



**Luther Village on the Park
Multi-Year Accessibility Plan
2010-2016**

*Developed March 2010
Updated September 2012
Updated September-December 2013
Updated September 2014
Updated September 2015
Next Update due September 2016*

Reference Policy 3.17

A. PURPOSE AND COMPONENTS

Purpose: The purpose of the accessibility plan is to ensure the provision of service meets the needs of residents and customers without limitations and barriers. The organization also strives to assure that it is addressing barriers, which prevent staff from doing their job effectively. The accessibility plan meets Accessibility for Ontarians with Disabilities Act (AODA) as well as CARF Accreditation standards.

Components: The Accessibility Plan contains two components. The first being the plan itself that reflects areas of need and timelines and the second component providing an annual status update. The plan is updated through annual discussion at Village Management and CQI meetings and documented by Risk Management.

B. MULTI-YEAR ACCESSIBILITY PLAN

1. Customer Service and Attitudes

All services are provided to residents in a way that protects dignity and respect. The individual needs of residents' are taken into account so that services can be tailored accordingly. Persons with disabilities will be given equal opportunity to benefit from services. Provision of services is inclusive of residents' need regardless of ethnicity, spiritual or cultural differences. The organization's core competencies include customer service, which ensures every staff person understands the importance of providing excellent customer service. Orientation training is provided and staff members are measured annually on this through the performance appraisal system.



Current Requests for Reasonable Accommodation

- Request to improve audio in the Great Hall – the Hearing Accessibility Committee presented to Village Ops Team to educate us on the experience of those with hearing loss.

Areas Needing Improvement/Future Action Required

- Plans to upgrade the audio system in the great hall is in progress. Timeline: September 2016.

2. Physical Environment

Physical accessibility features include:

- Handicapped parking is available at the entrance of the building and exterior doors are scooter friendly.
- Main exterior doors are equipped with accessible openers to assist less mobile residents with building access.
- Large print computer monitor available in resident business centre.
- Door handle are the levered type

Current Requests for Reasonable Accommodation

There is a significant trend in this cohort to age in place. This trend has increased the number of residents that rely on wheelchairs and staff assistance to get to activities. Related requests include:

- Requests for more scooter/walker parking to minimize congestion in common areas including no room for walkers during Great Hall events.
- Request for automatic door push openers on secondary exterior doors and washrooms
- A request to look at shower safety and more accessible washrooms for mobility aids
- Laundry room is small for a wheel chair and the soap buttons are up too high to reach
- A resident with MS was advocating for more general accessibility in common areas

Areas Needing Improvement/Future Action Required

- Joy will check Schlegel Centre's scooter policy. Timeline: By March 2016.
- Walker and wheelchair congestion in dining room will be brought to Village Management for follow up discussion. Timeline: By March 2016.
- Meeting with OT is arranged to discuss outdoor and indoor scooters. Timeline: By May 2016.
- Ongoing work on installation of automatic push openers – next step will look at common area door needs i.e. Little Hall. Timeline: By 2017.
- Motion Specialties is assessing and measuring for grab bars in common area washrooms and a quote is pending. Timeline: By June 2016.

3. Communication and Resident Input

Confidentiality is highly respected and maintained. Customer engagement program provides residents with multiple mediums for input and feedback i.e. resident surveys, comments/suggestion box and



interviews. Resident Council provides input and suggestions that help modify and shape service delivery. Resident activities calendars are posted monthly to keep residents informed. Resident handbook provided upon resident move-in to assist with orientation to important documents and procedures. A staff member shares the information with residents in person to aid in understanding and ensures information is delivered in a resident-friendly manner, specific to individual needs. Elevator keys are in Braille and 14-point font is consistently used for all resident communication.

Current Requests for Reasonable Accommodation

- It was recommended that we have flashing lights to indicate the fire alarm is going off

Areas Needing Improvement/Future Action Required

- See Update section for action taken. Timeline: In progress 2016.

4. Finances

Luther Village assisted living is based on a rental agreement and purchase of a care package. Luther Village has a customer service philosophy whereby we seek ways to improve value to residents in all that we do. Residents' Encountering Financial Issues Policy #2.15 is in place to help guide response.

Current Requests for Reasonable Accommodation

- Expressions of financial concern are responded to directly with the resident and family at the time of need in a private.

