

## Kensington Village Accessibility Barriers Assessment 2023

Barrier	Indicators	Activities	Timeline	Status	Person Responsible
Architectural	Public bathroom does not have a door opener for easy wheelchair accessibility	Annual review of facility accessibility was completed and a request was proposed to the owner to consider the possibility of adding a door opener to one public washroom as part of the renovations.	Dec 2021	In process of researching details of this possibility	Executive Director, Director of Environmental Services, Director of Project Management
Architectural	Only 1 door opens with accessibility button on 1 <sup>st</sup> floor – both to 1 <sup>st</sup> floor and unit	Proposal to have mechanism installed so that both doors open with accessibility button	Dec 2021	Proposal to be submitted	Director of Environmental Services
Architectural	Width of door ways into lounge area (main floor) – does not accommodate larger wheelchairs	Residents with larger wheelchairs assisted through doors		Look at having double door opener?	

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Architectural	Accessibility to outdoor courtyards	Accessible door opener installed to courtyard on 1 <sup>st</sup> floor and in Unit  2 <sup>nd</sup> floor – install mag lock to allow doors to stay open as accessibility button not feasible	Dec 2018	Completed	Director of Environmental Services
Architectural	Nursing desk too tall to see over by residents in wheelchairs	Proposal to add shelf to one or both sides of nursing station at counter height	Submit proposal by June 2021	In progress	Director of Environmental Services
Environmental	Noisy environment due to residents with impairment yelling; staff being noisy at change of shift	Evaluate peak time of increase noise level – can activities be incorporated to help minimize noise. Education to staff re: shift change noise especially at night or during early morning	ongoing	ongoing	Director of Care, Director of Recreation
Environmental	Cues for Visually impaired	Brail is avail on keypad at front entrance and in elevators	2018	completed	Director of Environmental Services

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Environmental	Visual Aids for recreation	Large print books/magazines are available as well as talking books for the visually impaired	ongoing	ongoing	Director of Recreation
Environmental	Visual Aids for recreation	Sheet magnifiers for TV's/computer monitors can be obtained as needed	ongoing	ongoing	Director of Recreation
Environmental	Need for accessible parking spaces	Ensure accessible parking spots available and marked	Dec 2018	completed	Director of Environmental Services
Attitudinal	Customer service for disabled persons	Ensuring mandatory education related to ADOA standards is completed by all staff annually. There is a module on "Surge learning" regarding customer services & accessibility for disabled persons which is part of orientation and annual education for all staff of all departments	Upon hire and then annually	ongoing	All staff

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		Education also provided via external service providers/community partners (ie: Alzheimer's society)			
Attitudinal	Respect is shown by all staff in the care of adaptive devices used by residents	<p>Care of wheelchairs by using the commercial grade steam cleaner has reduced the number of complaints of dirty wheelchairs</p> <p>Hearing aid operated and stored properly and care of glasses &amp; dentures has been stressed by nurse managers/RN's</p> <p>Adaptive feeding aides ordered and implemented as needed</p>	ongoing	ongoing	All staff
Financial	Staff assist residents to access all possible	Rate Reduction forms, applications for ODSP, ADP	ongoing	ongoing	Executive Director, bookkeeper,

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	grants/funds from Gov't & various organizations	applications, ostomy grants, CNIB etc			Director of Recreation
Financial	Outings – due to financial constraints residents/families may not be able to participate	Select outings i.e. light tour, for individuals to attend where there is no fee involved  Allocate funds from recreation budget to subsidize residents to be able to participate	ongoing	ongoing	Director of Recreation
Employment	Kensington remains an equal opportunity employer	Hiring personnel will not refuse persons with disabilities who can complete the requirements of the job	ongoing	ongoing	Department Managers
Employment	Most job positions restrict individuals with some mobility disabilities	Evaluate each job position to determine what disabilities can be accommodated	ongoing	Ongoing	Executive Director, Leadership team, Health and Safety Committee

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Communication	Deafness/hard of hearing	Picture boards /bliss boards are available  Use of amplified equipment (ie: using Microphone for Bingo calling)  Additional use of pictures on monthly activity calendars	ongoing	ongoing	Director of Recreation
Communication	Aphasia	Picture boards /bliss boards are available	ongoing	ongoing	Director of Recreation
Communication	Language barriers	Investigate external Interpretation services –provide on site visits	ongoing	ongoing	Director of Recreation
Communication	Mental health involving delusions /hallucinations  Mental disability hampering ability to understand communications	Education on behaviours, GPA courses/PIECES course communication module to educate staff working with these persons  Utilization of the BSO team	Annually	ongoing	All Staff

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Communication	Decreased cognitive status impairing ability to communicate	<p>Education on behaviours, GPA courses/PIECES course communication module to educate staff working with these persons</p> <p>Use of pictures/short simple one step at- a- time instructions are being stressed as best methods of communication with a person with cognitive limitations</p>	annually	ongoing	All Staff
Communication	Independent access to look up information, communicate with family or friends, leisure activities	Touch screen accessible computers available to residents on each floor	ongoing	ongoing	Director of Recreation

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Transportation	Vehicles with wheelchair accessibility should be available to disabled persons for participation in home activities	<p>A van with a lift for wheelchairs was purchased for use during recreational outings so that resident with mobility issues can participate in outings.</p> <p>Wheelchair taxis and a public transit bus are also available for our residents which we assist with booking as needed</p>	ongoing	completed	Director of Recreation
Systemic Barriers	Affordability and access to long term care beds	<p>Work with families, LHIN care coordinators to ensure appropriate bed matching is done.</p> <p>Review applications in timely manner.</p> <p>Ensure appropriate supports and level of care available for individual resident needs.</p>	ongoing	ongoing	Executive Director, Director of Care



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		<p>Assist with applications for rate reduction/funding as applicable.</p> <p>Relocate resident to alternate room they can afford if necessary</p>			
Systemic	Access to medical care/health services not provided by the home	<p>Develop partnerships/contracts to ensure residents have access to medical or health services as required (ie: specialists' appointments, surgeries)</p> <p>Assist in arranging transportation, accompaniment if needed</p>	ongoing	ongoing	Executive Director, Director of Care
Other Barriers	Any barriers identified by persons served, personnel, other stakeholders	Provide an avenue for feedback from all persons served	ongoing	ongoing	Executive Director