



ACCESSIBILITY – Customer Service Multi-Year Plan

At Retirement Life Communities Consulting Inc. Retirement Residences (RLCCI), we support the goal of the *Accessibility for Ontarians with Disabilities Act, 2005* (the “Act”) is to create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability.

We at RLCCI - Retirement Residences strive to provide accessible services and facilities to our residents and their families and friends. The objective of this policy is to ensure we meet the requirements of the standards and promote their underlying core principles, described below.

Definitions

- i. **Accessible Formats** - may include, but are not limited to, large print, recorded audio and electronic formats, and other formats usable by persons with disabilities.
- ii. **Accessibility Report** – The report required to be filed pursuant to section 14 of the Act.
- iii. **Assistive Device** - Any device used to assist a person in performing a particular task or tasks or to aid that person in activities of daily living.
- iv. **Communication Supports** - may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.
- v. **Disability** – means:
 - i. 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 co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or another animal or on a wheelchair or other remedial appliance or device,
 - ii. a condition of mental impairment or a developmental disability,
 - iii. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
 - iv. a mental disorder, or
 - v. an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.
- vi. **Guide Dog** - A guide dog as defined in section 1 of the Blind Persons Rights' Act is a dog trained as a guide for a person who is blind and having qualifications prescribed by the regulations under the Blind Persons' Rights Act.

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- vii. **Service Animal** - means an animal, that can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
- viii. **Support Person** – A person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

Core Principles of the Policy

We endeavor to ensure that the Policy and related practices, policies and procedures are consistent with the following four (4) core principles:

- i. **Dignity** - Persons with a disability are as deserving of quality service as any other person and should be treated in a manner consistent with this fact.
- ii. **Equality of Opportunity** - Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our services and facilities.
- iii. **Integration** - Wherever possible, persons with a disability should benefit from our services and facilities in the same place and in the same or similar manner as any other person. In circumstances where integration does not serve the needs of the person with a disability, services and facilities will, to the extent possible, be provided in another way that takes into account the person's individual needs.
- iv. **Independence** – Services and facilities should, where possible, be provided in a way that respects the independence of persons with a disability. To this end, we will be willing to assist but will not do so without first attempting to get the permission of the person with a disability.

Human Rights Code & AODA: Duty to Accommodate

When a person with a disability needs accommodation, we at RLCCI - Retirement Residences have a duty to accommodate to the point of undue hardship.

RLCCI - Retirement Residences respects The Code whereby it protects people from discrimination and harassment because of past, present or perceived disabilities. Disabilities themselves are not a barrier, but barriers exist that exclude people with disabilities. These include physical, information and communication, systemic or attitudinal barriers.

- Physical barriers include things like providing steps but no ramps or elevators
- Information and communication barriers can make it difficult for people to receive or give information
- Systemic barrier can result from stereotypes or established practices, such as inflexible hours that don't coordinate with para-transit bus schedule



- Attitudinal barriers can be the biggest barrier of all by some organizations having a tendency to see people with disabilities as less worthy and underestimating their potential

Resident Rights under Human Rights Code

At RLCCI - Retirement Residences, we adhere to the following obligations under the Human Rights Code include:

- We cannot refuse to let someone move into the home simply because they have a disability, physical or mental, including depression.
- We may have a duty to accommodate special needs arising from a disability, unless doing so would cause 'undue hardship' (as defined by the Human Right Code) for the home.
- We recognize there may be legal requirements under the Human Rights Code about when we can request or demand additional medical information such as a psychiatric examination.

Providing Services and Facilities to People with Disabilities

I. Policies

RLCCI - Retirement Residences shall make all reasonable efforts to ensure that its policies which impact the delivery of its services and facilities to residents, their family and friends, the public or to other third parties are consistent with the principles of dignity, equality of opportunity, integration and independence as defined above.

II. Communication

RLCCI - Retirement Residences strives to communicate with persons with a disability in a manner that takes into account the disability.

III. Assistive Devices

Persons with a disability are permitted, where possible, to use their own Assistive Device when on our premises for the purposes of obtaining, using or benefiting from our services and facilities.

