



Accessibility Plan
(Ontarians with Disabilities Act, 2001)

This Plan is in accordance with the Accessibility Standards for Customer Service, Ont. Reg. 429/07, developed under the Accessibility for Ontarians with Disabilities Act, 2005.

Last Reviewed and updated: August 2026

Mission, Vision and Values

Mission

Collectively, our foundation, purpose and vision capture our mission of care for the people we serve.

Foundation

A Catholic organization inspired by Christ's ministry and the legacy of the Grey Sisters of the Immaculate Conception.

Purpose

Quality, person-directed long-term care and support for people in our community.

Vision

A welcoming and inclusive home where each person feels cared for, supported and engaged.

Values

Respect, Compassion Spirituality, Integrity, Excellence and Collaboration

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Statement of Commitment

St. Patrick's Home of Ottawa is committed to excellence in serving persons within its community including people with disabilities and will carry out its functions and responsibilities in an appropriate manner to accommodate such individuals.

St. Patrick's Home is also dedicated to giving people with disabilities the same opportunity to access our services, and allowing them to benefit from the same services, in the same place, and in a similar way as others in our community.

St. Patrick's Home is committed to, and will strive to ensure that, the *Accessibility for Ontarians with Disabilities Act (AODA), 2005*, its regulations, standards and all other relevant legislation concerning accessibility, are observed in a timely fashion. Our response times will be contingent on various factors, including the nature of the task, product availability, and the accessibility of skilled experts to ensure efficient completion.

The Ontarians with Disabilities Act requires communities to prepare an annual Accessibility Plan. This Plan establishes a benchmark and strategy for St. Patrick's Home to become a barrier free community.

Questions about this Accessibility Plan

The St. Patrick's Home Accessibility Plan exists to achieve service excellence to clients with disabilities and complies with the *Ontarians with Disabilities Act, 2001*. If anyone has a question about this Plan, or if the purpose of the Plan is not understood, an explanation

should be provided by, or referred to the President and CEO, or their designate, of St. Patrick's Home.

The Ontarians with Disabilities Act, 2001

the term "disability" states,

- (a) 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 other animal or on a wheelchair or other remedial appliance or device,
- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; ("handicap").

Providing Goods and Services to People with Disabilities

St. Patrick's Home is committed to excellence in serving all clients, including people with disabilities. We ensure that our programs, services, and interactions uphold dignity, independence, integration, and equal opportunity.

We carry out our functions and responsibilities in a manner that recognizes and responds to the diverse needs of the people we serve. Socioeconomic circumstances are considered across every area of our planning and service delivery, ensuring that barriers related to income, social isolation, or access do not prevent individuals from fully participating in our Home's community.

Our Commitment Includes:

Accessible Service Delivery

Ensuring that all goods and services are provided in ways that respect the unique abilities, communication needs, and preferences of each person.

Telephone Services

We are committed to providing fully accessible telephone service to our clients. We will train staff to communicate with clients over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with clients by email if telephone communication is not suitable to their communication needs or is not available.

Inclusive Communication

Offering information in accessible formats and supporting alternative communication methods when required. We will train staff who communicate with clients on how to interact and communicate with people with various types of disabilities.

Barrier-Free Access

Identifying, removing, and preventing barriers that may limit participation in programs, services, or daily activities.

Equity-Informed Planning

Integrating socioeconomic realities into all planning processes, recognizing that disability and financial vulnerability often intersect.

Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that staff are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our goods or services.

Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal.

We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal. We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the St. Patrick's Home facility with their support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises. Fees will not be charged for support persons for admission to St. Patrick's Home premises or programs (for example for a workshop where a fee is charged to attend). Clients will be informed of this by a notice that will be posted in St. Patrick's Home premises.

Notice of Temporary Disruption

St. Patrick's Home will provide clients with notice in the event of a planned or unexpected disruption at any of its facilities or to services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be posted at all public entrances and reception areas on the premises.

Staff Training and Awareness

Equipping team members with the knowledge and skills to support people with disabilities with empathy, respect, and competence.

St. Patrick's Home will provide training to all employees, volunteers and any others who deal with the public or other third parties on the premises.

Individuals in the following St. Patrick's Home positions will be trained:

- Management
- Clinical / Nursing
- Administration
- Volunteers

Training for new hires will be provided within 90 days of a person assuming their respective duties.

Training will include the following:

- The purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer (client) service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use assistive devices or require the assistance of a service animal or a support person
- How to escort and transport the client and/or their personal belongings

- What to do if a person with a disability is having difficulty in accessing St. Patrick's Home of Ottawa goods and services
- St. Patrick's Home policies, practices and procedures relating to the client service standard as it pertains to people with disabilities.

Staff will be trained on an ongoing basis when changes are made to internal policies, practices and procedures that may have an impact on servicing and interact with persons with disabilities.

Feedback Process

The goal of St. Patrick's Home is to meet and surpass client expectations while serving clients with disabilities. Comments on our services regarding how well those expectations are being met are solicited, welcome and appreciated.

Feedback regarding the way St. Patrick's Home provides goods and services to people with disabilities can be made verbally in person, or by completing the feedback form included with this document and sent by email, facsimile, or regular mail. All feedback will be directed to the President and CEO, or their designate. Clients can expect to receive a response within ten business days.

