



APANS  
Health Services

ACCESSIBILITY PLAN

MIDDLESEX TERRACE

2023

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<b>Challenge</b>	<b>Solution</b>	<b>Priority</b>	<b>Cost</b>	<b>Funding Source</b>	<b>Due Date</b>	<b>Actual Date</b>	<b>Person Responsible</b>
<b>ARCHITECTURAL</b>							
Accessibility to Bathrooms- many rooms in the south wing were not built with a bathroom. This is very difficult for staff to provide care, as it adds an additional step to the care process, but more importantly, it is very challenging for the residents having to wait in line for a washroom to become available and/or staff assistance to get to the bathroom.	When home participates in the redevelopment process, number of bathrooms and location will be addressed as mandated by the Building Code. Ministry of Health's continued commitment is necessary to proceed with the redevelopment of "C" homes.	Medium-High	Unknown	RYKKA and redevelopment funding	Dec 2023 - redevelopment		Support Office Facilities Manager
Residents who reside on the second floor have to be elevated down to the lower-level dining room for all three meals as there is not a dining room on the residential floor. This is an additional time constraint for both residents and staff and is very disruptive to daily routines. Residents and staff spend approximately 3 hrs. per day elevating up and down Unchanged in 2023 Accessibility Review-	When home participates in the redevelopment process, each wing will have designated dining rooms as mandated by the Building Code. Ministry of Health's continued commitment is necessary to proceed with the redevelopment of "C" homes.	Medium-High	Unknown	RYKKA and redevelopment funding	Dec 2023 - redevelopment		Support Office Facilities Manager
<b>Challenge</b>	<b>Solution</b>	<b>Priority</b>	<b>Cost</b>	<b>Funding Source</b>	<b>Due Date</b>	<b>Actual Date</b>	<b>Person Responsible</b>
Dining room on third floor has limited space and makes it difficult during meal service.	When home participates in the redevelopment process, dining room size will be addressed as mandated by the building code. Ministry of Health's continued commitment is necessary to proceed with the redevelopment of "C" homes.	Medium-High	Unknown	RYKKA and redevelopment funding	Dec 2023 - redevelopment		Support Office Facilities Manager
Residential floors have a designated "Centre Wing" for resident rooms. To access this area on main floor, the residents have to go up an	When home participates in the redevelopment process, the centre wing will be redesigned. Ministry of Health's	Medium-High	Unknown	RYKKA and redevelopment funding	Dec 2023 - redevelopment		Support Office Facilities Manager

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elevated “ramp”. For residents who have impairments, this can be very difficult and also difficult for staff if residents are heavier. Risk of residents coming down the ramp too quickly is also a concern Unchanged in 2023 Accessibility Review-	continued commitment is necessary to proceed with the redevelopment of “C” homes.						
Home has very little storage space on the floors, which requires resident mechanical lifts, care carts etc. Now using one side of the hallway to store care carts and lifts.	Mechanical lifts are stored in resident rooms, which is unappealing and limit space in rooms. – Family request to leave in room based on individual care needs.  When redevelopment occurs, storage space will be provided.	Medium-High	Unknown	RYKKA and redevelopment funding	Dec 2023 – redevelopment		Support Office Facilities Manager  DES
Location of Business Office is only accessible by going up a small set of stairs. This makes it very difficult for residents/ families to access these offices.  Unchanged in 2023 Accessibility Review.	When home participates in the redevelopment process, the accessibility of offices will be addressed. Ministry of Health’s continued commitment is necessary to proceed with the redevelopment of “C” homes. (Installed a door bell to alert the business office that a resident needs assistance)	Medium	Unknown	RYKKA and redevelopment funding	Dec 2023 - redevelopment		- Support Office Facilities Manager
Location of the majority of management offices is located on the lower level. Families and residents have expressed desire to have offices accessible and easy to find.  The DOCS and ED office is on the main floor, no office space is available on the third floor Unchanged in 2023 Accessibility Review.	When home participates in the redevelopment process, home has requested that the location of offices be relocated to the main floor. Ministry of Health’s continued commitment is necessary to proceed with the redevelopment of “C” homes.	Medium	Unknown	RYKKA and redevelopment funding	Dec 2023 – redevelopment		Support Office Facilities Manager
Home is not equipped with a built-in fire sprinkler system. In the event of a fire, sprinkler systems have been proven more effective.	When home participates in the redevelopment process, fire sprinklers will be installed as per building code requirements by 2025. Ministry of Health’s	High	Unknown	RYKKA	Dec 2025		Support Office Facilities Manager