If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises we will make efforts to provide an alternative means of assistance to the person with a disability.

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IV. Accessibility at Our Premises

This may include:

- (i) Assistive devices, services or methods offered*
- (ii) alternate formats of documents i.e., commonly asked questions, such as return and exchange policy, available in a handout and in large print,*
- (iii) assistance of a staff person to complete a form,*
- (iv) if available TTYs, screen readers for a website (software that reads text aloud),*
- (v) stool if counters are too high for a person of short stature,*
- (vi) a chair for waiting in line if a person's disability prevents him or her from standing for lengthy period,*
- (vii) improved lighting in certain areas for individuals with vision disabilities etc.*

V. Service Animals and Guide Dogs

Persons with a disability may enter premises owned and/or operated by RLCCI - Retirement Residences accompanied by a Guide Dog or Service Animal and keep the Guide Dog or Service Animal with them, if the public has access to such premises and the Guide Dog or Service Animal is not otherwise excluded by law.

VI. Support Persons

A person with a disability may enter premises owned and/or operated by RLCCI - Retirement Residences with a Support Person and have access to the Support Person while on the premises. RLCCI - Retirement Residences may require a person with a disability to be accompanied by a Support Person when on the premises, but only if, after consulting with the person with a disability and considering the available evidence, the provider determines that,

- a)** a Support Person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises; and
- b)** there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises.

RLCCI - Retirement Residences occasionally holds functions and events for which it charges attendees an admission fee. We will ensure that, if a separate admission fee is to be charged for a Support Person, advance notice is provided of the existence and the amount of the admission fee to be charged. Where the presence of a Support Person is required, any applicable admission fee or fare will be waived for that person.

VII. Notice of Temporary Disruptions

RLCCI - Retirement Residences will notify residents, their friends, and families and the public if there is a planned or unexpected disruption of a facility or service persons with a disability use to access our services or facilities. The notification will be made by posting a notice at the entrance of the applicable premises, on the home page of the RLCCI - Retirement Residences website or in some other location or by some other means as may be appropriate in the circumstances.

Employment

RLCCI - Retirement Residences is an equal opportunity workplace. We support candidates with disabilities during the recruitment, assessment, and selection process. Individual accommodation plans will be established for anyone hired with a disability. Our return-to-work policy supports team members returning to work after a disability-related leave of absence. We



consider accessibility needs in terms of performance management, attendance management, and career advancement.

Workplace Emergency Response Information:

RLCCI - Retirement Residences will provide individual workplace emergency response information to employees who have a disability. If accommodation is required, Retirement Life Communities Consulting Inc. Retirement Residences will provide this support, as able.

Training and Records

RLCCI - Retirement Residences will ensure the following individuals receive the training required under the Standards:

- i. Every employee and volunteer
- ii. Every person who participates in developing Retirement Life Communities Consulting Inc. Retirement Residences policies.
- iii. Every other person who provides services or facilities on behalf of Retirement Life Communities Consulting Inc. Retirement Residences

A. Content of Training

- i. Employees will review of the purpose of the Act and requirements of the Standards within this policy as their training.
- ii. How to interact with persons with a disability who use an Assistive Device or require the assistance of a Service Animal or Support Person, do not move assistance device or equipment out of customers' reach or handle equipment without permission. Lower your body to theirs when communicating.
- iii. When working with:
 - People with hearing loss**, attract customers attention before speaking, be in a well-lit space, reduce background noise.
 - People with vision loss/impairment**: Do not assume the individual cannot see you, identify yourself when you approach, as how you can assist them best.
 - People with learning disabilities**: provide information in a way that considers the customer's disability, be patient.
 - People with speed or language impairments**: when possible, ask questions that can be answered with 'yes' or 'no' and do not interrupt.
 - People with mental health disabilities**: Be calm, reassuring, ask them the best way you can assist them,
 - People with intellectual/developmental disabilities**: Use plain language, provide one piece of information at time.

B. Timing of Training will occur as soon as practicable after the new employee is assigned the applicable duties and on an On-going basis. Records of the training will be kept.

