that take into account an employee's accessibility needs due to disability.

- A process has been developed to support employees who have been absent due to a disability and who require disability-related accommodations when they return to work. This includes documenting steps that are taken to facilitate an employee's return to work.

Lakeland Long-Term Care is also committed to providing accommodations throughout the recruitment and selection process to applicants with disabilities to ensure equal participation. Applicants can inform the Home's recruiter of the nature of any accommodation(s) that may be required in respect of any materials or processes.

- Accommodation information is now included in advertising job postings, phone screens and interview email confirmations when inviting job applicants to participate in the selection process and is also included in employment letters when offering jobs to successful applicants.
- Successful alternate forms of interviews are now being conducted (i.e. phone, video)

## **Procurement**

Lakeland is able to access the expertise and knowledge base of the West Parry Sound Health Centre when planning and purchasing for accessible design, features and other criteria that meet provincial regulations. Lakeland routinely has available:

- Hi-Lo resident beds with extendable head and footboards.
- Adjustable workstation chairs
- Various designs of panic alert devices
- Assistive devices including those for hearing and visual deficits

## **Self-Service Kiosks**

Lakeland Long-Term Care has taken accessibility features into consideration when purchasing and installing self-service kiosks. As a Home-like environment we conform to the Long-Term Care Design Manual 2015 which specifies a high standard for accessibility for residents. As such, things such as hand sanitizer dispensing stations are acquired and installed with different designs and heights.

### **Training**

Lakeland Long-Term Care is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities. Lakeland has implemented measures to ensure AODA training is offered to all employees, students, and volunteers.

- Mandatory new hire orientation is conducted upon employment and includes AODA presentation and quiz
- Student orientation is conducted prior to placement and includes AODA
- Volunteer orientation includes AODA presentation and quiz (offered via classroom format)
- Subsequent annual AODA training is offered to staff through mandatory online module

### **Design of Public Spaces**

Lakeland Long-Term Care continues to strive to ensure all public spaces are accessible to all Ontarians:

- Lever door handles,
- automatic door openers and hold opens installed,
- Bench seating at main entrance,
- Near level door transitions, and
- Delayed elevator door closing, with elevator instructions



### **STRATEGIES AND ACTIONS**

Lakeland Long-Term Care will endeavor to complete the following accessibility initiatives.

<b>Customer Service</b> Lakeland Long-Term Care is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timelines as others.					
<b>Barrier</b>	<b>Objective</b>	<b>Means to Remove/Prevent</b>	<b>Timing</b>	<b>Responsibility</b>	<b>Status</b>
Nurse call system increased options for access	Increase the number of options available to residents to summon assistance	Install modern system in partnership with the WPSHC	2021	Administrator	Completed
Door entries	Increase hall and balcony, and courtyard accessibility	Add door openers to courtyard, second floor hall and second floor balconies. (Cost barrier)	2026	Administrator and WPSHC  Plant Manager	Under review; second floor hall complete with 'door open'
Toilet Seats	Increase the contrast of toilet seat against toilets to assist those with visual and cognitive deficits	Replace with black toilet seats	2025	Administrator	In progress

<b>Information and Communications</b>					
Lakeland Long-Term Care is committed to making our information and communications accessible to people with disabilities.					
<b>Barrier</b>	<b>Objective</b>	<b>Means to Remove/Prevent</b>	<b>Timing</b>	<b>Responsibility</b>	<b>Status</b>
Website requirement	Ensure website meets Web Content Accessibility Guidelines (WCAG) 2.0 Level AA requirements in accordance with accessibility laws	Upgrade website	2023-24	WPSHC IT Manager	Under review
Signage / Symbols	Improve signage; incorporate international symbol system	Create new signage		WPSHC Communications Manager/ Clinical Managers	Ongoing
Improve communications	Information line: "Please contact the Administrator at 705-773-4041 ext. 1018, or by email at <a href="mailto:swhite@lakelandltc.com">swhite@lakelandltc.com</a> should you require this document in an accessible format." to be added to all policies/documents.	Include when reviewing / drafting policies/documents	2023-24	Leadership Team	Complete
Improve communications	Information line: "Please contact Human Resources at 705-746-4540 ext 2414, or by email at <a href="mailto:humanresources@wshc.com">humanresources@wshc.com</a> should you require this document in an accessible format." to be added to all published documents.	Include when creating new documents	2023-24	Leadership Team	Complete