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Unchanged in 2023 Accessibility Review.	continued commitment is necessary to proceed with the redevelopment of "C" homes.						
Driveways, pathways are uneven in some parts- makes it difficult for wheelchairs and walkers to maneuver.	When home participates in the redevelopment process, enhancements will be made.	Medium	Unknown	RYKKA and redevelopment funding	Dec 2023 – redevelopment  Patch work completed annually to ensure environment is safe.		Support Office Facilities Manager
Parking lot is small and creates challenges for staff, visitors and deliveries being made to the Home. Additional parking spots were added to the Home in 2021. However, parking is still not adequate for needs.	When home participates in the redevelopment process, additional enhancements will be made to the parking lot.	Medium	Unknown	RYKKA	July 2024- redevelopment		Support Office Facilities Manager
Visitor bathrooms are not available on residential floors and ONE is available on the lower level. All resident and visitor washrooms have been labeled Unchanged in 2023 Accessibility Review.	When home participates in the redevelopment process this will be addressed.	Medium	Unknown	RYKKA and redevelopment funding	Dec 2024 - redevelopment		Support Office Facilities Manager
Staff room and staff locker rooms are small, difficult to accommodate all needs of staff. Staff continue to share the lockers requiring them to remove personal items at the end of their shift. Unchanged in 2023 Accessibility Review.	When home participates in the redevelopment process this will be addressed.	Medium	Unknown	RYKKA and redevelopment funding	Dec 2024 - redevelopment		Support Office Facilities Manager
One elevator in the home used for all services. Unchanged in 2023 Accessibility Review.	When home participates in the redevelopment process this will be addressed.	Medium	Unknown	RYKKA and redevelopment funding	Dec 2024 - redevelopment		Support Office Facilities Manager
Nurse's stations are located in high traffic areas- creates concerns related to privacy	When home participates in the redevelopment process this will be	Medium	Unknown	RYKKA and redevelopment	Dec 2024 - redevelopment		Support Office Facilities Manager

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staff are encouraged to give report in an room or quiet space Unchanged in 2023 Accessibility Review.	addressed.			funding			
<b>ARCHITECTURAL</b>							
Heating and cooling within the building is not consistent.	When home participates in the redevelopment process, heating and cooling requirements will be installed as per building code requirements. Ministry of Health's continued commitment is necessary to proceed with the redevelopment of "C" homes.  Engineers were brought in to review cooling and MST is air conditioned including all resident rooms and shared spaces. AC split units cleaned annually and quarterly service. HVAC is services X 2 / year to ensure optimal performance	High	Unknown	RYKKA and MOLTC funding	2024-Redevelopment  Air conditioning inspected May 2023		Support Office Facilities Manager
Home does not currently have a "welcome/reception" area to welcome individuals to our Home.  2023 Accessibility Review	When home participates in the redevelopment process this will be addressed.	Medium	Unknown	RYKKA	Dec 2023		Support Office Facilities Manager
The front lounge area is not being utilized by residents due to safety concerns related to the stairs.	A gate with a keypad will be installed to prevent residents from getting down the stairs	Medium	\$6000		Dec 2023		DOES
<b>ATTITUDINAL</b>							
Discrimination by residents/staff towards staff and/or residents due to cultural differences. Updated Harassment policy and procedure. See Cultural Competency Plan for ongoing capacity building. Programming continues and hiring practices include a multicultural staff	Education for residents and staff regarding other cultures and acceptance and respect towards all individuals.  Address inappropriate comments as they occur.  Programs to incorporate education regarding other cultures residents,	High	Program Time	Program Budget	April 2024		Dir. Of PSS & E. D

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	monthly, arm chair travel, use of cultural calendar and incorporate programs monthly.						
Middlesex Terrace fosters a culture of inclusivity. We treat all equally and ensure that all genders, religion, culture, sexuality is not identified as a barrier but is embraced.	<p>Gender fluid bathrooms, gender fluid programs.</p> <p>Cultural sensitivity including but not limited to resident and staff backgrounds, belief systems.</p> <p>Indigenous resident and staff programming that recognizes their unique needs.</p> <p>Consider sensitivity and cultural training in areas such as indigenous.</p>	High		Recreation	Dec 2024		Recreation and Leadership Team
<b>EMPLOYMENT</b>							
<p>Recruitment efforts and Retention of all categories of nursing staff and dietary staff have identified a need to review relationships with training colleges</p> <p>-transportation remains and issue based on location</p> <p>-PLAN A. Staff Serve and Pinkerton's is now utilized to assist with staffing issues</p> <p>-all new employees are asked if they require accommodation and must sign off on hire</p>	<p>All applications are immediately screened and interviewed and credentials checked</p> <p>Involve other staff and residents in interview process.</p> <p>-rapport building with TVDSB, St. Elizabeth career college</p> <p>-scholarships, incentives for referrals, flexible staffing</p>	High	Goal is to hire and retain qualified staff	Nursing and Recreation	October 2023		DOCS/DCS
<p>Retention- challenges around retaining part-time and new staff within the nursing department.</p> <p>unchanged in 2023 Accessibility Review</p>	<p>Collective Agreement negotiations will occur</p> <p>Funding model enhanced with more full-time lines including bath aides and restorative on all shifts</p> <p>Recreation has 210 hours a week</p>	High	Ongoing unfilled shifts	Nursing Budget	Ongoing	October 2023	DOCS DOPSS
<b>COMMUNICATION</b>							
						Recreation has unfilled lines	

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<p>Many communication tools in place i.e. staff minutes, general staff meetings staff newsletters, minute board etc.- email, communication on PCC Home continues to utilize “the grapevine” on both floors, Emails, Newsletters for both staff and residents/families, General Staff and departmental staff meetings. Kiosk’s updated to allow staff to check the dashboard of PCC Use of StaffStat for staff communication.</p>	<p>Continue to promote and encourage staff to utilize the resources in place.</p>	<p>Medium</p>			<p>Ongoing Dec 2024</p>	<p>Dec 2023</p>	<p>All management</p>
<p>Accommodating sight impairments and learning disabilities or English as a second language when communicating policies/procedures or other information regarding the home to residents and staff.</p>	<p>Assign a staff member to assist with reading or translation as needed. Cross Cultural Learning Centre, London, Ont and Across Languages for interpretation</p>	<p>High</p>			<p>May 2024</p>	<p>Completed April 2023</p>	<p>All Management</p>

Reviewed: Sept 2023