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Websites

RLCCI - Retirement Residences will ensure internet websites and web content controlled by Retirement Life Communities Consulting Inc. Retirement Residences or a contractual relationship that allows for modification of the product conforms with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A initially and up to Level AA.

Multi Year Accessibility Plan:

RLCCI - Retirement Residences will meet the obligations set out under the ADOA and its regulations. The plan will be reviewed and, if necessary, will be updated at least every 5 years.

Compliance:

RLCCI - Retirement Residences will file an accessibility compliance report every 3 years and the make the report available to the public upon request in an accessible format.

Feedback Procedure*A. Receiving Feedback*

RLCCI - Retirement Residences welcomes and appreciates feedback regarding the manner in which it provides services and facilities to persons with disabilities and regarding whether its feedback procedure is accessible to persons with disabilities. Feedback can be provided in the following ways:

Goderich Place Retirement Residence
General Manager
30 Balvina Drive East
Goderich, Ontario N7A 4L5
Attention: Annette Gerdes
519-524-4243
agmqplace@hurontel.on.ca

Palisade Gardens Retirement Residence
General Manager
240 Chapel Street
Cobourg, Ontario K9A 0E3
Attention: Michelle McLean
905-372-1150
mmclean@palisadegardens.ca

A. Responding to Complaints

RLCCI - Retirement Residences will make reasonable efforts to resolve complaints at the time that they are made. If immediate resolution of a complaint is not possible the individual may submit a complaint to:

Vice President of Operations
403-1670 Bayview Avenue
Toronto, Ontario M4G 3C2
416-486-6711
Email: jmercier@retirementlifecommunities.com



Persons who wish to be contacted about their complaint must provide their contact information. The individual will then be contacted by a representative of RLCCI - Retirement Residences. We will make reasonable efforts to provide responses to complaints in a manner that is accessible to the complainant.

B. Availability of Feedback Procedure

RLCCI - Retirement Residences shall make information about this feedback procedure readily available to the public and shall make it accessible to persons with disabilities by providing, or arranging for the provision of, Accessible Formats and Communication Supports, on request.

Documentation to be made available:

This Policy and any other documentation required by the Standard shall be made available to any member of the public upon request.

Notification of same shall be posted at a conspicuous place on the premises owned or operated by RLCCI - Retirement Residences by posting it on RLCCI - Retirement Residences' website, or by such other method as is reasonable in the circumstances.

RLCCI - Retirement Residences shall consult with the person making the request to determine the suitability of an Accessible Format or Communication Support.

Design of Public Spaces Standards RLCCI - Retirement Residences will comply with the accessibility standards the Design of Public Spaces Standards (DOPS) when redeveloping or constructing new public spaces. However, RLCCI - Retirement Residences DOES NOT have any public spaces and it is unlikely that we will develop public spaces.

Accessible Parking

At our RLCCI - Retirement Residences, we have accessible parking spaces. Anyone with a valid accessible parking permit can park in either of these accessible parking spaces.

Outdoor Use Eating Areas

At RLCCI - Retirement Residences, we have outdoor patios that are accessible to both Wheelchairs and walkers.

Exterior Paths of Travel

At RLCCI - Retirement Residences, we Promote a healthy lifestyle with residents is a key component in care. Some of our properties offer outdoor pathways around the community for residents, families, and staff to use. We work to ensure our exterior paths of travel are firm, stable and slip resistant. Sidewalks and walkways should include drainage grates that will not allow canes, wheelchairs or footwear to get caught. If there are variations to a pathway, there

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must be signage or painted chevrons/yellow to indicate change in ground level. Careful to remove any overhead hanging flower baskets, flowerbeds with overgrown plants.

Maintenance

RLCCI - Retirement Residences has a preventative maintenance program.

