



MULTI-YEAR ACCESSIBILITY PLAN

Strategy to Prevent & Remove Barriers

January 2022 to December 2026

Type of Barrier	Internal Standard to Achieve	Action Required	Target Completion Date
Systemic/ Organizational	Streamline internal oversight of accessibility-related materials and ongoing compliance.	Assign oversight responsibilities to employee(s).	Feb 1, 2022 & Ongoing
		Establish, implement, and maintain accessibility-related content & features for all applicable policies and materials.	Jan 1, 2022 & Ongoing
		Establish, implement, and maintain an annual compliance checklist.	Dec 31, 2022
		Monitor AODA and Ontario Ministry for Seniors & Accessibility online to stay current	Jan 1, 2022 & Ongoing
Informational & Communication	Standardize agency-wide document formatting, for both accessibility and clarity.	Establish, implement, and maintain agency-wide formatting guidelines, reasonably aligned with best practices for accessibility.	June 30, 2022
		Apply new formatting guidelines to all relevant existing documents.	June 30, 2022
	Improve upon quality of the experience within the Hospice for family members who have disabilities.	Revise the Common Referral Form to capture information regarding any need for accommodation on the part of family members; modify Navigators' spreadsheets accordingly.	June 30, 2022
		Modify relevant nursing policies & procedures to include this new area of focus.	June 30, 2022
	Identify and secure services to ensure timely translation of materials.	Form a French Language Operational Committee.	November 24, 2021
		Identify and utilize staff members with required skill set.	November 24, 2021
		Utilize free translation services made available to designated organizations by French Language Services.	November 24, 2021

Type of Barrier	Internal Standard to Achieve	Action Required	Target Completion Date
Technological	Establish, implement, and maintain agency-wide guidelines to make emails more broadly accessible by people who have vision impairments, use screen readers, etc.	Create and circulate tutorial explaining Outlook's integrated accessibility features to all relevant staff.	March 31, 2022
Physical & Architectural	Provide lakeside access for bedbound residents.	Elevator + lakeside-facing wide door on lower level of new wing have been installed. Contractor to perform landscaping work near door. Upon completion, residents will be able to be taken outdoors in their bed.	November 1, 2022
	Increase number of push-button door openers on premises.	Install additional electric door openers for the following common rooms; <ul style="list-style-type: none"> - North wing Family Room - South wing Family Room - Sacred Space - Ten Rainbows Games Room - Patio access door (from hallway) - Patio access door (from sunroom) 	Dec 31, 2022