### Employment

Lakeland Long-Term Care is committed to fair and accessible employment practices including meeting the accommodation needs of employees with disabilities. A local organization, LINC Employment Services (Leading Into New Careers), offers integrated employment support services for individuals with disabilities. Lakeland is able to request LINC services upon request. Lakeland will formally adopt the practices of the West Parry Sound Health Centre Human Resources department, when available.

Barrier	Objective	Means to Remove/Prevent	Timing	Responsibility	Status
Feedback	Actively solicit feedback from applicants with self-disclosed disabilities to improving hiring process	Create process to solicit feedback		Human Resources	Ongoing
Lack of accommodation plan template	Require accommodation plan template for staff with self-disclosed Disabilities	Use existing template, add to hiring <i>checklist</i>	2022	Lakeland	Complete
Lack of formalized emergency plan	Require emergency plan template for staff with self-disclosed disabilities	Create plan template	2022	Lakeland	Complete

**Procurement**

Lakeland Long-Term Care is committed to ensuring accessibility design, criteria, and features are considered throughout the procurement process.

Barrier	Objective	Means to Remove/Prevent	Timing	Responsibility	Status
Nurse call system increased options for access	Increase the number of options available to residents to summon assistance	Install modern system in partnership with the WPSHC	2021	Administrator	Complete
Aging telephone system	Increase telephone accessibility options for all	Add analogue lines permitting phones with options	2024-25	Administrator	Pending

**Self-Service Kiosks**

Lakeland Long-Term Cares committed to incorporating accessibility features / considering accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

*Currently, Lakeland has not identified any requirement for additional self-service kiosks.*

**Design of Public Spaces**

Lakeland Long-Term Care will meet accessibility laws when building or making major changes in public spaces.

Barrier	Objective	Means to Remove/Prevent	Timing	Responsibility	Status
Carpet	Carpet removal	Removing carpet in second floor halls will improve mobility for those in wheelchairs and using walkers	2023	Administrator and WPSHC Support Services Supervisor	Complete

**Training**

Lakeland Long-Term Care is committed to providing training in the requirement of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities. The Health Centre has implemented measures to ensure AODA training is offered to all employees, students, and volunteers.

<b>Barrier</b>	<b>Objective</b>	<b>Means to Remove/Prevent</b>	<b>Timing</b>	<b>Responsibility</b>	<b>Status</b>
Compliance rate	Improve compliance rate for annual mandatory AODA training for employees and volunteers; obtain baseline numbers for contracted service providers	Develop monitoring process	2023-27	Administrator and Quality Committee	Pending review

### **REVIEW AND MONITORING PROCESS**

Lakeland's Accessibility Quality Committee meets quarterly to review progress. Members of the committee provide updates on their annual commitments. The Resident Council will also review the plan annually. The Lakeland Board of Directors will receive progress updates. The plan will be updated in 2025.

### **FOR MORE INFORMATION**

For more information on this accessibility plan, please contact  
Administrator, Lakeland-Long Term Care  
Telephone: 705-773-4041 Ext. 1018  
Email: swhite@lakelandltc.com

Our accessibility plan is publicly posted at [www.lakelandltc.com](http://www.lakelandltc.com). Standard and accessible formats of this document are free on request from  
Administrator, Lakeland Long-Term Care  
Telephone: 705-773-4041 Ext. 1018  
Email: swhite@lakelandltc.com

*If*

Please contact the Administrator at 705-773-4041 Ext. 1018, or by email at swhite@lakelandltc.com should you require this document in an accessible format

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