Jason Mercier

From: Dana Dudley <ddudley@palisadegardens.ca>
Sent: Thursday, November 16, 2023 9:40 AM
To: Jason Mercier
Subject: Evacuation





Thank You

Dana Dudley
Director of Care
Palisade Gardens
905-372-1150 ext 229

Palisade Gardens
Emergency Evacuation Residents' List

Suite	Resident's Name	Resident's Phone Number	Medical Oxygen	Pets	Wheelchair / Walker
EAST SIDE					
101	Hamilton, Anne	(905) 377-0305			DNR 30 Sep, 23
102	Glover, Roy	(905) 372-5958			Cane/ Walker
103	Zsadanyi, Carol	(289) 829-1891			Walker DNR
104	Lynch, Phyllis	(905) 372-7414			DNR Walker
105	Wilson, Margaret	(905) 372-3916			Walker
106	Batchelor, Veronica	(905) 372-6384			
107	McGregor, Gavin & Patricia	(905) 372-4747			Gavin-Cane
108	Groen, Froukje	(905) 372-1184		Dog	
109	Irwin, Doreen	(905) 372-7207			Walker
110	Harvey, Michael	(905) 372-9153			Walker
111	Legere, Leona	(905) 372-9359			Walker
112	Dudichum, Margit	(905) 372-3921			Walker
113	Deborah Uman-Sures	(905) 373-8330			
114	Lucas, Betty	(905) 377-1391			Walker
115	Peppait, Mary	(905) 372-4360			
116	Pinheiro, Hilary "Larry"	(905) 373-4402			Deafness
201	Niles Brenda	(905) 372-4440			
202	Reid, Gwenda	(905) 372-1192			Cane
203	Beatty, Lynn	(905) 767-7182			Cane, Walker
204	White, Alma	(905) 372-9085			Walker
205	Noxon, Janet	(905) 373-4493			DNR
206	Moore, Harvey & Ruth	(905) 377- 1531			Walker
207					
208	Nicholson, Margaret	(905) 373-1071		Cat	
209	Brocanier, George	(905) 372-1373			Walker
210	Sheppard, Josephine	(905) 373-0083			VISION IMPAIRED/ DNR
211					
212	Henning, William	(905) 372-2208			Walker - DNR
213	Jones, Anne	(905) 372-7410			
214	Hannah, Barbara & William	(905) 373-4212			
215					
216	Watkins, Heather	(905) 373-7498			
217	Harry Sorrel & Daisy Gould	(905) 372-5952			Walker
218	Davis, Julie	(905) 372-4789			Walker

Palisade Gardens
Emergency Evacuation Residents' List

Suite	Resident's Name	Residents Phone Number	Medical Oxygen	Pets	Wheelchair / Walker
WEST SIDE					
219	Weller, Pat	(905) 372-3611	LOA(26-3 /10)		Walker
220	Iwrin, Donna	(905) 372-6251			Walker
221	Leguard, Etta Mae	(905) 372-3263			Walker
222	Kirkland, Diane & Taylor, Betty	(289) 252-0385			Both DNR
223	Dingler, Donna	(905) 372-2357			Walker - Rick - Both DNR
224	Vieau, Rick & Janis	(905) 372-0017	Risk-Hospital		Walker/Hearing Impaired DNR
225	Peters, Carolyn	(905) 373-9394		Cat	Walker - DNR
226	McCarthy, Jean	(905) 372-6266			Walker - DNR
227	Butler, Louise	(905) 373-1261			Cane
228	Howleson, Jan	(905) 372-4159			Walker - DNR
229	Sanger, Doris & Roy	(905) 439-9307			Walker, Cane - Both
230	Jones, Moira	(905) 373-9023			DNR
231	Stayner, Lucy	(905) 372-1709			Walker
EAST SIDE					
301	Holmes, Margot	(905) 372-9696			Walker
302	Slater, Murtel	(416) 204-1479			Walker
303	Goodall, Ken	(905) 373-1333			DNR
304	Rutherford, Dorothy	(905) 372-8040			Walker
305	March, Gord	(905) 372-1753			Cane
306	Gagnier, Ernie	(905) 372-5874			Walker/ Cane - DNR
307	Greer, Bonnie	(905) 373-7024			Walker
308	Cummins, Margret	(905) 377-8317	Hospital		Walker
309	Weyman, Heather	(905) 372-5114			Cane
310	Snow, Dagny	(905) 373-0113			Walker - DNR
311	Collins, Shirley	(905) 372-6524			Walker
312	Curl, Lila	(905) 372-4146			Walker
313	Waters, Joanne	(647) 332-9564			Walker
314	Stevens, Joan	(905) 373-1916		DOG	Walker
315	Joynt, Arthur	(905) 372-3681			Walker
316	McDougal, Frances	(905) 372-4939			Walker/ Wheelchair
317	MacLellan, Connie	(905) 377-8972			Walker
318	Neal, Ron & Muriel	(909) 373-4809			
WEST SIDE					
319	Abel, Lorraine	(905) 372-2223		Cat	Walker/ Wheelchair
320	DeLong Gladys&Maggs, Stanley	(905) 372-2038			