Areas Needing Improvement/Future Action Required

- N/A

5. Community Integration

The Luther Village strategy for supporting residents' aging-in-place is to bring the community to the residents by offering external services within the Village community.

Requests for Reasonable Accommodation

- See Transportation section below for related requests.

Areas Needing Improvement/Future Action Required

6. Transportation

Luther Village model of care is to bring the community in by offering service within the Village, which minimizes day-to-day transportation needs.

Requests for Reasonable Accommodation

- The Health Care Committee brought forward the concern that there is no bus stop outside our facility on Father David Bauer Drive.



Areas Needing Improvement/Future Action Required

- See physical environment section and status report regarding bus stop. Timeline: -.

7. Employment

Employment related accessibility is planned and addressed through Human Resources as needs arise. Computers available in the lunch room to increase accessibility to electronic communication. In the past, sign language interpreters have been used.

Requests for Reasonable Accommodation

- Request to reduce the use of fragrances for those who are scent sensitive; JHSC have approved and recommended that an awareness campaign extend to residents as well

Areas Needing Improvement/Future Action Required

- Scent Sensitivity awareness campaign was approved by Village Ops and will be implemented over the next 2 years. Timeline: 2017.



C. STATUS UPDATE REPORT 2015

1. CUSTOMER SERVICE AND ATTITUDES

In 2015, Gentle Persuasive Approach (GP) training was offered on 3 different occasions to support staff in responding to the needs of residents with dementia. Responsive Leadership training modules were rolled out for new leadership as well as ongoing refreshers to continue to support staff needs in providing customer care and service.

2. PHYSICAL ENVIRONMENT

We continue to try and problem solve scooter parking and safety issues which is an ongoing challenge considering the physical limitations of the building. In 2015, the Little Hall was designated for scooter parking. In 2015, the scooter policy was improved for both the Sunshine and Life Lease residents. In 2015, an exercise specialist was hired on staff to better assess and improve residents overall mobility strength.

Over the past few years, the elevator buttons were changed twice to respond to feedback on effectiveness and practicality. They tend to get peeled off so it was decided to do signage in house so the visual and aesthetic appeal can be maintained.

In 2015, the Fitness Center accessibility upgrades have occurred in the washrooms including lower vanities and motion sensor faucets.

In 2015, additional automatic door openers were added to resident suite doors. Although, these requests are fully supported, the installation is at resident cost.

3. COMMUNICATION AND RESIDENT INPUT

In 2015, the project to post pictures and staff names posted outside of their offices was completed.

In 2015, the resident education series was offered on a regular basis and included topics such as Emergency Response System, Falls Prevention, Medication Safety and Fire Safety.

In 2015, upon a resident request, fire safety strobe lights have been installed in 2 units of the hearing impaired. Costs are being explored for installing these lights in common area hallways.

4. FINANCES

Residents are informed of the financial nature of Luther Village life lease and assisted living rental agreements via individual and group forums. Agreement and financial transactions closely follow legal and licensing requirements. Although Luther Village residents do not rely on public or private funding, we recognize the financial means needed to afford the high quality of living at Luther Village and recognize that residents may encounter financial issues from time to time.



5. COMMUNITY INTEGRATION

The Village concept includes a store, café, physician, dentist, audiologist, optometry, gerontologist, music therapist and a full menu of wellness services. Events and activities calendars are posted in several spots across the campus to encourage participation.

In 2015, a dietician provided a series of talks to residents on Monday mornings prior to coffee hour.

6. TRANSPORTATION

In 2015, the Waterloo Age Friendly City group used Luther Village as a site to host an event to which the Resident Health committee was invited. Waterloo is one of few Canadian cities to be designated as an Age Friendly City by the World Health Organization.

In 2015, Waterloo Region asked for Management and resident input on the impacts of the construction on transportation. Staff and residents completed a survey for them. Bus stop accessibility requires a long term solution. Currently the city provides a stop located on Westmount, which is a block walk.

7. EMPLOYMENT

Luther Village, alongside Lutherwood, is developing a cultural competency and diversity plan. CQI discusses diversity issues between staff and residents and works to create space for awareness building opportunities.

Sherrie Hyde, Risk Manager

c/o Village Management

December 2015