

Policy		Heritage Green Nursing Home	
Manual	Administration	Document #	11-01-01
Section:	Facility Accessibility	Effective Date:	May 28, 2015
Subject:		Reviewed Date:	November 28, 2023
Approved By Administrator	<input checked="" type="checkbox"/> Scott Kozachenko	Modified Date:	N/A

Intent

This policy is intended to meet the requirements of the Accessibility Standards for Resident Service, Ontario 429/07 under the Accessibility for Ontarians with Disability Act, 2005, and applies to providing goods and services to the public or other third parties, not to the good themselves.

Statement of Organizational Commitment

- Heritage Green is committed to ensuring equal access and participation for people with disabilities, treating them 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 promptly. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario’s accessibility laws.
- We are committed to excellence in serving and providing goods, services, or facilities to all customers, including people with disabilities.
- Our accessible **customer service policies** are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

Definitions

Assistive Device– An assistive device is a technical aid, communication device, or other instrument used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that residents bring, such as a wheelchair, walker, or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering, and reading.

Disability – The term disability, as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

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- 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 coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or a wheelchair or other remedial appliance or device;
- A condition of mental impairment or a developmental disability;
- A learning disability or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act of 1997*.

Support Person – As reflected in *Ontario Regulation 429/07*, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs, or access to goods and services.

Types of Barriers

Architectural – any physical factor that makes accessibility difficult for an individual. Examples include narrow doorways and hallways, stairways, bathrooms that are not physically accessible for all, arrangement of furniture that may restrict easy movement, poor lighting for visually impaired individuals, and alarms that hearing impaired individuals may not hear.

Environmental - an item that affects the area an individual spends time in. Examples include excessive noise, flickering lighting, and fragrances, which may cause an allergic reaction.

Attitudinal- a negative attitude towards the individuals we support. Examples include negative attitudes of neighbors or other members of the community, a lack of acceptance or inclusion, negative language, or “labels.”

Financial – anything that may mean, at an organizational level that service is restricted

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or eliminated because of a lack of sufficient finances.

Employment – a workplace that does not provide sufficient flexibility, training, or equipment to ensure a productive and satisfying workplace for employees

Transportation – individuals cannot reach or participate fully in services, activities, etc., due to the lack of available and suitable transportation.

Community Integration – limits an individual’s ability to access their community.

Identification of Barriers

In order to identify any accessibility barriers in the facility, the following methods will be implemented:

- An accessibility survey will be distributed to all Board members, employees, and any other community members to complete and which will include input from the individuals we support, in order to identify any potential barriers
- Ongoing - Staff and residents will identify any potential barriers and report them to the Managers, who then report them to Maintenance and Administration. If Maintenance cannot address or remove the barrier, an outside company is employed to resolve the issue.
- The Joint Health and Safety Committee conducts regular inspections of all locations in the facility to identify any other potential concerns. Appropriate Department Managers, Maintenance, and Administration are consulted to address any concerns.

A. The Provision of Goods and Services to Persons with Disabilities

Guidelines

In accordance with the *Accessibility Standards for Resident Service, Ontario Regulation 429/07*, this policy addresses the following:

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Heritage Green Nursing Home will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensuring that all residents receive the same value and quality;
- Allowing residents with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- Using alternative methods when possible to ensure that residents with disabilities have access to the same services, in the same place and in a similar manner;
- Taking into account individual needs when providing goods and services; and
- Communicating in a manner that takes into account the resident's disability.

B. The Use of Assistive Devices

Resident's Own Assistive Device(s)

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Heritage Green Nursing Home.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services, or facilities.

We ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

The following are assisted devices that our residents can use after being assessed by an Occupational therapist.

- Commode chairs

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- Walkers
- Walking Canes
- Wheelchairs

C. The Use of Support Persons

If a resident with a disability is accompanied by a support person, Heritage Green Nursing Home will ensure that both persons can enter the premises together and that the resident is not prevented from accessing the support person.

There may be times when seating and availability prevent the resident and support person from sitting beside each other. In these situations, Heritage Green Nursing Home will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the resident, prior to any conversation where confidential information might be discussed.

D. Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Heritage Green Nursing Home. In case of any temporary disruptions to facilities or services that residents with disabilities rely on to access or use Heritage Green Nursing Home's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Notifications will include:

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- Goods or services that are disrupted or unavailable;
- Reason for the disruption;

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- Anticipated duration; and
- A description of alternative services or options.

When disruptions occur Heritage Green Nursing Home will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the Heritage Green Nursing Home website;
- contacting residents with appointments;
- verbally notifying residents when they are making a reservation or appointment or
- by any other method that may be reasonable under the circumstances.
- Sending an Eblast to the families
- Sending a Robocall to Heritage Green employees

E. Resident Feedback

Heritage Green Nursing Home welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways:

- Via email to (info@hgseiniorcare.ca)
- Telephone # 905 573 7177
- Mailing address: 353 Isaac Brock Drive, Stoney Creek Ontario, L8J 2J3
- In person

Residents who provide formal feedback will receive acknowledgment of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

F. Training

Training will be provided to:

- All employees, volunteers, agents, and/or contractors who deal with the public

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or other third parties that act on behalf of Heritage Green Nursing Home, for example: salespersons, drivers, vendors, event operators, call centers and third-party marketing agents; and

- Those who are involved in the development and approval of resident service policies, practices, and procedures.

Training Provisions

As reflected in *Ontario Regulation 429/07*, regardless of the format, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the *Accessibility Standards for Resident Service, Ontario Regulation 429/07*.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - use assistive devices;
 - require the assistance of a guide dog, service dog, or other service animal;
 - or
 - require the use of a support person
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- Heritage Green Nursing Home's policies, procedures, and practices pertaining to providing accessible resident service to residents with disabilities.

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Training Schedule

Heritage Green Nursing Home will provide training as soon as practicable. Orientation and training will be provided to new employees, volunteers, agents, and/or contractors who deal with the public or act on our behalf. Revised training will be provided in the event of changes to legislation, procedures, and/or practices.

Record of Training

Heritage Green Nursing Home will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

G. Notice of Availability and Format of Documents

Heritage Green Nursing Home shall notify residents that the documents related to the Accessibility Standard for Resident Service are available upon request and in a format that takes into account the resident's disability. Notification will be given by posting the information in a conspicuous place owned and operated by Heritage Green Nursing Home, the Heritage Green Nursing Home's website, or any other reasonable method.

This policy and its related procedures will be reviewed as required in the event of legislative changes, or changes to company procedures.

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Acknowledgment & Agreement

I, (Employee Name), acknowledge that I have read and understand the Accessibility Standards for Resident Service Policy of Heritage Green Nursing Home. Further, I agree to adhere to this policy and will ensure that employees working under my direction adhere to this policy. I understand that if I violate the rules/procedures outlined in this policy, I may face disciplinary action, up to and including termination of employment.

Name:	_____
Signature:	_____
Date:	_____
Witness:	_____

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