Paisisade Gardens
Emergency Evacuation Residents' List

Suite	Resident's Name	Resident's Phone Number	Medical Oxygen	Pets	Wheelchair / Walker
321	Froncz, Chester & Diane	(905) 372-7068			Walkers - BOTH DNR
322	Haynes, Mary	(905) 372-6804			
323	Lighthall, Christine	(289) 251-8687			Walker - DNR
324	Achen, Barbara	(705) 696-1151			
325					
326	Young, John (Jack)	(905) 377-8020	Hospital		DNR
327	Cadoret Anne & Greg Walsh	(905) 372-1385	(Greg) Hospital		Wheelchair- Anne
328	Robertson, Sandy & Robin				
329	Goheen, Doris	(905) 377-8039			
330	Barraclough, Louise	(905) 372-1809	O2 3-4lpm PRN		Walker - DNR
331	Simonds, Mary	(905) 377-8479		Dog	Walker/Cane - DNR
EAST SIDE					
401	Piotrowski, Olga	(905) 372-9053			Walker
402	Haddow, Faye	(905) 372-5187			Walker/Cane
403	Vangit, Williams	(905) 372-5845			Walker
404	Timlin, Jean	(905) 372-7949			
405	Thomson, Alan	(905) 372-4415			
406	Bird, Paul	(905) 377-8229			
407	Godawa, Margaret	(905) 372-9759			Walker
408	McIlwham, Veronica	(905) 372-5513			Walker
409	Griffith, Robert	(905) 377-8251			Walker
410	Griffith, Joan	(905) 377-8251			Walker
411	Bangs, Pauline (Yvonne)	(905) 373-0010			
412	Lyon, Audrey	(905) 373-0003			Walker - DNR
413	Zavalski, Jozef	(905) 373-0078			DNR
414	Zavalski, Rosemarie	(905) 373-0078			
415	Lees, June	(905) 372-3095			Walker
416	Macdonald, Bill & Faye	(416) 625-1510			Walker, Cane - Faye
417	Charles, Jeffery	(905) 372-1890			
418	Spooner, Beverley & Bob	(905) 372-5165			Walkers - BOTH
WEST SIDE					
419	Manley, Murray	(905) 377-8843		Cat	Walker/ Cane
420	Kinsinger, Sandra	(905) 800-0500			Wheelchair
421	Williams, Betty	1(705) 790-4737	LOA(13/6-Sep)		
422	Robertson, Grant & Brigitte	(905) 372-6024			Wheelchair- Brigitte
424	Cooper, Elsie	(905) 377-8615			Walker

Palisade Gardens
Emergency Evacuation Residents' List

Suite	Resident's Name	Resident's Phone Number	Medical Oxygen	Pets	Wheelchair / Walker
425	Conte, Giuseppe	(905) 377-8785			Cane
426	LeBlanc, Dorothy	(905) 373-9229			Walker - DNR
427	Ridge, Harry & Pauline	(289) 691-1754			Walker - Pauline DNR - Both
428	Koster, Eyllin	(905) 372 4673			Walker
429	Henry, Joyce	(905) 372-6934	Harmony		Walker
430					
431	Smith, Jeane	(905) 372-1060		Cat	Walker