Complaints will be addressed according to procedures already established in St. Patrick's Home policies and procedures.

Modifications to this or Other Policies

We are committed to developing client service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to the policy before considering the impact on people with disabilities.

Any policy of St. Patrick's Home that does not respect and promote dignity and independence of people with disabilities will be modified or removed.

Review and Monitoring Process

Through these commitments, St. Patrick's Home ensures that every individual—regardless of ability or circumstance—can access services that promote well-being, connection, and quality of life.

St. Patrick's Home is committed to the continued improvement of access to the St. Patrick's Home location(s) and services for all those with disabilities; and the provision of quality service to those with disabilities. We encourage everyone to share their ideas, concerns, and suggestions related to accessibility. Our doors are always open, and you can reach out to us through the following channels:

- Email us at managers@stpats.ca
- Call us at 613-731-0094 ask to speak with a manager.
- Visit our main office in person and speak with our receptionist.

The Plan will be reviewed and monitored on an annual basis to identify and remove barriers identified and will reinforce St. Patrick's Home commitment to remove all barriers under the *Ontarians with Disabilities Act*.

Communication About the St. Patrick's Home Accessibility Plan

This Plan will be available on the St. Patrick's Home website. It will be made available to all persons for review and perusal.

Annual Review of the Accessibility Plan will be completed annually with

****Actions to date & tools implemented to support our goals can be found in***

Appendices A Promising Practices implemented and ongoing

Appendix B is the current year action plan being acted upon

Appendices A: Promising Practices

- *Sound Ear, a tool developed to train staff on white noise and its effect on residents and others with hearing impairments.*
- *Reporting mechanisms to support quick resolution of issues, such as Health and Safety Committee, Maintenance Software (full accessible to all) Employee Incident Reports. Friends and Family Council, Residents Council.*
- *Recent feedback from resident council referred to signage within the home and how it was difficult to read, too high, font too small, many old signs all over the home. A group was formed, and a signage program was developed and rolled out.*
- *All staff from day one orientation receive a day of training which includes AODA, Restorative Education and Customer Service. This training is reinforced annually.*
- *There is a rate reduction program provincially for residents with lower income. Social work and finance work together to ensure residents can pay and have a comfort allowance set by the province*
- *The home has a CEO and a Social Work discretion fund sponsored by the foundation to be used when a resident cannot afford a vital need.*
- *The home uses the collective bargaining process and for non-union staff the home uses Cost of Living Allowance.*
- *There is a compensation review done every 3-5 years to ensure we are at the higher end of the average wages.*

- *Compassionate care for staff through prayer time available for staff monthly and when needed Spiritual Care will stop and help any staff in need. For the residents we have regular scheduled Spiritual Care staff and an on-call system for resident needs.*

Appendix B: Current plan: Accessibility Action Plan

Gaps were identified in the review and carried forward from previous plan as well.

Gap	Action for correction	Timelines/Barriers
Carpets have been a gap since installation as they carry allergens and after 10 years they are less easy to clean. Additionally, it increases the force required to push a wheelchair or lift.	Change carpets first in the areas off the dining room on the home areas on all 9 areas.	One home area was done in 2022 and one in 2024. Was not in the budget for 2026 and will look at 2027 and 2028.
Transitions are an ongoing maintenance repair. The transitions between surfaces are sometimes too large of a gap for wheelchairs or shower chairs to easily go over.	The front door transition from the outside door to the inside vestibule required changing. All the shower rooms required repairs.	The front door was completed in 2021. Shower rooms-all 9 have been completed in 2023-2025.
Inclusive Interpretation for residents and families who do not speak English or French.	Resident Rights are available in most languages on the OARC website.	Social Work will download the rights in a language the resident or family require- this is ongoing and OARC will try to accommodate any language not available.

	Language survey for staff is completed annually, and a list of fluent languages is kept in HR. The Home wants to look into using a translator app on the work phones to help staff when communicating with residents who do not speak English or their language.	Staff and managers can call HR to check the list if they need interpretation and see who is working. They then will ask the staff to go and help- there has never been a refusal from staff to help. This year- 2026 look into the cost of the apps on all the phones in the home. A plan on implementation would have to be considered for 2027.
Furniture: Furniture should be variable in heights and widths to accommodate different sizes of people.	When furniture is replaced, this accommodation needs to be considered.	We have variable widths on home areas but they accommodate specific residents, not in general. Will keep this in the forefront when purchasing furniture. Resident Council asked for table risers so they can have their wheelchairs come closer to the tables for Resident Council meetings-

Dining Room table extensions-	The tables that we currently have in the dining room will need replacing to accommodate the variable heights for different residents, as the current table risers are no longer available anywhere.	the home accommodated and purchased the risers under Recreation equipment. This poses a financial strain on the Nutritional department budget and or the maintenance budget. Will need to start purchasing the new options available as the need arises each year. Make a plan for 2027 and onward for replacement.
Inclusivity- An inclusive Practice policy was created through the EDIA-R/ICS committee.	There was a need to have a specific policy to address the need to include inclusivity in all the committees/teams.	An inclusive Practice policy was created through the EDI A-R/ICS committee and approved at Leadership in August 2026
Socioeconomic- Food and clothing drive for persons in need to be done.	There was a food/clothing drive held in 2025. It was a give and take drive.	Staff were in need more than it was thought, so we will hold another one in 2026.