**** FIRST FLOOR WEST SIDE LOCKED UNIT.**

HARMONY WING RESIDENTS

117	Svenningson, Daphne	DNR			Walker
118	Gummer, Patricia	DNR			Wheelchair
119-A	Kennedy, Whilemina	DNR			Walker
119-B	Stevens, Joan				
119-C	Pinheiro, Yvonne	DNR			Cane
120-A	Henry, Joyce				
120-B	O'Connell, Florence				
120-C	Budgell, Rose Marie	DNR			Walker
121-A	Hubbs, Anne	DNR			Walker
121-B	Samonig, Dorothy				Walker
122-A	Goody, Beverly				
122-B	Brummel-Nijhove, Frances				Walker
123-A	Delavigne, Helen				
123-B	Aiello, Antonia	DNR			Walker
123-C	Telford, Sally	DNR			Cane
125-A	Clappison, Mina				Walker
125-B	Brown, Evaline	DNR			Wheelchair
126-A	Bendl, Lillian	DNR			Walker
126-B	Bonham-Carter, Jennifer	DNR			Walker
127-A	Wilputte, Ruth				Walker
127-B	Karwaski, Doreen	DNR			Walker
128-B	Biggs, James	DNR			Walker
128-A	Jefferies, Caroline				

Palisade Gardens Multi Year Accessibility Plan 2023 - 2028

Type of Barrier	Barrier	Action	Priority	Cost	Funding Source	Completion Date	Status
Architectural	Elevator on the condo side in singular. When it breaks down, access to the main floor is difficult via stairs.	A second elevator is beneficial.	Medium	\$350,000	Capital/Reserve fund	2026/2027	ongoing
	Automatic door opener on the laundry room	Get a quote, book expense in the capital plan	medium	\$ 5,000.00	Capital	2024/2025	ongoing
	Add a front load dryer to the laundry room that isn't stacked	Get a quote, book expense in the capital plan	medium	\$ 7,000.00	capital	2024/2025	
	Automatic door opener on lower level resident washroom	Get a quote, book expense in the capital plan	medium	\$ 5,000.00	capital	2024/2025	ongoing
	Automatic door opener for the theatre	Get a quote, book expense in the capital plan	medium	\$ 5,000.00	capital	2024/2025	ongoing
Environmental							
	Garbage shoot room accessible door openers	Get a quote, book expense in the capital plan. Determine which floors they should go on. Potentially 6 required	medium	\$ 30,000.00	capital	2024/2025	ongoing

	Barrier	Action	Priority	Cost	Funding Source	Completion Date	Status
Attitude	cultural changes within PG are challenging for some residents	Education for employees and residents through ORCA	medium	na		2024/2025	ongoing
Financial	Barrier						
	Capital expense to add an elevator is imposing and may be require a special assessment imposed on the condo owners.	communicate with condo owners, get multiple quotes, employ an elevator consultant	low	350,000	Capital/special assessment for condo owners	2026	ongoing
Employment	Barrier						
	Further training for employees on AODA standards can be done yearly	continue training and education thorough ORCA	Medium	N/A		Ongoing	Ongoing

Barrier		Action	Priority	Cost	Funding Source	Completion Date	Status
Communication	phones/pager system need frequent fixing.	Ongoing maintenance is required from the nursing team	high	\$300 per device	operations	2024	complete
	Consistent communication amongst nursing team, maintenance team and housekeeping team to stay up to date on the accessibility needs of residents.	weekly departmental meetings to discuss new accessible requirements	immediate	na			complete
Type of Barrier		Action	Priority	Cost	Funding Source	Completion Date	Status

Transportation	PG Van is not wheelchair accessible (2 residents complained)	work with leasing company and manufacturer to explore best options for accessibility. The current van has a lift for person but not a wheelchair	medium	Not sure	operations	2024	ongoing
	Some residents want transportation to medical appointments etc that GP can't facilitate (staff availability)	Local accessible van can be scheduled by our receptionist or directly by a resident	high	NA	NA	ongoing	complete
	Barrier	Action	Priority	Cost	Funding Source	Completion Date	Status
Other							